



VISAKHAPATNAM AIRPORT, VISAKHAPATNAM-530009.



AIRPORTS AUTHORITY OF INDIA

**DEPARTMENT OF HRM
VISAKHAPATNAM AIRPORT**

**Name Of Work -: Annual job contract for providing 4 Nos. Data Entry Operators
under skilled category at Visakhapatnam Airport, Visakhapatnam**

e-TENDER DOCUMENT

TENDER NO.AAI/VZ/HR/DATA ENTRY OPERATORS/18-19

Estimated Cost- 9,83,471/- exclusive of GST

COST OF TENDER : Rs.1,120/-

EMD VALUE : Rs.19,669/-



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6. The e-technical bid which will be opened first, shall contain the following documents specified as below (Bidders shall upload scanned copy of following documents):
- Scanned copies of DDs for Tender fee & EMD or valid proof for exemption for tender fee & EMD.
 - Scanned copy of Unconditional Acceptance of AAI's Tender Conditions as per Annexure-I.
 - Scanned copy of valid Permanent Account Number (PAN)
 - Scanned copy of valid GST Registration certificate.
 - Scanned copy of duly signed declaration on minimum wages as given in Annexure-III
 - Copies of valid PF Registration Number & Valid ESI Registration.
 - As proof of work experience, scanned copies of similar works completed successfully (copies of work orders).

Valid Proof of satisfactorily completed atleast one work each costing not less than 80% of estimated cost / two works not less than 50% of the estimated cost/ three works not less than 40% of the estimated cost of similar work, such as supply of manpower to government organizations or public sector undertakings during the last seven years

- Scanned copy of Abridged Balance Sheet along with Profit and Loss Account Statement of the firm for the last 03 financial years ending with March, 2017.

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

7. e- Financial Bid:

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

- Any changes in the date of technical bid shall be intimated through e-portal/e-mail.
- If at any stage, any information/ documents submitted by the contractor/firm are found to be false; the agency shall be liable for debarment from tendering in AAI, apart from any other appropriate/ legal action.



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10. AAI reserves the right to accept or reject any or all bids without assigning any reason. AAI reserves the right to reject the tender document of working agencies whose performance at ongoing project below par and unusually poor.

AGM(HRM)
For Airport Director
Visakhapatnam Airport



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Terms & Conditions:

1. The candidate should be at least graduate in any field with minimum of 2 yrs working experience in accounting packages(preferably SAP). Knowledge of MS Office tools is required.
2. GST will be reimbursed as per the rules, on production of original documentary evidence/proof of depositing/remittance of amount to the statutory/regulatory authorities.
3. Declaration of Minimum wages on a valid stamp paper (as per Annexure-III) Duly filled and shall be submitted to O/o Airport Director, AAI, Visakhapatnam airport before award of contract to the successful bidder.
4. Period of contract is 12 months. It can be extendable with the consent of both parties.
5. The deployed persons must work from Monday to Saturday between 0930 to 1800 Hrs. except Sundays and national holidays.
6. The contract can be terminated by either AAI or contractor with notice of one month.
7. AAI shall terminate the contract in case the services are not found satisfactory.
8. Wages will be cut for the days for which the deployed person is absent.
9. Subcontracting of work to other vendor in any form/manner is strictly prohibited. At any point of time, if it is observed that contract is subcontracted, the contract shall be liable to be terminated and performance bank guarantee shall be forfeited.
10. Contractor is responsible to get the Airport Entry Pass (AEP) for maintenance staff deputed to execute this contract. If any expense occurs related to AEP, contractor shall be liable to pay. It is the responsibility of the contractor that the staff does not involve in any other matters of AAI or other agencies in Airport.
11. **Payment:**
 - a) Paying authority is Airport Director, AAI, Vizag airport.
 - b) Service charges shall be paid by AAI monthly after the satisfactory completion of assigned works by the deployed staff and after production of documents as given below:



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- Copy of bank statement showing transfer of minimum wages to the deployed persons and amount must transfer within first week of every month.
 - Proof of payment of PF and ESI of the deployed manpower for the period of bill submitted.
- c) Wages must be paid within first week of every month under all circumstances.
- d) Contractor must pay bonus as per Govt. rules and proof of bonus payment to the deployed persons must be submitted before completion of contract period otherwise last month payment will not be done.

12. **Security deposit:** The contractor is required to furnish Security Deposit (SD), within 15 days after the award of work. The SD shall be submitted in the form of irrevocable bank guarantee to the extent of **10% (Ten percent)** of the entire contract amount as per Proforma at Annexure "II" from Nationalized/Scheduled Bank (as per RBI schedule) having office in India.

The bank Guarantee shall remain valid for a period of three months after expiry of the contract.

13. The rates quoted in the tender shall remain valid for a period of 90 days from the date of opening financial bid. If any bidder withdraws during this period of validity, his EMD shall be forfeited.
14. At Present Gross Min. wages rates for Data Entry operator is Rs. 15418/- per Month . If Min. wages rates increases during the contract period then arear for increase wage will be re-imbursed to the agency.
15. In case the successful bidder does not accept the award letter, his EMD will be forfeited without any notice. The party will also be debarred for future participation in the tenders for a period of three years. EMD of the unsuccessful agencies will be returned to them at the earliest.
16. The successful vendor must give acceptance of contract through e-mail/letter within 10 days from the receipt of work order.
17. If at any stage the contractor fails to provide satisfactory service, AAI shall terminate the contract by giving one month's notice and security deposit shall be forfeited.
18. The deployed persons must take all precautions so that there should not be any damage caused to the software/Data or hardware part of the system on which the person is working. Else proper legal action will be taken by AAI against the contractor.
19. **Inability to perform contract:**
In the opinion of AAI, if the works are going slow or unable to complete the work or any portion thereof as agreed upon, or not abiding to conditions agreed upon, then the contractor shall be held responsible for the loss.



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20. Obtaining of entry pass to the Airport premises for contractor and his staff shall be the responsibility of AAI as well as the contractor. Any fees/expenditure, applicable for issue of passes, should be borne by the contractor and in case police verification etc., required for its staff, shall be the responsibility of contractor. AAI shall provide assistance such as necessary documentation & attestation of forms etc. for issue of entry passes.
21. Airports being a sensitive area, rules & regulation governing for the entry and work are notified by security agencies from time to time. It is the responsibility of the firm to ensure that all rules are strictly complied with.
22. In case any of the personnel deputed by the contractor is found indulging in theft/pilferage or any other misdeed or any other undesirable activities, the contractor shall ensure that the services of the concerned staff are dispensed with immediate effect under intimation to the Authority. This will be without prejudice to any other liability to AAI, arising out of court directions/claims etc. on account of such misdeeds.
23. The Contractor shall not be entitled for any extra payment whatsoever on account of above conditions of contract.
24. It is the responsibility of the contractor to provide adequate insurance cover against any loss / damage to the deployed manpower.
25. AAI shall terminate the contract at any time without notice, in case the services are not found satisfactorily.
26. The contractor shall have the registration with EPFO and ESIC. The EPF and ESI contribution on the part of employer in respect of this contract shall be paid by the contractor. These contributions on the part of the Employer paid by the contractor, shall be reimbursed to the contractor on actual basis.

27. AGREEMENT:

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

ARBITRATION AND LAWS

Arbitration:

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the specifications, designs, drawings and instructions herein mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, drawings specification, estimates,



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instructions orders or these conditions or otherwise concerning the works, or the execution or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof shall be referred to the sole arbitrator as may be appointed by the Regional Executive Director, Southern Region of AAI. There shall be no objection if the arbitrator so appointed is an employee of AAI and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reason, the appointing authority for arbitrator, as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration & Conciliation Act, 1996, or any statutory modification or re-enactment thereof, any rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. In case of disputes arising between two Government of India Undertakings, provisions as contained in Bureau of Public Enterprises letter No. BPE/GL-001/16 /MAN-2(100- 75-BPE) (GM-1) dtd. 1.1.1976 and as may be amended from time to time shall apply. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute. The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The award of the arbitrator shall be final, conclusive and binding all parties to this contract.

Laws governing the Contract:

This contract shall be governed by the Indian Laws for the time being in force.



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GENERAL GUIDELINES:

1. Tender Document is not transferable.
2. No party will be sold more than one tender form under any circumstances.
3. Any bidder giving tenders in different names or in the names of its sister concern or groups Firms will be disqualified and his tender will be rejected.
4. The rates quotes in the offer (as per Schedule-A) shall be valid for the period of one year plus extension period(if any).
5. AAI may extend the contract on mutual consent with the same rates, terms & conditions as per AAI rules.
6. The acceptance of the tender will rest with the Competent Authority i.e The Airport Director, AAI, Visakhapatnam Airport who does not bind himself to accept any tender and reserves the rights to return all or any of the tenders received or part thereof without assigning any reason thereof.



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ANNEXURE – I

UNCONDITIONAL ACCEPTANCE LETTER

To
The Airport Director,
Airports authority of India,
Visakhapatnam Airport,
Visakhapatnam-530009.
(To be submitted in Technical bid)

Subject: Acceptance of Terms and Conditions of Tender

Name of the work: “Annual job contract for providing 4 Nos. of Data Entry Operators under skilled category at Visakhapatnam Airport, Visakhapatnam”

Sir,

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

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

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

Date:

Yours faithfully,

(Signature with stamp)



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Annexure-II

PROFORMA FOR BANK GUARANTEE – (FOR SECURITY DEPOSIT)
(On Non-judicial stamp paper of Rs.100.00)

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

Dear Sir,

In consideration of the Chairman, AAI (hereinafter called “AAI”) having offered to accept the terms and conditions of the proposed agreement between AAI and(hereinafter called the said Contractor(s)) for the work “Annual job contract for providing 4 Nos. of Data Entry Operators under skilled category at Visakhapatnam Airport, Visakhapatnam”

(hereafter called ‘the said agreement’) having agreed to production of irrevocable Bank Guarantee for Rs. _____ (Rupees _____)amount of 10% (Ten percent) of entire contract amount..... as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

We(indicate the name of the Bank) (hereinafter referred to as ‘the Bank’) hereby undertake to pay to the Chairman, AAI an amount not exceedingamount..... on demand by AAI.

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

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

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

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



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

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

Dated the ___ day of ___ for _____ (indicate the name of bank).

Very truly yours,

(Authorized Signatory of the Bank)



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Annexure-III

**SPECIMEN OF AFFIDAVIT ON MINIMUM WAGES TO BE TO BE SUBMITTED
IN TECHNICAL BID ENVELOPE**

I _____ (Name), aged _____ years,
S/o _____ (Name), Proprietor/Managing
Director of _____
(Name of agency) do hereby solemnly affirm and state as follows :

I am competent to swear this _____ affidavit on behalf of
_____ (Name of Agency). I state
that, in the event of work awarded to our agency, the wages to be paid to the
workers engaged shall not be less than the minimum wages determined by
appropriate Govt authority from time to time including PF/ESI etc as decided.

Date this,
the _____ D ay of _____ Month _____ year.

Deponent

Note: This affidavit is to be attested by first class Magistrate/Notary Public on
non-judicial stamp paper of Rs 100/- (Rupees One Hundred only)



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ANNEXURE-IV

FOR SPEEDY REFUND OF EMD FOLLOWING IS REQUIRED FROM THE PARTICIPATING AGENCIES / BIDDERS :-

BENEFICIARY DETAILS FOR RTGS FUNDS TR ANSFER

S. No	Particulars	Information Required
1	Name of the Account Holder i.e. Bidder	
2	Mobile number / land line number of the vendor	
3	PAN / TAN No. of the Party i.e. Bidder	
4	Name of the Bank	
5	Address of the Bank	
6	Bank Account No.	
7	Bank MICR Code	
8	IFSC Code of the Bank	
9	Type of the Bank Account	

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

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

Place:

Date:



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SCHEDULE-A

SAMPLE FINANCIAL BID

Name of work: “Annual job contract for providing 4 Nos. Data Entry Operators under skilled category at Visakhapatnam Airport, Visakhapatnam”

Sl No.	Description of work	Period	Amount Quoted for 4 persons for 12 months(exclusive of GST) In Rs	Total Amt (exclusive of GST) In Rs
1	Providing 4 Nos. of Data Entry Operators under skilled category	12 Months		

(Total Rupees)



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Annexure - V

Instructions for Online Bid Submission:

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

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of



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search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders folder”. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.**
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR /DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or „ Other Importantdocuments area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.



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SUBMISSION OF BIDS:

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

iii) Bidder has to select the payment option as “offline” to pay the tender fee&EMD as applicable and enter details of the instrument.

- iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- v) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the

BOQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- vi) The server time (which is displayed on the bidders dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any



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bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.

Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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

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

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

ASSISTANCE TO BIDDERS:

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

(b) Any queries relating to the process of online bid submission or queries relating to

CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.



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ANNEXURE-VI

CPPP under GePNIC, Help Desk Services

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

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

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

Mobile: 91826246593 E-Mail: support-eproc@nic.in

- 2) **For any Policy related matter / Clarifications Please contact Dept of Expenditure, Ministry of Finance.**

E-Mail: cphp-doe@nic.in

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

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

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

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

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

SL NO.	Support Persons	Escalation Matrix	E-mail Address	Contract Numbers	Timings*
1	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (Six Lines)	0800-2000 Hrs. (MON - SAT)
2	Jr.Exe.(IT)	After 4 Hours of Issue	sanjeevkumar@aai.aero	011-24632950, Ext-3505	0930-1800 Hrs. (MON-FRI)
3	AGM(IT)	After 12 hours	snita@aai.aero	011-24632950, Ext-3523	0930-1800 Hrs. (MON-FRI)
4	Jt. General Manager(IT)	After 24 hours	ykkaushik@aai.aero	011-24651507	0930-1800 Hrs. (MON-FRI)
5	General Manager(IT)	After 03 Days	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)