

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.



**Airports Authority of India
Jabalpur Airport, Jabalpur
(Department of CNS)**

Document of Additional Terms and Conditions (ATC).

GeM Bid Document

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport

GeM Bid No: GEM/2026/B/8149940

ESTIMATED COST OF THE WORK: ₹ 34,67,076.00/- (Rupees Thirty-Four Lakh Sixty-Seven Thousand Seventy-Six Only (Including GST).

Contract Period= For 03 Years (2026-29)

(GeM Bid, Rate Quote must be as per provision available in GeM Portal.)

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JE/CNS

Vinod
mgr(cns)

Chakraborty
AGM(CNS)

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- 1. Online bids are invited on behalf of Airports Authority of India (AAI), Jabalpur Airport from eligible bidders for the following works/service at Jabalpur Airport:**

1.1	Bid Reference No.	GeM Bid No: GEM/2026/B/8149940
1.2	Name Of Work	Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.
1.3	Type of Bid	Online Bid (Through GeM portal)
1.4	Duration of Contract	03 Years
1.5	Estimated Cost of Work	Rs 34,67,076.00/- (Including GST, PF, ESIC and Bonus)
1.6	Earnest Money Deposit (EMD) (Bid Security)	EMD/Bid Security as per Section-I clause 3.
1.7	Uploading of NIT and Bid Document	As mentioned in GeM on www.gem.gov.in
1.8	Last Date and Time of Submission of Bid Online)	As mentioned in GeM on www.gem.gov.in
1.9	Date and Time of opening of Bid(Online)	As mentioned in GeM on www.gem.gov.in
1.10	Bid Validity	180 days from the Bid End Date.
1.11	Address for Communication	CNS In-Charge, Airports Authority of India, Jabalpur Airport, Jabalpur-482005 Ph.No.0761-2920129
1.12	Help Desk for Bidding on www.gem.gov.in	For any clarification, help and registration for bidding & for obtaining Digital Signature contact at www.gem.gov.in
1.13	Availability of Bid Documents	The Bid documents can be downloaded from www.gem.gov.in . Bidder who wishes to view free Notification and Bid Documents can visit www.gem.gov.in , AAI website www.aai.aero AAI may issue Addendum(s)/Corrigendum(s) to the Bid document, if any, which shall be issued at least three days in advance of date of opening of Bids and placed on website www.gem.gov.in only.
1.14	Following 02 packet/Cover system shall be submitted through online at GeM portal by the Bidder:	E-Cover-1: EMD, PQQ cum Technical Qualification bid E-Cover-2: Financial Bid Last date and time of download of BID document is: As per GeM Bid Document Clarification needed if any may be send through Presentation option on Gem Portal (queries & replies) Last date & time of submission of e-bids (BID I & II) is: As per GeM Bid Document

2. General

- The Offer shall be valid for 180 days from the Bid End date. The Bidder cannot withdraw their offer within the period of validity lest liable for forfeiture of Earnest Money Deposit (Bid Security).
- Bidders are advised to complete all submission related work well before Time and Date of Submission of Bid. Any request for modification in the time/date of submission of Bid due to Bidder's failure to submit his offer, will not be accepted.

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SECTION-I

GENERAL INFORMATION OF e-TENDER

1. Airports Authority of India invites e-tenders from Authorized Service Providers for the work "Comprehensive: AMC of EPABX with Onsite deputation of 01 un skilled and 01 skilled manpower for 03 years (2026-29) at Jabalpur Airport" as per the bill of material given in ANNEXURE-V in this tender document.
2. Estimated cost of the purchase / work given below.

Sr. No.	Name of the Work	Estimated Cost (INR)
1	Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport	ESTIMATED COST OF THE WORK: ₹34,67,076.00/- (Rupees Thirty- Four Lakh Sixty-Seven Thousand Seventy-Six Only (Including GST, PF, ESIC and Bonus etc).

3. Earnest Money Deposit (Tender Security): -

The Earnest Money Deposit [EMD] of Rs. 69,342/- (Rupees Sixty-Nine Thousand Three Hundred Forty-Two only) shall be accepted ON LINE through NEFT/RTGS, in AAI ACCOUNT number mentioned in tender document as follow. In case, the agency is claiming MSME/NSIC exemption, the relevant proof should be uploaded on GeM- portal.

- a) Name of the Beneficiary : "AIRPORTS AUTHORITY OF INDIA"
- b) Title of the account : "AIRPORTS AUTHORITY OF INDIA"
- c) Current Account No. : 33964986659
- d) Name of the Bank : State Bank of India
- e) Branch : VILEPARLE(EAST) MUMBAI
- f) IFSC : SBIN0001174

Tenders not accompanied by the requisite EMD shall be summarily rejected. Scanned copy of report generated by bank towards NEFT/RTGS of EMD payment should be uploaded along with other documents in GeM Portal with E-Cover-1 (Technical Bid). The bid of the bidder, who fails to submit the scanned copy of online paid EMD before the stipulated time, shall be rejected out-rightly. No interest or any other expenses, whatsoever, shall be payable by AAI on the EMD in any manner.

AAI reserves the right of forfeiture of Earnest Money Deposit (EMD) amount of Successful Tenderer if: -

- The bidder withdraws or amends its bid or breach of the conditions or the tender of impairs or derogates from the tender in any respect within the period of validity of the tender.
- If the successful bidder fails to enter into a contract with AAI within 30 calendar days (or an extended period as approved by the Accepting Authority in AAI) after the receipt of the purchase order / work order.
- If the successful bidder fails to submit the contract performance bank guarantee as stipulated in the General Conditions of Contract within 30 calendar days (or an extended period as

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approved by the Accepting Authority in AAI) after the receipt of the purchase order / work order.

- If the bidder knowingly and willfully supplied incorrect information in the tender.
- In the event of not accepting the conditions of the contract even after agreeing to do so and submitting the letter of un-conditional acceptance of terms and conditions of the tender.
- AAI may issue a Letter of Intent (LOI) or as per GeM guidelines to the declared L1 bidder and ask the bidder to accept the LOI within the specified time. If the bidder fails to accept the LOI, it will be construed that the Bidder is not interested in the offer. In such a situation AAI will en-cash and forfeit the EMD.

Exemption from paying EMD - Micro and small Enterprises (MSEs) registered with District Industries Centres or khadi and village Industries Commission or Khadi Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by the Ministry of Micro, Small and Medium Enterprises as MSMED Act, 2006 for goods produced and services rendered shall be issued tender documents free of cost.

MSEs which are specified by the Ministry of Micro, small and Medium, Enterprises under MSMED Act 2006 and Public Procurement Policy, 2012 as Manufacturing / Service Enterprises should have registered with NSIC/ MSME/ UAM (Udyog Aadhar Memorandum).

All DPIIT recognized Startups are exempted from submission of EMD.

Bidder seeking exemption from EMD, need to submit valid documents as per GeM Terms and conditions.

Note: - Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service (Primary Product / Service) and give specific confirmation to this effect at the time of bid submission and claim EMD exemption and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process and validated by the Buyer.

AAI is liable to return EMD amount subject to terms and conditions of the Tender. Bid securities (EMD) of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract for this Bidders shall provide to AAI requisite Bank Account details for return of EMD.

If due some reason AAI cancels this tender, then EMD of all bidders without any interest shall be returned.

This Bid Document includes requirements in respect of description of work, details of end locations, delivery schedules, payment schedules etc.

4. **NSIC/MSE/Udyam/Startup registered Bidders:** As per GeM Portal Bidders seeking exemption and benefits should submit a self-attested scanned copy of valid **Registration Certificate** on GeM Portal (e-Cover-1).
5. There is no need to send the EMD through post/courier.
6. The tendering process is online at e-portal URL address www.gem.gov.in Aspiring bidders may go through the tender document by logging in the GeM portal. Prospective tenderers are advised to get themselves acquainted for e-tendering participation requirements at "Instruction for Online Bid Submission", register themselves at GeM portal, and obtain 'User ID' & 'Password'. The tenderer may also take guidance from GeM support.

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7. Bidders are advised to visit this GeM Portal regularly to keep themselves updated as any change/modification in the tender will be intimated through this website only.
8. The bidder must submit the duly updated checklist in PQQ cum Technical bid as per **Annexure-VI**.

9. Rejection & Return of Tender:

- a. Airports Authority of India (hereinafter abbreviated as (AAI) reserves the right to reject any or all tender(s) without assigning any reasons, whatsoever.
- b. Tenders, in which any of the particulars and prescribed information is vague, missing or is incomplete, in any respect and /or prescribed conditions are not fulfilled shall be considered nonresponsive and are liable to be rejected.
- c. If the bidder gives wrong information in his tender, AAI reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the Earnest Money Deposit (EMD), if applicable, wholly and absolutely. AAI reserves the right to debar such bidders to participate in future tenders.
- d. The information contained in the tender should be comprehensive and to the point. The tender containing information other than sought, with a motive to confuse or delay the finalization of tender process are likely to be rejected.
- e. Canvassing in any form in connection with the tender(s) is strictly prohibited and the tenders submitted by the bidder who resort to canvassing are liable for rejection.

10. Execution of Agreement: -

Successful bidder has to enter into an agreement with AAI on terms and conditions mentioned in the tender, its corrigendum and technical queries and responses against which purchase order has been issued within one month from the date of issue of work order. The agreement shall be executed on a non-judicial stamp paper of **Rs 500/- (Rupees Five hundred only)** which should be purchased from **Govt. of Madhya Pradesh** and the cost of stamp paper shall be borne by the contractor. Contract starts from the date of signing of Agreement/contract order date.

11. **Execution of Works:** The work shall be carried out under the supervision of EPABX In-Charge/EPABX Coordinator, AAI at Jabalpur Airport or any officer nominated by him/her, as the case may be, according to the terms and conditions of the contract.

*****END of SECTION-I*****

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SECTION-II
INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. Purpose and Scope of Tender Document:

- 1.1 This tender sets out the terms and conditions, General conditions of contract and qualitative requirements to be met for **"Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport"** as per scope of work given in the tender document.
- 1.2 The tender must remain valid for minimum of 180 days from the last date of submission of tender.
- 1.3 The bidder shall not be entitled, to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of AAI. In case of the bidder revoking or cancelling the offer or varying any term in regard thereof, the bidder's earnest money deposit shall be forfeited.
- 1.4 The bidders are advised to visit site and satisfy themselves regarding technical and operational requirement / significance of hardware / product installed and to be covered under this AMC.
- 1.5 The Bidder has to provide maintenance support for the Hardware's covered under AMC using IDENTICAL HARDWARES compatible with software and application programs running on the system.
- 1.6 Qualified bidder has to depute suitable manpower as described in Annexure-V/BOQ for attending the fault on site so that there shall not be any hindrance during operational hours or on weekdays, weekends and if required on holidays also.
- 1.7 The successful bidder will keep sufficient number of spares and qualified manpower so as to attend the reported fault within minimum downtime as mentioned in the scope of work/SLA.

2. BIDDING SYSTEM:

- 2.1 The bidder shall submit the documents comprising the bid on **GeM Portal**
E-Cover-1: EMD, PQQ cum Technical Qualification bid
E-Cover-2: Financial bid

B. THE TENDER DOCUMENTS:

3. PQQ cum Technical bid for the provision of **"Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport"**:

List of documents to be submitted by bidder in **e-Cover-1** on GeM Portal as per **TABLE-I** given below. Bidder shall be rejected in case of Non submission of document as per Table-I.

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Note: - Bidders are strongly instructed to upload only those documents which have been sought in below table, unwanted documents shall not be entertained and under such scenario bidder may be rejected without seeking any further clarification.

TABLE-I :		
S.No	EMD, PQQ cum Technical Qualification Documents	Ref./Format
1.	Scanned Copy of EMD Payment details [If applicable]	
1.1	Scanned Copy of cancelled cheque or scanned signed copy of Bank Details.	
2.	Valid Certificate of NSIC/MSE/Udyam registration if applicable MSEs seeking exemption and benefits should submit a self-attested scanned copy of valid Registration Certificate in GeM Portal	
3.	Scanned Copy of GST Registration number & PAN	
4.	Scanned Copy of EPFO and ESIC registration certificate	
5.	Experience Criteria/Value criteria: - Bidder should have successfully completed the mentioned work or similar work in last 7 years ending on last date (extended date) of submission of Bid. (a) One order of value more than or equivalent to Rs. 9,24,554/- (i.e., 80% of the estimated cost per year); or (b) Two orders each of value more than or equivalent to Rs. 5,77,846/- (i.e., 50% of the estimated cost per year); or (c) Three orders each of value more than or equivalent to Rs. 4,62,277/- (i.e., 40% of the estimated cost per year). Note:-Exemption of EMD, Annual turnover and prior experience criteria shall be given to bidders as per GeM Terms and conditions.	(Note-Maximum three work order of similar works are required).
6.	Proof of Satisfactory Service/Experience Certificate/ Completion Certificate: If Bidder claiming experience from non-Government organization i.e from Pvt. Ltd/Private. (Bidder has to submit TDS certificate issued by the Customer in support of <u>payment received</u> and execution of work.)	
7.	Average Annualized Financial turnover: Bidder should have minimum average annualized financial turnover of at least Rs. 3,46,708/- (30% of the estimated cost per year) ending 31st March of previous financial year (2026). As a proof of financial turn over, copy of abridged Balance Sheet along with profit & loss account of the firm for the last three years should be submitted. A Certificate from Statutory Auditor or CA stating shall also be accepted as a proof of financial Turnover, net worth and profitability.	

Handwritten signatures and initials:
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	Note:- Exemption for MSEs from payment of EMD and prior turnover and prior experience criteria during the tender process shall be given as per GeM Terms and conditions.	
8.	Articles of Memorandum of Association or Partnership Deed or proprietorship etc. for proof of the Company of Firm and its owner.	
9.	Power of Attorney: Power of Attorney (Stamp of Rupees 100/-) as per Annexure-IX authorizing the designated executive to sign all documents on behalf of the company or Firm, if the bid is not signed by the Director of the Company or Partner / Proprietor of the Firm (if applicable)	Annexure-IX
10.	Unconditional Acceptance Letter: Acceptance of all tender conditions in the format enclosed as Annexure-I of the tender document	Annexure-I
11.	Performa for Undertaking for not black listed: As per Annexure-VIII . Bidder shall not be black listed or should not have a pending case or pending complaint of irregularity in India or abroad. Bidder is required to submit an undertaking in this regard as per format. If the claim of the bidder is found to be wrong or the bidder is blacklisted by any of these agencies during the bid evaluation process his bid is liable to be rejected at that stage.	Annexure-VIII
12.	Details of Bidder Firm/Company PQ Performa/Checklist as per Annexure-VI	Annexure-VI
13.	OEM/MAF (Manufacture Authorization Form) Letter	Annexure-VII/ authorization certificate from OEM (M/s Alcatel)
14.	Undertaking for compliance of minimum wages.	Annexure-X
15.	List of Clients as per Annexure-III	Annexure-III
16.	Undertaking for CAMC of UPS maintenance from authorize dealer,	Annexure-XIII
17.	Signed & Stamped copy of ATC DOCUMENT	Signed & Stamped copy of ATC DOCUMENT
18.	ATC acceptance declaration	Annexure-XIV
19.	Undertaking of rates quoted	Annexure-XV

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4. BID PRICES/ FINANCIAL BID:

- 4.1 The maintenance contract shall be of comprehensive in nature i.e. the vendor has to provide maintenance support for IP EPABX (Hardware's & Software's) covered under this AMC using Hardware/software and application programs running on the system recommended or provided by OEM.**
- 4.2 The bidder shall quote rates inclusive of AMC for the IP EPABX system (with one PC and two UPS units), deployed manpower costs (minimum daily wages, EPF, ESI, bonus, etc); no extra payments shall be made by AAI.**
- 4.3 Bidder will submit Price Bid details in BOQ as per Annexure-V**
- 4.4 Non submission of price bid details in given BOQ format as per Annexure-V, bidder will be rejected without seeking any further clarification. Do not submit the Bid Price in E-Cover-1(Technical Bid).**
- 4.5 All rates shall be quoted in the format available on GeM portal and no other format is acceptable. If the price bid has been given as a standard format of GeM portal or BOQ of tender documents, then the same is to be downloaded and to be filled by all the bidders.**
- 4.6 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.**
- 4.7 The contractor should quote the rates very carefully considering current rates of minimum wages. Quoted rates by the contractor should include following cost components as applicable:**
- a. Total manpower cost per year based on actual wages to be paid as per labour act by the firm per day per worker (should not be less than minimum wages rate applicable for the concerned trade) considering 26 days per month.
 - b. PF, ESIC, Bonus (as applicable) and etc. according to Labour Act.

The contractor has to pay the prevailing minimum wages issued by the office of CLC (Chief Labour Commissioner) from time to time. The contractor has to ensure that in any case the wages paid to the workers should not be less than minimum wages as prescribed by CLC. In case of any increase of minimum wages, the difference amount of minimum wages & their respective EPF, ESI and Bonus during the contract period, same shall be reimbursed to contractor on production of documentary evidence. No additional payment such as contractor profit will be reimbursed due to increased wages.

PF Contribution: -

i The contractor shall register himself with Labour Licensing Authority and obtain Labour License Number in this regard. The PF dues (including EDLI and administrative charges) in respect of workers engaged by the contractor for AAI works to be deposited by the contractor every month by a challan and the documentary evidence in support of such payments along-with employee wise details of the PF contributions.

ii. If ESI not applicable, the agency shall provide Rs.2.0 Lacs Medi-claim policy to each person engaged at the site.

iii. EPF IDs of deployed support staff shall be created and submitted to AAI Officer-In-Charge

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within one month from commencement of contract.

Labour Wages:-i. The contractor has to pay the prevailing minimum wages issued by the office of Regional Labour Commissioner / Chief Labour Commissioner (whichever is higher), from time to time.

ii. The payment to the workmen's engaged by the contractor is to be paid through NEFT / RTGS / Cheque on or before 7th of every month irrespective of Saturday, Sunday and bank holidays. If any violation with respect to payment of wages for any two months in the contract period, necessary action for cancellation of contract, debarring of the agency for participating in future contracts in AAI shall be initiated. The agency will not be allowed to participate in any of the tendering process in AAI till finalization of the decision.

iii. The firm shall submit the name and Bio-data along with the appointment letter and education qualification/experience certificate of each staff being deputed for the work and all new staff /replaced staff engaged during currency of contract.

The contractor should depute the persons at airport as per the qualification given below:

S. No.	Item:	Functional responsibility	No. of Resource
1	Resident Maintenance personal (Maintenance Engineer) (Skilled): - 10+ ITI with 03-year experience in relevant field and having knowledge of networking OR 10+Diploma in Electrical/Electronics/ Equivalent field & 02-year Experience in relevant field and having knowledge of networking OR B.Tech/B.E in Electrical/Electronics/Equivalent field	As per Scope of the work	01
2	Resident Maintenance personal (Assistant) (Un-Skilled): - 10 th pass or 01-year experience in relevant field.	As per Scope of the work	01

As per latest Labour Circular (As per Ministry of Labour & Employment Office of the Chief Labour Commissioner New Delhi Order: File No. 6/1/2026-VDA Dated 30/09/2026), the Cost for skilled and Un skilled Manpower minimum wages for Jabalpur Location is as follows:

Sl No.		Per day Daily Wages	EPF 13 %	ESI 3.25 %	BONUS 8.33 %
01	Skilled	933	121.29	N/A	N/A
02	Un skilled	704	91.52	22.88	58.64

If the bidder quotes lesser than the minimum wages mentioned, his tender will not be considered for financial evaluation, same shall be rejected.

If ESI not applicable, the agency shall provide Rs.2.0 Lacs Medi-claim policy to each person engaged at the site

- 4.8 All quoted rates will be inclusive of all taxes and GST as applicable, however in case of future changes in GST additional amount will be paid as per prevailing rules.

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4.9 Documents should be uploaded with signing of authorized signatory.

5. PERIOD OF VALIDITY OF TENDER (BID)

5.1 The offered Bid shall remain valid for a minimum of **180 days** from the date of opening of the technical bid. The bidder shall not be entitled to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of AAI. In case of the bidder revoking or cancelling the offer or varying any term in regard thereof, the bidder's earnest money deposit shall be forfeited.

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

6. BID OPENING AND EVALUATION:

6.1 Pre-Qualification cum Technical Bid (Packet-1)

6.1.1 To shortlist technically qualified bidders, PQ cum Technical bid shall be scrutinized by AAI to ensure whether the same are in conformity to Technical & Operational Requirements. Bidders shall provide complete information to substantiate compliance of the technical specification listed in the tender. In case of incomplete compliance statement or inadequate information, tenders shall be finalized on the basis of the information available. It shall, therefore, be in the bidders' interest to give complete and comprehensive technical particulars while submitting the bid.

6.1.2 AAI may seek clarification on PQ cum technical details or any other information deemed necessary.

6.1.3 Tenders meeting PQ cum Technical bid criteria as specified herein shall only be informed and considered for opening and evaluation of Price bid.

6.2 Financial Bid (Packet-2) :

6.2.1 Financial Bids of those bidders who qualify technically shall be opened by AAI as per GeM portal provision. Bidders can monitor the bid opening process on-line on GeM Portal.

6.2.2 No correspondence shall be entertained from the bidders after opening of Financial Bid of the Tender.

7. CLARIFICATION / CONFIRMATION OF COMPLIANCE OF BIDS

7.1 The general eligibility criteria shall be evaluated during preliminary stage and the vendors who have not submitted requisite documents shall be asked through GeM portal to substantiate their claims with documentary evidence before a given date, failing which their bids shall not be considered further for detailed evaluation.

8. CONTACTING THE BUYER:

8.1 Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection. Such rejected

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tenders will not be returned.

- 8.2 No bidder shall try to influence directly or through external source, the Buyer on any matter relating to its bid, from the time of publication of NIT till the time the contract is awarded.
- 8.3 Any effort by a bidder to influence the Buyer in the bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid, and such actions will be considered as bad performance for future Projects.

9. RIGHT TO ACCEPT OR REJECT THE TENDERS:

- 9.1 The right to accept the tender in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received without assigning any reason whatsoever.
- 9.2 Tenders not accompanied with prescribed information or are incomplete in any respect, and/or not meeting prescribed conditions, shall be considered non-responsive and are liable to be rejected.
- 9.3 The Buyer reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Buyer's action.
- 9.4 The documentation submitted by bidder shall not be returned unless the bidder explicitly states this request at the time of submission of the tender. AAI also reserves the right at its sole discretion not to award any order under the tender called. AAI shall not pay any costs incurred in the preparation and submission of any tender.
- 9.5 If the bidder gives wrong information in his Tender, AAI reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the Earnest Money.
- 9.6 Tenders that are not accompanied with Earnest Money Deposit (EMD) shall be rejected outright.
- 9.7 Should a bidder have a relation or relations employed in AAI in the capacity of an officer or the authority inviting tender, the same shall be informed by the bidder. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the tender proceedings then AAI at its sole discretion may reject the tender or cancel the contract and forfeit the Earnest Money.
- 9.8 The requirements indicated in this NIT are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalents to the minimum requirements shall be rejected. However, higher than the minimum requirements shall be technically acceptable without any additional financial implication.
- 9.9 Any correspondence after the opening of the technical bid, from the bidder, regarding the bid unless specifically sought by AAI shall not be considered. Such post bid offers / clarifications may be liable for action.

10. AWARD OF CONTRACT:

- 10.1 The acceptance of the tender will be intimated to the successful bidder by AAI, either by letter/e-mail/e-portal.
- 10.2 AAI shall be the sole judge in the matter of award of contract and decision of AAI shall be final and binding.

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- 10.3** Successful bidder has to enter into an agreement with AAI on terms and conditions mentioned in the tender, its corrigendum and queries and responses against which purchase/work order has been issued.

11. SIGNING OF CONTRACT/AGREEMENT:

- 11.1** The issue of Works Order / Purchase Order/Contract order shall constitute the award of contract on the bidder. The signing of the Contract/Agreement shall be completed within 30 days of the acceptance of the Works Order / Purchase Order/Contract order.

12. ANNULMENT OF AWARD:

- 12.1** Failure of the successful bidder to comply with the requirement of 'Award of Contract/Signing of Contract' shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the Buyer may make the award to any other bidder at his discretion or call for new bids.

13. TIME SCHEDULE AND EXTENSION OF CONTRACT:

- 13.1** Contract duration for this CAMC shall be for Period of 03 Years w.e.f. date mentioned in the agreement/Contract order. However, AAI can terminate the contract at any time without assigning any reason or due to non-satisfactory performance of the contractor.
- 13.2** Contract may be extended up to **three months or** as per AAI guideline on same terms and conditions subjected to satisfactory performance of services by by mutual consent of Airports Authority of India and the Contractor.

*****END of SECTION-II*****

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

SECTION-III

GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. PURPOSE & SCOPE

- 1.1 This document sets out the terms & conditions to be met in connection with the provision of "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport" to AAI for the work as per details given in the notice inviting Tender with specifications/bill of quantity in **Annexure-V**.
- 1.2 This tender document includes details of application and services required, scope of work as in **Section-V** for support services for operation and maintenance of the application.

2. COMPLIANCE:

- 2.1 The unconditional acceptance of all the terms & conditions of the NIT has to be submitted through a letter. The format of the letter is attached at Annexure-I.
- 2.2 The submission of the tender will imply acceptance of all the tender conditions by the bidder laid in tender document including all the Annexure(s) & schedules to the tender document.
- 2.3 The compliance to the terms & conditions should be supported by authenticated documentation wherever required.
- 2.4 The submission of unconditional acceptance of the terms & conditions as described above is essential for the tender evaluation. The failure to submit the unconditional acceptance statement in the said format shall result in the bid being rejected.

3. EARNEST MONEY:

- 3.1 The Earnest Money Deposit (EMD) of amount shall be submitted as per Section-I, Para 3
- 3.2 The EMD of bidder who are not qualified in initial eligibility qualification or Technical qualification, EMD shall be refunded after PQ cum Technical evaluation.
- 3.3 The EMD of the bidder other than the lowest bid shall be discharged / returned promptly, after evaluation of financial bids as per AAI Guidelines.

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- 3.4 The EMD of the successful bidder will be returned after the bidder provides the performance guarantee, as required in "Performance Bank Guarantee" section of the tender document.
- 3.5 The EMD amount may be forfeited in the following events: As per SECTION-1 Clause 3
- 3.6 No interest or any other expenses, whatsoever, shall be payable by AAI on the EMD in any manner. The bidder shall pay all banking or conversion charges (and any other expenses incurred in this regard).
- 3.7 If a bidder withdraws from the Tender process for any reason deemed unsatisfactory in the sole opinion of AAI, their EMD will be forfeited.
- 3.8 If AAI cancel this tender process, AAI will return the EMD without any interest of all bidders for whom the EMD was not already forfeited.

4. PERFORMANCE BANK GUARANTEE (PBG)/SECURITY DEPOSIT

- 4.1 The successful bidder shall submit Contract performance bank guarantee (in lieu of Contract Performance security) of the value equivalent to **5% (Five percent) of the total price of contract**, to AAI in the form of an irrevocable and unconditional performance security on scheduled commercial bank as per Proforma attached as **Annexure-II**.

The firm shall deposit 5% of the contract value towards security deposit/performance guarantee within 30 Days after awarding the work order in the form of EPBG only from any Nationalize bank/schedule bank under RBI schedule having its branch in India, in favour of AIRPORTS AUTHORITY OF INDIA, payable at Jabalpur (but not from any scheduled cooperative bank or Gramin Bank). The bank details are as below.

- a) Name of the Beneficiary: AIRPORTS AUTHORITY OF INDIA
b) Title of the account : AIRPORTS AUTHORITY OF INDIA
c) Current Account No. : 33964986659
d) Name of the Bank : State Bank of India
e) Branch : VILEPARLE(EAST) MUMBAI
f) IFSC : SBIN0001174

The successful bidder must submit Performance Bank Guarantee from any Nationalize bank/ schedule bank under RBI schedule having its branch in India (but not from any scheduled cooperative bank or Gramin Bank) in the format as given in Annexure-II of this ATC document.

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

[Note: In case of any revision in Performance Security, from GoI Ministry of Finance, Department of Expenditure Procurement Policy Division, is released before awarding of contract, then the terms and condition of revised order will be applicable to the bidder.]

The guarantee shall be submitted within 30 calendar days of the issue of letter of acceptance of his bid, and will be valid till 90 days after the duration of End Period of Project/Guarantee/Warranty. In case successful bidder fails to submit the PBG within stipulated period, interest @ 12% p.a. on performance Guarantee amount would be levied (non-refundable) for delayed period of submission and shall be deducted from EMD or First running Bill. In case, successful bidder fails to submit performance bank guarantee within 60 days, AAI reserve the right to forfeit EMD and cancel the order.

- 4.2 The performance guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.
- 4.3 The performance guarantee shall be deemed to govern the following guarantees from the successful bidder, in addition to other provisions of the guarantee:
 - 4.3.1. The Hardware / Software/Services supplied under the contract shall be free from all defects / bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects / bug as developed under the normal use of the said hardware / software/Services within the period of contract.
 - 4.3.2. The performance guarantee is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clause.
- 4.4 The performance guarantee will be returned to the successful bidder at the end of the period of liability without interest.

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➤ Advisory to successful vendor's **i.r.o PBG**: AAI has made arrangement for verification of BG received by AAI from successful bidder through Structured Financial Messaging System (SFMS) of ICICI Bank. The following bank details from the successful bidder shall be submitted once the PO is issued to the L1 bidder.

Request you to notify your bank (BG issuing bank) to update below details at time of submission of BG issuance/amendment request to their respective banks:

BG advising message : **IFN 760COV / IFN 767COV via SFMS**
IFSC Code : **ICIC0000007**
Corporate Name : **AIRPORTS AUTHORITY OF INDIA**

Field Number **Particulars**
-7037 **AAIRHQWR**

Please note that the issuing bank while issuing/amending the BG, should ensure that the above information is correctly captured in the message i.e. IFN 760COV / IFN 767COV.

Please find below indicative request letter format to be sent to issuing bank for ensuring transmission of BGs through SFMS.

S. No	Name of the AAI Unit	Email ID	Unique identifier code (7037)
1	RHQ WR	bgv.rhqwr@aai.aero	AAIRHQWR

4.5 While submitting the documents to BG issuing bank, the successful bidder will also submit letter to the issuing bank as per the format mentioned in **Annexure - XII**.

4.6 Based on the above information, the BG confirmation message through SFMS will be triggered to the beneficiary bank i.e. ICICI and on the basis of unique identifier code, the BG confirmation mail will be received by station.

4.7 The successful bidder shall also attach a copy of the SFMS BG Confirmation Message sent by the BG issuing bank to ICICI bank.

5. CORRESPONDENCE:

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

6. FORCE MAJEURE:

6.1 AAI may grant an extension of time limit set for the completion of the work / repair in case the timely completion of the work is delayed by force majeure beyond the contractors' control, subject to what is stated in the following sub paragraphs and to the procedures detailed therein being followed. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, flood, storms etc.), acts of states, the direct and indirect

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consequences of wars (declared or un-declared), hostilities, national emergencies, civil commotion and strikes (only those which exceed a duration of ten continuous days) at successful Bidder's factory. 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.

- 6.2 That the contractor proves that the said conditions have actually interfered with the carrying out of the contract.
- 6.3 That the contractor proves that the delay occurred is not due to his own action or lack of action.
- 6.4 Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.
- 7. **PATENTS, SUCCESSFUL BIDDER'S LIABILITY & COMPLIANCE OF REGULATIONS**
 - 7.1 Successful bidder shall protect and fully indemnify AAI from any claims for infringement of patents, copyright, trademark, license violation or the like.
 - 7.2 Successful bidder shall also protect and fully indemnify AAI from any claims from successful bidder's workmen/employees, their heirs, dependents, representatives etc or from any person(s) or bodies/ companies etc. for any act of commission or omission while executing the order.
 - 7.3 Successful bidder shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely AAI from any claims/penalties arising out of any infringements and indemnify completely AAI from any claims/penalties arising out of any infringements.

8. SETTLEMENT OF DISPUTES:

- 8.1 If a dispute of any kind whatsoever arises between AAI and the Contractor in connection with, or arising out of the Contract or the execution of the works, whether during the execution of the Works or after their completion and whether before or after repudiation or after termination of the contract, including any disagreement by either party with any action, inaction, opinion, instruction,

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

determination, certificate or valuation of the Project Manager or his nominee, the matter in dispute shall, in first place be referred to the concern CNS In-Charge (JABALPUR AIRPORT), AAI. He shall activate the dispute resolution mechanism to resolve the dispute in question. Any party may invoke arbitration clause, if dispute in question is not settled by the Dispute resolution mechanism

- 8.2 Unless the Contract has already been repudiated or terminated or frustrated, the Contractor shall in every case, continue to proceed with the works with all due diligence and the Contractor and AAI shall give effect forthwith to every decision of the Project Manager or his nominee unless and until the same shall be revised, as hereinafter provided, by the Dispute Resolution Mechanism or in an Arbitral Award.

9. ARBITRATION AND LAW:

- 9.1 Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996 as amended by the Arbitration and Conciliation (Amendment) Act, 2015, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists. The single Arbitrator for settlement of any dispute with regard to this contract shall be appointed by competent authority of AAI. The venue of Arbitration shall be Jabalpur, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.

- 9.2 The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended by the Arbitration and Conciliation (Amendment) Act, 2015 or any statutory modification or re-enactment thereof and rules made there under and for the time being in force shall apply to the arbitration proceeding.

- 9.3 Indian laws shall govern this contract.

10. TERMINATION FOR DEFAULT & RISK PURCHASE:

- 10.1 AAI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in any of the following events.
- 10.2 If the Contractor fails to deliver any or all of the services within the time period(s) specified in the Contract or any extension thereof granted by AAI.
- 10.3 If the Contractor fails to perform any other obligation(s) under Contract.
- 10.4 If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such longer period as AAI may authorize in writing) after receipt of the default notice from AAI.

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- 10.5 As a penalty to the Contractor, AAI shall encashed the Contract Performance Bank Guarantee. AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to AAI.
11. **TERMINATION FOR INSOLVENCY:**
- 11.1 AAI may at any time terminate the Contract by giving written notice to the supplier, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to AAI. In the event of termination for penalty to the contractor as per previous Clause (i.e. 10) shall be applicable.
12. **SET OFF:**
- 12.1 Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer for payment of a sum of money arising out of this contract made by the Contractor with Buyer.
13. **LIMITATION OF LIABILITY**
- 13.1 Notwithstanding any other term, there shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property due to gross negligence and willful misconduct of the other party.
- 13.2 In all other cases not covered by Para above the total liability of either party under the terms of the contract shall not exceed the total contract value and in no event shall either party be liable to the other for any indirect, incidental, consequential, special or exemplary damages, nor for any damages as to lost profit, data, goodwill or business, nor for any reliance or cover damages even it was advised about the possibility of the same.

*****END of Section-III*****

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SECTION-IV

SPECIAL CONDITIONS OF THE CONTRACT

1. STANDARDS

- 1.1 The requirements given in this document are firm and no deviation of any kind is acceptable.

2 TIME SCHEDULE AND EXTENSION OF CONTRACT:

- 2.1 As per Section-II Para 13.

3 PAYMENT TERMS

- 3.1 No mobilization advance shall be paid for any activity, service provider is required to pay salaries/wages of manpower resources deployed at buyer location first on their own and then claim along with all supporting documents.
- 3.2 The payment shall be made through GeM Pool Account on **quarterly basis**.
- 3.3 The 100% of the charges minus the recoveries, (if any) shall be paid after the successful completion of each quarter/period.
- 3.4 The payments shall be released to the bidder on submission of documents as below
- a. Quarterly Bills (Invoices and Tax invoice) for the service rendered or any other periodicity as decided later as per requirements of GeM.
 - b. Satisfactory performance Certificate/quarterly maintenance/service report of line items as per BOQ.
 - c. EPF / ESIC / bonus /GST Challans copy/payment receipt along with details of PF / ESIC /bonus contribution of each manpower resources and employer along with undertaking that working employee and firm contribution is Exclusive in the challans submitted.
- 3.5 The contractor has to maintain the wage register and attendance sheet for his employees and has to be produced as and when required.
- 3.6 The payment to the deployed manpower has to be made on or before 7th of every month. The wage register or electronic attendance report will be submitted to AAI. Firm should ensure that workers could draw the salary on or before 7th of each month else penalty to contractor may be imposed and/or appropriate action may be taken as per Labour laws.

4 INTELLECTUAL PROPERTY RIGHTS (IPR)

- 4.1 The intellectual property rights pertaining to CAMC products shall vest with AAI and no representation from the bidder shall be entertained in this regard.

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- 5 **EVENT OF DEFAULT:** The following events shall be deemed to constitute Event of Default
- 5.1 The Security Deposit or a part of it has been encashed and appropriated and the Bidder fails to replenish or provide fresh Security Deposit within a cure period of 30 (thirty) days; or
 - 5.2 Any representation made or warranty given by the Bidder under the Agreement is found to be false or misleading; or
 - 5.3 Forthwith, if insolvency or bankruptcy proceedings are initiated against the Bidder or a provisional liquidator, receiver or manager of the Bidder is duly appointed and such petition or order is not withdrawn within 60 (sixty) days or if the Bidder becomes bankrupt or is wound up whether voluntarily or compulsorily save for the purpose of reconstruction or amalgamation; or
 - 5.4 Forthwith if the Bidder has been debarred by the Authority.
- 6 **SECURITY CLEARANCE:** As the site of work is in the restricted area/ AAI premises the contractor has to arrange for the security clearance and obtain Airport Entry Passes (AEP) from Security Authorities at Airport for the work force deployed by him under this job contract after making necessary fees as per the procedures in vogue.
- The Firm/Contractor shall arrange and submit the Back Ground Verification Certificate of their workers as and when asked by the Competent Authority. Verification of the Character and Antecedents of the worker will be carried out by the Competent Authority. The Firm/Contractor shall arrange and submit SECURITY CLEARANCE and SECURITY PROGRAMME of the firm as mandated by BCAS for issuance of Airport Entry Passes. The contractor shall responsible for security clearance on E-Sahaj portal and timely submission for security program at own cost. ASCO (Airport security compliance officer) training to be attended by the contractor on own cost at scheduled training Centre.
- Over and above, the identity card issued by the firm to be displayed while the persons are on duty. In case of loss/renewal of AEP, the cost of making new passes shall be borne by the contractor. The contractor shall be responsible for misuse of any AEP and be liable for action by security agencies at the airport.
- 7 The vendor should deploy well trained personnel as per SOW(scope of work) at the site. AAI shall not be responsible for any incident or accident happening at the site due to the negligence of the personnel deployed by the bidder. The bidder shall absolve AAI against all such claims.
 - 8 Any person under this contract, whose work or conduct is found unsatisfactory by AAI, shall be replaced immediately at no additional cost to AAI.
 - 9 The contractor shall, at their sole cost and expenses, furnish and provide for rendering services covered by this contract to the entire satisfaction of Airports Authority of India.
 - 10 The contractor shall comply with all applicable laws, Ordinances, rules & Regulations in respect of this contract and shall pay all charges in connection therewith.

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- 11 The contractor has to submit the detailed list of staff with their skill at the time of commencement of contract and as and when changes are there in the deployment.
- 12 The Contractor shall be responsible for the recruitment, retention and retrenchment of the employee of their establishment and for settlement of dispute arising out of the terms and conditions of services of his personnel.
- 13 The staff engaged by the contractor shall have no claim for any temporary or permanent employment in AAI.
- 14 If the services rendered by the contractor are not up to the standard as detailed under scope of work, the same shall be brought to the notice of the contractor with a view to improve the same in a stipulated period; else shall take necessary action as per the provisions of contract.
- 15 The contractor has to ensure that the services are not disturbed either due to absenteeism or due to willful act of his staff. In case workforce deployed by the contractor resort to any kind of industrial action the contractor shall arrange to deploy alternate work force of sufficient strength to maintain the services for which no additional charges will be given.

*****END of SECTION-IV*****

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

SECTION-V

(Scope of Work)

5.1 INTRODUCTION - OVERVIEW

The contractor shall be responsible the work: **for Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.** The service is supposed to be delivered at Jabalpur Airport, Airports Authority of India, Jabalpur - 482005 (MP). The support partner shall provide offshore and Onsite support management which includes day to day technical support, maintenance/ repair of items mentioned in Annexure-V/BOQ.

5.2 Details of the EPABX System at Jabalpur Airport: -

Make: Alcatel, Model: ALE OXE R12.4

IP EPABX System: Comprehensive Annual Maintenance Contract (CAMC) for the IP EPABX system (Make: Alcatel, Model: ALE OXE R12.4), with 300 IP user license. The EPABX can support **up to 48 Analog telephones** and accessories (Hardware & Software) including the operating console with PC and one set of (two no) 5 KVA UPS units (Make: Legrand). The system having 50 executive IP/SIP telephone instruments and 30 nos. Analog telephones installed across various locations, offices, and buildings within the Jabalpur Airport premises.

System configuration: Primary & Secondary Server, Media Gateway driver (GD/GA), Extension interface (UAI16, SLI16), PRAT2, APA2 board, MDF etc.

a) **Scope Coverage:** CAMC encompasses preventive and corrective maintenance for the IP EPABX System/server, console PC, UPS units, 50 IP/SIP phones and approx. 20 analog telephones dispersed at airport sites (ATS building, Nav-Aids site, terminal building, Fire building, vehicle gate, etc). Services include on-site support, spare parts replacement, firmware/software updates, license (If any) etc. the existing MDFs, all analog/IP intercom connections (at the Technical Block, Nav-Aids sites, fire building and others), and UPS-battery connection are under the scope of work.

THE DETAILS OF EXISTING IP EPABX SYSTEM:

Warranty of the system: Not under warranty, IP EPABX System includes:

Sl. No.	Item Description	Qty	Sl. No.	Item Description	Qty
1	MR3 Cabinet	2	8	PRAT2 Board	2
2	MR1 Cabinet	1	9	APA2 Board	2
3	CS3 Board	2	10	8068s Phone	1
4	GD3 Board	1	11	IP 8008 phone	50 nos.
5	SLI16-2 Board	3	12	4059 EE Operator console	01 no.
6	UAI16 Board	1	13	Analog phone	20 nos.
7	GA3 Board	1			

5.3 DETAILS OF UPS SYSTEM:

Make: Legrand, UPS configuration: U7PREMIUS/5KVA, Supplied by NUMERIC

Sr. No.	UPS make	UPS Capacity	UPS Qty	Installation date	Warranty End Date
1	Numeric, Legrands	5 KVA	02	23.03.2024	18.01.2026

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

Scope of work for CAMC of 05 KVA UPS:

The contractor shall provide **Comprehensive Annual Maintenance Contract (CAMC) services from OEM or authorized OEM vendor for the two nos. 05 KVA UPS installed at AAI Jabalpur Airport** associated with IP EPABX System and shall ensure reliable and uninterrupted operation of the UPS throughout the contract period.

1. Preventive Maintenance:

- The scope of work for UPS maintenance under the CAMC aligns with standard industry practices and the contract's emphasis on comprehensive, 24x7 support for the two UPS units associated with the Alcatel OXE IP EPABX system. It includes preventive, corrective, and quarterly checks to ensure reliable backup power, with all spares and costs covered by the contractor.
- Preventive maintenance shall be carried out as per recommendations of the respective OEM or at least once in every THREE months. Service personnel will visit sites for preventive maintenance once every three months. Ensure 24x7 uptime, no extra costs for service or parts. Conduct visual inspections for dust, corrosion, overheating, loose connections, and battery swelling/leaks, etc.
- Routine preventive maintenance of the UPS system on a quarterly basis or as required for smooth and uninterrupted operation.
- Verification of UPS operating parameters, including input/output voltage, current, frequency, load, and battery charging status.
- Respond to faults within 24 hours with skilled/unskilled technicians or as per SLA, performing repairs/replacements using OEM if any items become faulty then contractor shall replace faulty item to make system serviceable, nothing extra shall be paid by AAI.
- Checking of input/output voltage, load condition, battery charging/discharging status, backup performance, earthing, and all safety parameters.
- Attending breakdown complaints promptly and carrying out necessary rectification, repair, troubleshooting, replacement of defective parts/components, and restoration of UPS functionality.
- Supply and replacement of all defective spare parts/components required for proper functioning of the UPS during the CAMC period without any extra cost to Airports Authority of India.
- Ensuring minimum downtime of the UPS system and providing technical support whenever required.
- Compliance with OEM recommendations, safety standards, and all terms & conditions of the CAMC agreement.

2. Breakdown Maintenance:

- Attend all breakdown complaints during the CAMC period.
- Diagnose and rectify faults in the UPS system promptly.

3. Replacement of Defective Parts:

- Supply and replacement of all defective spare parts, components, assemblies, and consumables required for proper functioning of the UPS.
- Spare parts shall be genuine OEM-approved components.
- No additional payment shall be made for replacement of covered parts under CAMC.

4. Battery Maintenance:

- Inspection of battery bank condition and health.
- Checking of battery voltage, charging current, electrolyte condition (where applicable), and backup performance.
- Cleaning and tightening of battery terminals and interconnecting links.

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

- Submission of battery health status during each preventive maintenance visit.

5. Emergency Support

- Provide breakdown support on all working days and during emergencies as required.

6. Documentation and Reporting

- Submit service reports after each preventive maintenance and breakdown visit.
- Maintain records of maintenance activities, replaced parts, and system performance.

7. Compliance and Safety

- Maintenance activities shall be carried out in accordance with OEM recommendations and applicable electrical safety standards.
- The contractor shall ensure compliance with all safety requirements while carrying out maintenance work.

8. Intimation of Service Engineer

- Prior information regarding the visit of service engineer/technician shall be communicated to AAI Jabalpur Airport.
- Service personnel shall carry valid photo identity cards and authorization letters from the OEM/authorized service provider.

9. Exclusions (if applicable)

- Any item specifically excluded in the contract, such as battery replacement, shall not form part of the CAMC.

10. Performance Requirement

- The contractor shall ensure maximum uptime and satisfactory performance of the UPS during the CAMC period.
- Any recurring fault shall be thoroughly investigated and permanently rectified.

Details of Work: - As per Annexure V

“PART-A: “CAMC of available IP EPABX SYSTEMS and associated UPS (02 Nos.) For Three years”, and

“PART-B: Deployment of EPABX Trained Skilled Manpower (01 No.) and Un-skilled manpower (01 No.) during Three-year of CAMC period at AAI, Jabalpur Airport”.

- **Estimated Cost (Inclusive of GST): Rs. 34,67,076/- (Including GST, PF, ESIC and Bonus)**

{Including (1) **Part-A** Cost: - CAMC of IP EPABX of the available IP-EPABX SYSTEMS and associated UPS (02 Nos.); and (2) **Part-B** Cost: - Minimum Wages, EPF, ESI, Bonus, Uniform Expenses, etc.}

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

5.4 DETAILS SCOPE OF WORK for IP EPABX System:

5.4.1 Scope of Work for PART-A "CAMC of IP EPABX of the available IP-EPABX SYSTEMS with associated UPS (02 nos.) along with the Deployment of EPABX Trained Skilled Manpower (01 No.) and Un-skilled Manpower (01 no.) during Three-year of CAMC period at Jabalpur Airport.

The following works needs to be carried out during CAMC of EPABX system along with accessories at Jabalpur airport -

(a) The CAMC Provider shall deploy a Maintenance Engineer on site for 0830 hrs (0930 AM to 1800 PM, (**considering 26 days per month**) at the Jabalpur Airport (Specialist for maintenance of IP EPABX system and associated equipment/telephones) so that there shall not be any hindrance to ongoing operational work on weekdays, weekends and if required on holidays also.

(b) The contractor shall confirm in writing, the names of the Maintenance Engineer (Skilled and Unskilled Manpower) with complete contact details (address, e-mail, mobile number, etc.). Any change in these contact details shall be intimated to AAI in advance.

(c) Complaints shall be lodged to the Maintenance Engineer for rectification and restoration of systems. The Maintenance Engineer of the contractor shall ensure serviceability by monitoring/ inspections, etc., and in case of any unserviceability shall take immediate corrective action. AAI CNS In-charge or his authorized representative shall be informed of any scheduled and corrective maintenance and post- restoration of any unserviceable equipment/system/facility. The responsibility of maintaining the stock of spare parts / subsystems (original OEM) needed for maintenance of the equipment under the purview of this contract shall be the responsibility of the CAMC contractor.

(d) Preventive maintenance shall be carried out as per recommendations of the respective OEM or at least once in every THREE months (Quarterly).

(e) Contractor shall maintain Preventive/ Corrective/Breakdown maintenance record at site, and get it counter-signed by AAI representatives for records and payment of AMC charges as per payment schedule.

(f) Preparation of inventory of all Hardware, Software, Accessories by recording information like configuration details, serial number, warranty details, Software Keys, Version, etc. and updating of the same. In case of installation or change of intercom/hotline/PRI related number, entire configuration related to EPABX system will be done by contractor as per requirement of AAI.

(g) In case of any complaint in the system, it has to be attended by deployed Maintenance Engineer at the earliest after receiving the complaint and must be rectified to full satisfaction of AAI.

(h) Corrective/Breakdown maintenance shall be provided, on 24x7x365 days basis in the specified time. Service Provider/deployed manpower shall visit AAI premises as many times as Breakdown complaints of IP EPABX system are received during operational hours and repair these systems.

(i) The deployed manpower by CAMC provider shall maintain IP EPABX equipment working normal(24x7) and their software application modules and associated UPS etc.

(j) Contractor shall ensure periodic backup of systems, programs and data. In case programming or reloading of system software is required, the same shall be done by the

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

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, no separate amount shall be paid by AAI.

(k) In case any phone, IP phone, analog phone, workstation etc. need to be shifted/relocated to a new location for some reason, then the agency shall carry out the necessary shifting work as per the direction of the CNS In-Charge of AAI with no extra cost. Removing/Un mounting of these equipment's from the original location and fixing at the new location, terminating the cables, Testing and commissioning, of the shifted Equipment's/telephones at new location shall be carried out by the contractor at his own cost.

(l) In case of requirement of a new phone (IP) at any location within the distance of 30 Meters from nearest Junction Box/MDF/switches then the agency will carry out necessary installation (laying of cable, making arrangement of I/O port, conducting etc.) of a phone without any cost of AAI. Agency manpower will carry out the necessary installation of the phone without any cost to AAI.

(m) All the necessary tools including Screwdriver set, Multi-meter, ladders, LAN tester etc. (or any other which is necessary for this CMC work) shall be arranged by CAMC contractor only. However, AAI will provide space for keeping tools and ladder.

(n) If any anti-virus needs updating. It shall be done by vendor in the CAMC the cost involved shall be borne by contractor.

(o) The bidder has to ensure that VLAN setting (if applicable) are maintained as per existing set up. If any problem occurs that will be rectified by the contractor at his own cost.

(p) In case of Copper/OFC/LAN cable cut/damage, the contractor has to carry out the splicing/laying/termination at his own cost.

(q) The repairs/maintenance of IP EPABX system along with Accessories are to be carried out at site. In case of a defect in equipment/its accessories, necessitating major repair at the service centre of the contractor, the same may be taken to service centre (by providing suitable replacement) under intimation to the CNS In-charge of the 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. The original equipment has to be reinstated at site after the repairs have been carried out at service centre at the earliest.

(r) Analyzing, identifying and rectifying all faults in the networking equipment including CAT6 Cables, fibre optic cables and patch cords are covered in the scope of this contract.

(s) The responsibility of maintaining the stock of spare parts / subsystems/cards (original OEM) needed for maintenance of the equipment under the purview of this contract shall be the responsibility of the CAMC contractor. It shall include repair/replacement of IP EPABX & Software maintenance including Up-gradations of firmware, etc. with all cost component including service, replacement cost, maintenance etc the Contractor shall not be entitled for any extra payment whatsoever on account of the conditions of this Comprehensive Annual Maintenance Contract.

(t) 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.

(u) The Contractor shall arrange for the necessary Airport Entry pass for the Persons employed for this Contract with concurrence from AAI, abiding to the existing as well as the future norms (if any change occurs) for obtaining the same. Also, the CAMC Contractor shall ensure that the engineers and workmen employed for this contract shall abide by the rules

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

and conduct of the AAI in force from time to time.

(v) The CAMC of the equipment under the purview of this contract is irrespective of the usage of the system. All CAMC clauses shall be applicable even when a third party (other than & CAMC Contractor) is using the system. However, AAI shall be responsible to inform the Contractor in writing for any such usage. Usage of systems / equipment under the purview of this contract, by operators hired by AAI for any specific application or purpose, shall be treated as the authorized usage of the systems / equipment without violating any of the clauses of this contract.

(w) Until and unless permission from the Authority is obtained in writing, the original specifications/system characteristics shall not be changed.

(x) CAMC Service Provider shall maintain sufficient inventory related hardware components & cables of EPABX system to ensure that preventive and breakdown maintenance can be carried out efficiently with minimum down time. All spares required for repairs and maintenance of the complete system shall be kept with the contractor. All critical spares required during the CAMC contract shall be analyzed and necessary inventory kept at all the times.

(y) The Service Provider shall maintain, at the site, adequate spare cards/modules for the IP EPABX system that are identified as Single Point of Failure (SPOF) components. These critical spare parts shall be readily available throughout the contract period to ensure prompt restoration of services and to minimize system downtime in the event of any failure.

5.5 The following is the minimum list of spares (OEM Make) shall be made available at the site.

Sr no	Spare details	Qty(in nos.)
1	IP Phones	05
2	Analog Phones with RJ11 telephone cable	05
3	CAT-6 CABLE	300 meters
4	I/O port:	10
5	RJ45 connector	100
6	Industrial Ethernet LAN cable 5 meter	05
7	LAN Tester	02
8	Multi Meter.	02
9	Sleeve cutter	02
10	Tool Kit (including Screw Driver Set, Plier, Cutter, Allan Keys etc.)	02

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

5.5.1 Maintenance periodicity:

The Service Level Agreement shall be as per following schedule: SR. NO.	TYPE OF MAINTENANCE	EQUIPMENT	PERIODICITY (IN DAYS)
1	Preventive	Performance monitoring of IP EPABX System Server/Various cards (IP, PRI, trunk etc.)/ Telephones, rack and different units etc.	As per OEM recommendation or at least once in a quarter
2	Preventive	Checking of Power Supply (UPS System)	90 days
3	Repairs & Service	All Equipment (IP EPABX System and UPS)	Fault Based

5.5.2 Scope of Work for PART-B "Deployment of EPABX Trained Skilled/Unskilled Manpower (02 No.) during Three-year of AMC period at Jabalpur Airport":

- a) during Three-year period of comprehensive AMC of the complete system, firm will deploy their EPABX System trained one number of Skilled manpower and one unskilled manpower onsite at Jabalpur Airport.
- b) This EPABX System trained Skilled/Unskilled manpower shall perform following tasks:
 - i. To attend routine complaints related to Telephone connections (Telephones, intercoms at different location, etc.),
 - ii. To maintain records of routine complaints,
 - iii. Preventive & Corrective maintenance of the EPABX system,
 - iv. Routine checking of power supply, earthing and UPS-Battery performances.
 - v. Shifting or modification of the Telephone connection,
 - vi. Shifting or modification of telephone lines,
 - vii. General cleaning of Telephone Sets & other accessories.
 - viii. Hardware and software configuration ,if required

***[Kindly refer Section-II clause 4. in the Bid for complete details of minimum wage and ESI/PF/Bonus compliance].*

- 5.6 The Contractor would be responsible for breakdown maintenance/ repair of items mentioned in **Annexure-V** including replacement of spare parts, modules, sub-modules, assemblies, subassemblies etc. The faulty components shall become the propriety of the Contractor and the contractor shall clear such defective components from the AAI premises through a gate pass. The replaced components shall become the propriety of AAI for all future references and suitable entry will be made in the inventory systems.
- 5.7 The Contractor shall ensure that IP EPABX under the purview of this contract is maintained as per the service level agreement (SLA) as per Annexure-IV and is not out of service beyond the timelines specified in the SLA from the time of registration of complaint. During breakdown maintenance, if required, the contractor may carry the faulty equipment/ spare to their premises for repairing or further diagnosis at their own cost including transportation. However, Contractor should provide suitable/ compatible replacement against the faulty part / system in case the anticipated period of un-serviceability is beyond SLA so that the

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

SLA is adhered at all times.

- 5.8 Contractor has to make the schedule of preventive maintenance and cleaning as per table given below and share with the concerned AAI person well in advance. Once the activity is completed, the Contractor has to submit the report for the same.
- 5.9 In the event of irreparability (A condition where the contractor feels that he cannot repair an item under the contract due to any reason) of an item/ component which is under the purview of this contract, the Contractor shall have to replace the item / component with equivalent or a Higher item/ component of same make with higher specifications like model & year of manufacturing etc. maintaining SLA at all times. The replaced item in such an event shall become the property of AAI & the irreparable item shall become the property of the Contractor. These transactions shall be duly documented by the contractor. In case the Contractor fails to replace the item ,AAI shall be free to replace the item from other sources & the cost of the replaced item shall be deducted from the scheduled payment of the Contractor.
- 5.10 The Contractor shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement as per OEM's specifications. The contractor shall not use any spurious components for replacement / repair & shall use only the original OEM spares as & when required. All such replacements shall be done with the prior approval of the HOD (EPABX)/ EPABX/ Coordinator or his authorized representative before the maintenance is undertaken. The original specifications / characteristics / features / configurations shall not be changed without any written approval from HOD (EPABX)/ EPABX Coordinator or his authorized AAI representative. When it becomes necessary to change the system specifications/characteristics/features/ configurations it should be changed upward in terms of capacity/performance. No downward modification/change shall be acceptable at any point of time.
- 5.11 Vendor is also responsible for maintaining the maintenance procedures, SLA & maintenance schedule as notified in SLA section Annexure-IV.
- 5.12 Any shifting of a IP EPABX/accessories shall be done by the maintenance staff of the Contractor and any damage, which occurs as a result of such a shifting, shall be the responsibility of the Contractor.
- 5.13 Checking the quality of power supply & other working conditions from time to time shall be the responsibility of the Contractor. In case the Contractor observes improper power, supply or working conditions, he should immediately bring the same to the notice of the EPABX Coordinator AAI, failing which no claims of damage on these accounts shall be entertained by AAI
- 5.14 **Timing of Deployed Resources:** Duty of manpower shall be Monday to Saturday from 9:30 AM to 6:00 PM (Including 30 minutes lunch time) as per AAI requirements and timings (considering 26 days duty per month), however if required timing/schedule may be assigned by EPABX Coordinator. Online/ manual registers to be deployed by the contractor for all staff for daily attendance. Monthly attendance reports to be shared to AAI EPABX Unit, of Airport/Concern location.
- 5.15 **Inventory Management:** After taking over contract each hardware item under contract should be given a unique identification number which will be useful for contract Management. Any shifting, if required will be with the approval of HOD (EPABX)/

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

EPABX Coordinator or his authorized AAI representative and will be re-mapped in the system.

5.16 Complaint Registration and Monitoring

- a. The contractor shall provide one telephone/Mobile number and E-mail id to lodge a complaint on any fault.
- b. The complaint shall be attended by the service/ Maintenance engineer deputed by the contractor who is freely available at station.
- c. The Service/Maintenance engineer shall attend the case, resolve the issue and note down in complaint register. Complaint register contain details of the faults, register time, closing time etc., in case of non-closure the details shall be recorded with reasons for non-closure in the complaint book.
- d. The Service/maintenance Engineer shall submit a report of the details of all complaints with status to the IP EPABX maintenance-in-Charge of AAI.
- e. The following registers are to be maintained by the contractor.
 - i. A register to record daily complaints/issues received by service engineers and action taken.
 - ii. A register should be maintained by the contractor to record the items taken to "test and repair centre"
 - iii. The contractor shall maintain an attendance register and ensure his employees reach the workplace on time.

5.17 Exclusion: The obligation of Contractor under the contract excludes the following: -

- a. Major upgrades of the EPABX.
- b. Major refurbishments of the EPABX.
- c. Any cases of damage due to intentional or un-intentional mishandling of the equipment, rat bite cases (faults due pest problems) or other faults of similar nature shall not be covered in the purview of the contract, however, such faults have to be authenticated by the HOD (EPABX)/ EPABX Coordinator or his authorized representative. Such items shall be attended by the AMC Contract contractor against specific approvals of his estimates from the HOD (EPABX)/ EPABX Coordinator or his authorized representative.

*****END of SECTION-V*****

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-I

UNCONDITIONAL ACCEPTANCE LETTER

(TO BE SUBMITTED IN TECHNICAL BID)

To,

The CNS In-Charge
Airports Authority of India
Jabalpur Airport, Jabalpur
(MP)-482005

Sub: Acceptance of Terms & Conditions of Tender

Name of Work: - "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport" -

Dear Sir,

1. The tender document for the works mentioned above have been sold to me/us by the Airports Authority of India and I / we hereby certify that I / we have inspected the site and read all the terms and conditions of the tender documents made available to me / us by the office of the AAI, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the tender conditions of AAI's tender document in its entirety for the above works.
3. It is clarified that after unconditionally accepting the tender conditions in their entirety, it is not permissible to put any remarks / conditions (except unconditional rebates on quoted rates if any) in the tender enclosed in packets and the same has been followed in the present case. In case any provisions of this tender are found violated after opening packets. I / we agree that the tender shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
- 4.

Yours Faithfully,

(Signature of the Tenderer)
with stamp

Date: _____



Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-II

(To be submitted by successful bidder)

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act. The non-judicial stamp paper should be in the name of issuing Bank)

To,
The CNS In-Charge
Airports Authority of India,
Jabalpur Airport, Jabalpur,
(MP)-482005

1. In consideration of the Chairman, Airports Authority of India [hereinafter called "AAI"] having offered to accept the terms and conditions of the proposed agreement between..... and (here-in-after called the said Contractor(s)) for the works (here-in-after called "the said agreement") vide Order no. Dated, having agreed to production of irrevocable Bank Guarantee for Rs..... (Rupees..... only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.
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 Rs..... (Rupees..... only).
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.
4. 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 Project-in-charge on behalf of AAI certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

5. 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 relived from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or 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 so relieving us.
This guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s) .
6. We (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing.
7. This guarantee shall be valid up to unless extended on demand by AAI.
Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees only) and unless a claim in writing is lodged with us within Three (03) months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.
8. Apart from other guarantees this Bank Guarantee explicitly provides for the following:
- The Hardware / Software supplied under the contract shall be free from all defects / bugs and upon written notice from AAI, the successful bidder shall fully remedy, free of expenses to AAI, all such defects / bug as developed under the normal use of the said hardware / software within the period of guarantee/Warranty.
 - The performance guarantee is intended to secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clause. Notwithstanding anything mentioned herein above our liability under this guarantee is restricted to Rs. ----- and it shall remain in force upto and including----- and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s ----- on whose behalf this guarantee has been given.

In presence of:

Dated this _____ Day of _____

WITNESS

For and on behalf of (The Bank)

Signature :
Name & Designation :
Authorization No. :
Name & Place :
Bank's Seal :

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-III

**LIST OF CLIENT SERVED DURING LAST 7 YEARS TOWARDS CAMC of
IP EPABX**

(To be submitted with technical bid)

Name of Work: - "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport."

SN	Name of the Firm/Client	Address & Contact No	Work Order Ref. No. & Date	Details of CAMC EPABX	Period of AMC/Work	Contract Amount
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

AUTHORIZED SIGNATURE _____

NAME OF THE SIGNATORY _____

NAME & ADDRESS OF THE TENDERER

OFFICIAL SEAL _____ Date _____

ANNEXURE-IV

SERVICE LEVEL AGREEMENT (SLA), PENALTY

1. Classification of Maintenance Problems: The problems observed on day-to-day basis are categorized as follows.

1.1. Response Time

The response time is subject function of working days during working hours.

Ordinarily a complaint must be attended immediately when no change of spare part is involved, Majority of faults should be rectified in the first response itself.

In case the system is not repaired, or an alternative system not provided within the specified time of failure reported, then the buyer may choose to get the same repaired or part replaced by other authorized / suitable service agency and the cost / expenditure incurred therein shall be recoverable from the service provider.

2. Procedure to be followed for Maintenance

The following events / procedures shall follow the registration of a complaint from a user and maintenance of system under contract:

- 2.1. Give a unique fault / Complaint number.
- 2.2. Identify the nature of fault & the faulty components.
- 2.3. A complete history of each fault shall be maintained & necessary formats required for this purpose shall be prepared as agreed mutually.
- 2.4. Acceptance of system after maintenance and closure of cases.

3. Maintenance Matrix /Schedule

The periodical maintenance activities are categorized as follows:

- 3.1. General Cleaning—this will include cleaning of equipment as recommended by OEM
- 3.2. Precaution: Equipment should not be isolated without proper authorization.
- 3.3. Preventive maintenance includes the following activities.
- 3.4. The firm shall provide contact no. and email (Escalation Matrix) for registering complaint of any failure.
- 3.5. Scope of Repairs & Maintenance

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

3.5.1. The scope of each maintenance shall depend on the nature / category of faults.

3.5.2. The Maintenance will be carried out as per scope of the work

4. Penalty Clause

Part-A: IP EPABX System

4.1. Penalty for Failure of Complete IP EPABX System

If the entire IP EPABX System remains non-functional for a period exceeding 04 (Four) hours, a penalty at the rate of 0.5% of the CAMC value of the respective BOQ line item per day (or part thereof) shall be levied for the period of unavailability, subject to a maximum of 10% of the CAMC value of the respective BOQ line item.

4.2. Penalty for Failure of Individual IP Phone / Analog Phone / Line Fault / Extension Fault, etc.

The following penalties shall apply for failure of any individual IP Phone, Analog Phone, extension line, or similar component:

Downtime	Penalty
Up to 24 Hours	Nil
Beyond 24 Hours up to 07 Days	0.01% of the CAMC value of the respective BOQ line item per day of unavailability, subject to a maximum of 10% of the CAMC value of the respective BOQ line item.
Beyond 07 Days	0.02% of the CAMC value of the respective BOQ line item per day of unavailability, subject to a maximum of 10% of the CAMC value of the respective BOQ line item.

4.3. Penalty for Non-performance of Preventive Maintenance

Failure to carry out the scheduled preventive maintenance as per the contract shall attract a penalty of ₹5,000 per instance, subject to a maximum of 10% of the CAMC value of the respective BOQ line item (Part-A).

4.4. Recovery of Penalty

The total penalty amount shall be calculated separately for each default and recovered from the contractor's Quarterly CAMC bill.

4.5 Penalty for Non-Availability of Spares as per clause 5.5 of section-V

The Service Provider shall make available all the spare cards/modules specified under Clause 5.5 at the site within **30 days from the date of commencement of the contract**. In case of failure to provide the required spare parts within the stipulated period, a penalty of **₹200 (Rupees Two**

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

Hundred only) per spare item per week or part thereof shall be levied until the required spare is made available at the site.

5. Part-A: UPS System

5.1. Service Response Time

The contractor shall:

- Acknowledge the complaint within 02 hours of its reporting.
- Deploy a service engineer and attend the site within 24 hours from the time of complaint registration.

5.2. Penalty for Failure of Individual UPS

The maximum permissible downtime for an individual UPS (including minor faults) shall be **48 hours**.

Beyond the permissible downtime, the following penalties shall apply:

Delay Period	Penalty
Up to 24 Hours	₹300 per UPS per day
Beyond 24 Hours up to 03 Days	₹400 per UPS per day
Beyond 03 Days up to 07 Days	₹500 per UPS per day

5.3. Penalty for Failure of Complete UPS System (Main & Standby Both Unavailable)

The maximum permissible downtime for the complete UPS System (where both Main and Standby UPS are unavailable) shall be **04 hours**.

Beyond the permissible downtime, the following penalties shall apply:

Delay Period	Penalty
Up to 24 Hours	₹300 per UPS System per day
Beyond 24 Hours up to 03 Days	₹500 per UPS System per day
Beyond 03 Days up to 07 Days	₹700 per UPS System per day

5.4. Penalty for Missed Preventive Maintenance

Failure to carry out the scheduled quarterly preventive maintenance within the prescribed period shall attract a penalty of ₹5,000 per instance.

5.5. Maximum Penalty

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Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

The total penalty recoverable for an individual UPS or complete UPS System during a quarter shall not exceed the proportionate Quarterly CAMC amount applicable to that respective UPS/UPS System.

5.6. Right to Arrange Repair through Alternate Agency

If the downtime of any UPS or complete UPS System exceeds 07 (Seven) consecutive days, AAI reserves the right to get the repair/replacement carried out through an alternate agency at the sole risk and cost of the contractor.

Any expenditure incurred by AAI shall be recoverable from the contractor's pending bills, Performance Security, Security Deposit, or any other dues payable under the contract.

5.7. Recovery of Penalties

Penalties shall be calculated separately for each affected UPS or UPS System and shall be recovered from the contractor's running account (RA) bills or Quarterly CAMC bills, as applicable.

6. Penalty in Part-B:

The contractor is liable to make the arrangement of substitute resources against the absent manpower if not then penalty will be applied as follows: -

6.1.1.	Manpower	Absence of resource	Quarterly	If equivalent skilled resource is provided, then no penalty	The contractor is liable to make the arrangement of substitute against the absentee staff. At any time if it is found that staff is absent and no substitute has been provided, then a penalty of Rs. 500 per day along with one-day salary of respective staff as per applicable Government Minimum Wages Act will be deducted from Quarterly bill.
6.1.2	The contractor has to deposit PF & ESI as applicable to their staff regularly, failing which recovery / withheld @ 26 % & 6 % of wage payment against PF & ESI purpose respectively shall be made from their Bills.				
6.1.3	Uniform: - i).The contractor/agency has to provide 03 sets of uniform, 02 pair of shoes & 04 pair of socks to their employees during the contract period (Three Years), (within one month from the date of award) failing which, AAI will recover an amount of Rs.200/- per person per week till the compliance of the same from the contractor's running/final bill. In the event of noncompliance of wearing uniform & shoes by workers on daily basis a recovery of Rs.50/- per day per person shall be made from running bills. ii. No accommodation shall be arranged by the AAI for the staff / workers of the contractor. It is the responsibility of contractor to make his own arrangements for the facilities if required				

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

6.1.4	Delay in payment of take-home remuneration to contractual workers: • 1st Level Action: Warning and direction to deposit the amount within 7 working days • 2nd Level Action: Penalty of ₹200 per day per resource and withholding of all payments to the Service Provider until proof of wage/EPF/ESI payment is submitted Important Points • The contractor cannot delay payment of wages on the ground that the Buyer has not yet released the monthly bill. • Wage payment to deployed manpower is the contractor's contractual responsibility. • Proof of salary payment, EPF and ESI deposits may be required before processing the contractor's invoice.
-------	---

Note: Maximum Penalty:(i) Total penalty during the contract period shall not exceed **10% of the CAMC contract value** of respective BOQ line item.

(ii) If penalties exceed 10% of the contract value, AAI may terminate the contract and take appropriate action as per contract conditions.

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-V

Bill of Material/Bill of Quantity (BOM/BOQ)

(To be submitted during Financial Bid)

Name of Work: - "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport"

Part-A:- CAMC of available EPABX SYSTEMS							
S.No.	Item Name	System Model & Configuration		Cost for 1st Year (Inc GST) (A)	Cost for 2nd Year (Inc GST) (B)	Cost for 3rd Year (Inc GST) (C)	Total cost of 3 Years (Inc GST) D = (A+B+C)
01	IP EPABX SYATEM	Make: Alcatel, Model: ALE OXE R12.4 IP EPABX System: Comprehensive Annual Maintenance Contract (CAMC) for the IP EAPBX system (Make: Alcatel, Model: ALE OXE R12.4), with 300 IP user license. Details are mentioned in section-V clause 5.2					
02	UPS (02) nos.	Make: Legrand, UPS configuration: U7PREMIUS/5KVASupplied by NUMERIC. Details are mentioned in section-V clause 5.2					
Part B - Deployment of EPABX Trained Skilled Manpower (01 No.) during Three-year							
S No.	Resources category	Qualification	Qty		Cost for 1st Year (Including GST, PF, ESIC, Bonus etc) (A)		Total cost of 3 Years (Including GST, PF, ESIC, Bonus,etc) D = (A*3)
01	Skilled: Maintenance Engineer	B.E/B.tech in Electrical/Electronics/ Equivalent field or 10+Diploma in Electrical/Electronics/ Equivalent field & 02-year Experience in relevant field and having knowledge of networking. or ITI in Electrical/Electronics/ Equivalent field & 03-year Experience in relevant field	01				

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

		and having knowledge of networking.					
02	Un-Skilled: Assistant	10 th pass from recognized board of any state. or 01-year experience in relevant field	01				
Total Cost in INR (Part-A & Part-B) (Inc. GST)							
Notes:-	1: Price quoted (Total Cost in INR) by the bidder is including CAMC cost and 02 numbers of Manpower cost including ESI, EPF, Bonus, Uniform Expenses, and GST. 2: The quantity mentioned may change due to periodic survey-off/write-off action/new procurement during the contract period. Therefore, any change in quantity during Comprehensive Maintenance Contract period will be notified accordingly and payment will also be released accordingly. 3: Cost of materials/tools required for maintenance of above items shall be included in quoted rates by the bidder for contract period. 4: Bidders may visit the site before quoting their price in their interest.						

Handwritten signatures and initials:
 Nkr Km chikster

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-VI
CHECK LIST

(To be submitted during Technical Bid)

S. No.	Details of the Vendor Firm/ Company				
1.	Name of the Company:				
2.	Name of the Directors as per MoA:				
3.	Name of the Authorized signatory:				
4.	Email Address:				
5.	Phone/Fax:				
6.	Email Address for correspondence:				
7.	Detail of EMD	Name of the Bank	Amount	Whether Scanned EMD Copy submitted on portal	
8.	Turn Over of the company for last three years	FY-2023-24	FY-2024-25	FY-2025-26	Annualized
9.	GST No.				
10.	PAN				
11.	EPFO Reg. No.				
12.	ESIC Reg. No.				
13.	Date of Incorporation of the Company as per MoA (Copy Attached /Uploaded)				
14.	Proof of Execution of works	Name of the work	Po ref. with date	PO Amt.	Remarks
14.1.	Similar Work Experience 1				
14.2.	Similar Work Experience 2				
14.3.	Similar Work Experience 3				
15.	Date of completion of Certificates of the above said works	Name & Design. Of Signatory	Address	Contact number	Email Address
15.1.	Similar Work Experience 1				
15.2.	Similar Work Experience 2				
15.3.	Similar Work Experience 3				
16.	Tender-specific authorization letters from OEM as per tender requirement	Product	OEM with Address	Name of Signatory	Contact Number with Email Address
16.1.					
17.	Power of Attorney (Stamp Paper of Rs 100/-) in favor of signatory (attached)	Yes or No			
18.	Acceptance letter as per Annexure-I Attached/Uploaded	Yes or No			
19.	List of Client references Attached /Uploaded	Yes or No			
20.	All documents submitted as per TABLE-I of Section II	Yes or No			

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-VII

**OEM/MAF (Manufacture Authorization Form) Authorization Letter
(On O.E.M. Letterhead)**

Date: _____

Place: _____

To
The CNS In Charge (CNS),
Airports Authority of India,
Jabalpur Airport, Jabalpur
482005(MP)

Subject: OEM/MAF (Manufacture Authorization Letter) Authorization Letter
Ref.:GeM Bid NO.: GEM/2026/B/8149940

Sir,

We _____ (manufacturer name of Alcatel IP EPABX system) having our office in _____ (Manufacturer address), authorize _____ (System Integrator/authorize dealer name and address), our system Integrator/authorize dealer in India, to quote and supply/services to you for complete Hardware/Software product/Solution/License/Equipment (IP EPABX system).

We further certify that our standard OEM comprehensive support shall be available for three years (CAMC Period). We confirm that the AMC/Support for the products shall be to AAI, irrespective of the involvement of System Integrator/authorize dealer. We also confirm that the products/service offered are currently available in the market and shall not be end of life during the contract period (03 years). Our toll-free number (India) is _____.

Yours faithfully

(Signature of the authorized signatory of OEM)

Name:

Date:

Contact No.:

E-Mail Address:

Stamp:

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-VIII
PROFORMA FOR UNDERTAKING
(To be submitted during Technical Bid)

To,

The CNS In-Charge
Airports Authority of India
Jabalpur I Airport
Jabalpur(MP)-482005

Sub: UNDERTAKING REGARDING BLACKLISTING/ DEBARRING

Sir,

In compliance with the tender requirement for the above-referred work:

1. I/We undertake that, our firm_____ or any of our firm's Partners or Directors have not been suspended/delisted/blacklisted/debarred by any Central / State Govt. Organization / PSU department / Autonomous Body / Financial Institution and no case is pending and no 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 Governments Departments or Public Sector Undertaking of India.
2. I/We undertake that our firm have not be in non-performance in the last 3 years in any State/Central Government/ PSU/ Autonomous Body (Under Any government law) in India or abroad as on last date of submission of the Bid.
3. I/We undertake that, our firm or its Partners or its Directors or Sole Proprietor do not have any outstanding dues payable to the Airports Authority of India.
4. I/We undertake that, our firm or our subsidiary firm or our parent firm has not submitted Alternate or partial bid(s).
5. I/We undertake that, our firm has not been suspended by GeM in recent past due to non-delivery of Products/services after placement of the contract, for Bid / RA.
6. Our firm understands that at any stage, if above statements are found to be false, our firm shall be liable for debarment from bidding in AAI, apart from any other appropriate contractual legal action including debarment/ blacklisting, termination of the contract etc. as deemed fit.

Dated:

Signature of the authorized signatory with Stamp

Name _____

Place _____

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-IX

POWER OF ATTORNEY FORMAT FOR THE AUTHORIZED PERSON(S)

(Bidder shall submit irrevocable power of attorney on a non-judicial stamp paper of Rs.100/-
Signed by authorized signatory as per Memorandum of Articles authorizing the persons, who are Signing
this bid on behalf of the company)

BY THIS POWER OF ATTORNEY executed on _____ we _____
_____ a Company incorporated under the Provisions of companies Act, 1956 having its Registered Office at
_____ (hereinafter referred to as the "Company") do hereby
severally appoint, constitute and nominate _____ official(s) of the
Company, so long as they are in the employment of the Company (hereinafter referred to as the "Attorneys") to
sign agreement and documents with regard Bid No. _____ due on
_____ invited by **Airports Authority of India, Jabalpur Airport** for **"Comprehensive
AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled
manpower for 03 years (2026-29) at AAI, Jabalpur Airport."** and to do all other acts, deeds and things the
said Attorneys may consider expedient to enforce and secure fulfilment of any such agreement in the name
and on behalf of the Company **AND THE COMPANY** hereby agrees to ratify and confirm all acts, deeds
and things the said Attorneys shall lawfully do by virtue of these authorities hereby conferred.

IN WITNESS WHEREOF, this deed has been signed and delivered on the day, month and year first above
written by Mr. _____ Authorized Signatory, duly authorized by the Board of Directors of the
Company vide it's resolution passed in this regard.

By order of the Board
For _____
(_____)

Authorized Signatory

Witness:

- 1.
- 2.

Attorney Signature of Mr. _____

Attorney Signature of Mr. _____

(Attested)

(_____)
Authorized Signatory

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-X

(To be submitted during Technical Bid)

(Undertaking on company letter head)

To,

The CNS In-Charge

Airports Authority of India,

Jabalpur Airport, Jabalpur,

Madhya Pradesh, 482005

Sub: Undertaking for compliance of minimum wages.

Dear Sir/Madam,

I/We state that, the wages shall be paid to the workers engaged under this contract, GeM **Bid No. GEM/2026/B/8149940** shall not be less than the minimum wages determined by Central Govt., Ministry of Labour & Employment O/o The Chief Labour Commissioner New Delhi Govt. Authority for Jabalpur Area from time to time.

Yours faithfully

Signature of authorized signatory/contractor

Name.....

Date.....

Place.....

Seal.....

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-XI

AGREEMENT

(On INR 500/- Non-Judicial Stamp Paper/E-Stamp)

Name of Work: - "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport".

GeM Bid NO.: GEM/2026/B/8149940

GeM Contract No.:.....

BETWEEN

**Airports Authority of India,
Jabalpur Airport,
Jabalpur- 482005**

AND

**(Name of the Contractor along with address
M/S.....)**

THIS AGREEMENT, entered into this (Date) day of (Month & Year) by and between (Name of Contractor), having its office at (Contractor's Office Address) (hereinafter called the "Contractor") and Airports Authority of India having its office at Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-110003, India (hereinafter called the "AAI"), the expressions "Contractor" and "AAI" shall mean their successors, legal representatives or assigns, for the **"Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport"**.

WITNESSETH,

WHEREAS, AAI invited offers for "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport"

WHEREAS, the Contractor has offered "Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport" In accordance with their Price Bid dated (Date) and AAI has accepted its offer.

NOW, therefore, in consideration and mutual covenants contained herein, the Contractor and The AAI (Hereinafter referred to as the "parties") agree that the following document shall be part of this agreement: -

AAI Bid Documents for Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport).

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

GeM Bid NO.: GEM/2026/B/8149940

1. AAI Tender Documents for the (Name of Project), (Name of the Airport, City, State)
comprised in Sections- (Numbers), including Drawings and Maps supplied by AAI.
2. Bid corrigendum no. 1, 2... , if any.
3. Tender clarifications offered by AAI subsequent to the Pre-Bid meeting held on (Date).
4. Bid Documents submitted by the Contractor dated (Date) in fulfilling the contract requirements that includes the signed compliance.
5. Unconditional acceptance of AAI Bid conditions as given by the Contractor.
6. Queries raised by AAI during technical evaluation and technical clarification submitted by contractor in response thereof.
7. The price bid of the Contractor which was opened on (Date) and accepted by AAI.
8. Reference of LOI/Work order issued/acceptance of bidder.

For and on behalf of Contractor

For and on behalf of Chairman, AAI.

Signature

Signature

Name

Name

Designation

Designation

1. Witness: (Signature, Date, Name, Designation on behalf of AAI)
2. Witness: (Signature, Date, Name, Designation on behalf of Contractor)

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-XII

Format of Letter to PBG Issuing Bank

Request letter: Transmission of Bank Guarantee Cover Message <to be submitted by applicant to BG issuing bank>

Date: _____

The
Manager,
(Bank),
(Branch),

Sub: Inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC- ICIC0000007).

Dear Sir/Madam,

I/We, _____, request you to include unique identifier
_____AAIRHQWR_____in field 7037 of the SFMS cover messages IFN 760COV
(for BG issuances) and IFN 767COV (for BG amendment) while transmitting the same to the
beneficiary bank (ICICI Bank –IFSC-**ICIC0000007**).

Thanking You,

(Vendor/Customer/Concessionaire)

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE-XIII

Undertaking for Maintenance/Repair of UPS (Make: Numeric Legrand) During CAMC period

(Submit in Technical bid)

To

The CNS In-Charge,
Airports Authority of India,
Jabalpur Airport, Jabalpur
482005(MP)

Ref.: GeM Bid NO.: GEM/2026/B/8149940

Sir,

I/We hereby undertake and confirm the following with respect to the Comprehensive Annual Maintenance Contract (CAMC) of the UPS System (Make: Numeric Legrand):

1. Quarterly preventive maintenance of the UPS system shall be carried out by the **Original Equipment Manufacturer (OEM) or its authorized service provider/vendor** in accordance with the prescribed maintenance schedule and Scope of Work (SOW).
2. In the event of any fault, breakdown, malfunction, or operational issue in the UPS system, all rectification, repair, replacement, and maintenance works shall be carried out only by the OEM or its authorized service provider/vendor.
3. All costs and expenses towards inspection, troubleshooting, repair, replacement of defective parts/components, consumables, labour, transportation, and maintenance of the UPS system shall be borne entirely by the CAMC contractor/vendor. No additional payment or claim on this account shall be admissible to Airports Authority of India (AAI).
4. The maintenance services shall be performed strictly in accordance with the approved Scope of Work (SOW), terms and conditions of the CAMC, and OEM recommendations.
5. Prior to carrying out any maintenance or repair work, complete details of the technician/engineer deputed for the job, including name, designation, contact number, and organization, shall be communicated in advance to Airports Authority of India, Jabalpur Airport, for necessary security clearance, entry permission, and coordination.
6. I/We shall ensure that the UPS system remains operational and serviceable throughout the CAMC period and shall attend all complaints/breakdowns within the stipulated response time specified in the contract.

Yours faithfully,

(Signature of the authorized signatory of OEM)

Name:

Date:

Contact No.:

E-Mail Address:

Stamp:

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

Annexure- XIV

ATC acceptance declaration

The terms and conditions given in all Sections in the Tender Document (ATC) are read, understood and hereby accepted unconditionally and shall be complied with. I/We agree to abide by the condition and guidelines of all Section, contained in this section of Tender Document and shall form part of contract conditions and provisions. I/We hereby unconditionally accept(s) these condition and guidelines of all Section of AAI's tender Documents in its entirety for the work **"Comprehensive AMC of EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at Jabalpur Airport)".** It is certified that I/we have not stipulated any condition(s) in our tender offer. In case any condition(s) are found in our tender offer, the same shall be treated as withdrawn.

Yours faithfully,

Signature of Bidder Firm Authorized Signatory

Name:

On behalf of:

Telephone:

E-mail:

Firm's Stamp:

Comprehensive AMC of IP EPABX and associated UPS (02 nos.) with Onsite deputation of 01 skilled and 01 unskilled manpower for 03 years (2026-29) at AAI, Jabalpur Airport.

ANNEXURE –XV

UNDERTAKING ON RATES QUOTED

(To be furnished on Company's Letter-Head)

1. I /We hereby certify that I / We have read the entire terms and condition of the Bid Document and have completely understood the scope of Work and have quoted the rates Inclusive of:
2. Minimum Wages as per Labour Laws of CLC.
3. Cost towards making of Airport Entry Pass to be issued by AAI / BCAS, which shall be kept renewed throughout the currency of the contract.
4. GST, EPF, Medical Insurance/ Contract Labour Insurance, Bonus etc as applicable.
5. All expenses towards uniform, Shoes & socks and AEP.
6. I / We hereby unconditionally accept that in case of any failure in complying with the undertaking mentioned in the preceding paragraph, we are liable to pay the penalty that the Government may impose or any other action that may be taken having regard to the circumstances of the case.