



AAI Cargo Logistics and Allied Services Co. Ltd (AAICLAS)
(An AAI SUBSIDIARY)
New Integrated Cargo Terminal,
NSCBI Airport, Kolkata – 700 052

NOTICE INVITING TENDER

Name of the work: **Service Support for Integrated Cargo Management System (ICMS) at New Integrated Cargo Terminal, NSCBI Airport, Kolkata**

Estimated Cost : Rs.40,79,020 /-

E.M.D : Rs.81,581 /-

Time Period : "ONE year"

2022_AAICL_124374
Tender id-2022_AAICL_124374_1

Important Dates:

Sl#	Activity	Date
1.	Download of Tender Document from NIC CPPP E-Tender portal	02.08.2022, 9.00 am
2.	Submission of clarifications by bidders through portal	02.08.2022 9.15 am
3.	Replies of Clarifications received through portal	05.08.2022 upto 4.00 pm
4.	Online Submission of Bids (Envelop I & II) on e-tender portal	02.08.2022, 9.00 am
5.	Submission of Tender Fee & EMD (Offline)	08.08.2022 4.00 pm
6.	Opening of Eligibility cum Technical Bids	10.08.2022 3.00 pm
7.	Opening of Financial Bids	11.08.2022 3.00 pm
8.	Site visit for evaluation (except Holidays)	Na

Kindly note Dates and Times are important for uploading Tender documents in CPP-portal

Signature of Bidder

TABLE OF CONTENTS

Sl. No.	Section	PARTICULARS	PAGE
1.	Section-I	Notice Inviting E-Tender	3
2.	Section-II	Instructions to Bidders	8
3.	Section-III	General Terms & Conditions of the contract	17
4.	Section -IV	Special Conditions of the Contract	21
5.	Annexure-I	Unconditional Acceptance Letter	27
6.	Annexure-II	Power of Attorney Performa	28
7.	Annexure-III	Bank Guarantee Performa	29
8.	Annexure-IV	Registration Details of Firm & Address Details for Communication	33
9.	Annexure-V	Compliance Statement	35
10.	Annexure-VI	Bank Account Details of the Firm	36
11.	Annexure-VII	Letter to be submitted with the Eligibility & Technical Bid Envelop-I	37
12.	Annexure-VIII	Declaration of Not Black-Listed/Debarred Firm	38
13.	Annexure-IX	Undertaking for GST	39
14.	Annexure-X	Details of Deputing Engineers	40
15.	Schedule-A	Price Bid (Schedule of Quantity)	41

SECTION – I

NOTICE INVITING E-TENDER

AAI Cargo Logistics and Allied Services Co. Ltd (AAICLAS) (An AAI SUBSIDIARY) invites sealed e-tenders from the professionally competent and experienced firms/organizations, OEM Authorized firms for the work of “Service Support for Integrated Cargo Management System (ICMS) at New Integrated Cargo Terminal, NSCBI Airport, Kolkata” through Govt. of India, Central Public Procurement portal. (<https://etenders.gov.in/eprocure/app>)

Sr. No.	Name of the Work	Estimated Cost (INR)	EMD Amount (INR) (Off-line Submission)	COST OF TENDER (INR) inclusive of GST (Offline submission)
1	Service Support for Integrated Cargo Management System (ICMS) at New Integrated Cargo Terminal, NSCBI Airport, Kolkata	Rs. 40,79,042	Rs. 81,581.00	Rs. 1,180.00

1. This tender is called through the electronic tendering process and can be downloaded / purchased from the CPP portal of AAI with URL address <https://etenders.gov.in>. A copy of the tender is also available for reference on AAI website www.aai.aero. Please note that the submission of the tender is only through the **NIC CPPP E-Tendering portal at <https://etenders.gov.in/eprocure/app>**. The tenders will not be accepted in any other form. Further it may be noted that tenders are duly submitted on e-tender portal shall only be final and tenders just saved without submission will not be available to the evaluation committee. Bidders are requested to go through e-procurement portal guidelines, procedures & system requirements. In case of any technical difficulty, bidders may contact on the following help desk numbers & email ids.
2. **CPPP under GePNIC (Help Desk Services)**
 - a. Any Queries relating to the process of online bid submission or queries relating to NIC CPP portal Technical Assistance, please call the Helpdesk, on following Telephone Numbers Tel: +91-120-4200462, +91-120-4001002, +91-8826246593. & Email Address: support-eproc@nic.in
 - b. Before submitting queries related to system, bidders are requested to follow the instructions given in “Guidelines to Bidders” of CPP’s e-procurement portal and get their computer system configured according to the recommended settings as specified in the portal at “System Settings for CPPP”.
 - c. For any Policy related matter / Clarifications Please contact Dept of Expenditure, Ministry of Finance. E-Mail: ccppp-doe@nic.in
 - d. In order to facilitate the Vendors / Bidders, the AAI Help desk services shall be available on all working days (except Sunday) between 0800-2000 hours and shall assist users related to the use of the CPP e-Procurement portal. The below mentioned help desk numbers are intended only for queries related to the ease of use on e-procurement portal.

However, AAICLAS shall not be responsible for any reason to bidders for not submitting the bids in the e-procurement portal.

e. For any technical assistance the escalation matrix as mentioned below:

Sl. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950 Ext:3512 (Six lines)	0800-2000 Hrs. (MON - SAT)
2.	Mr. Sanjeev Kumar, Manager (IT)	After 4 Hours of Issue	etendersupport@aai.aero	011-24632950, Ext-3505	0930-1800 Hrs. (MON-FRI)
3.	General Manager(IT)	After 24 Hours	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)

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

3. a) Tender processing fee shall be **Rs. 1,180/-** (Rupees One Thousand One Hundred Eighty only) inclusive of GST and shall be non-refundable. EMD of **Rs. 81,580/-** (Rupees Eighty One Thousand Five hundred Eighty only) shall be paid to AAICLAS, **offline** through Demand Draft in favour of **“AAI Cargo Logistics and Allied Services Co. Ltd (AAICLAS)” payable at Kolkata** from Nationalized/ scheduled Banks shall be accepted. Submission of Original DD shall be accepted offline. Submission of Original DD -Tender Fee & EMD (Earnest Money Deposit) shall be submitted on or before **09/07/2022** to the Bid Manager at the; **Tender Inviting Authority:**

O/o. Regional Manager,
AAICLAS,
NICT, NSCBI Airport,
Kolkata, West Bengal 700052.

BID Manager:

Rahul Nandy
Regional Manager (Cargo)
2nd Floor, NICT,
AAI Cargo Logistics and Allied Services,
NSCBI Airport, Kolkata, West Bengal 700052.
Email: rahulnandy@aai.aero

Signature of Bidder

Clarification needed if any may be send through e-tendering portal only

- b) The tenders shall be rejected outright of the bidders who fail to submit the Tender Fee and EMD before the stipulated date.

MSME/ NSIC Concessions:

- c) **Concessions / award of work to the MSME registered with NSIC shall be applicable as per the directives of Govt. of India (<http://demsme.gov.in>). However, kindly note being a CAMC contract, work shall not be awarded by splitting the order.**
- d) NSIC, MSME, & Udyog Aadhar valid certificates shall be submitted to the Bid Manger- as per 3.a) clause in stipulated time for exemption of Tender Fees & EMD. Firm shall also upload the valid certificates in e-portal.
4. Following 2 Envelopes shall be submitted through online at e-portal by the bidder. Last date and time of submission of bids (Envelope I -Eligibility & Technical Bid, II -Price Bid) is **09/08/2022 up to 15:00 hrs.**

Envelope-I (Eligibility & Technical Bid):- Containing qualifying requirements of Contractor / Firm:-

The bidder shall submit following Documents in Envelop-I,

- a) PAN Copy & GST Registration Copy.
b) Unconditional Acceptance Letter as per Annexure-I.
c) **Proof of Experience of Works:** Should have satisfactorily completed.

Agencies working in Aviation IT/ITES will be preferred(Phase/Part/subcontracted completion of the scope of work in a contract shall not be considered).

One Work order value of Rs. 32,63,233.00 or higher.

Or

Two separate Work Orders, each value of Rs. 24,47,425.00 or higher.

Or

Three separate Work Orders, each value of Rs. 16,31,617.00 or higher.

In a single contract of similar nature of work:

1. Data Centre/ Server Room onsite Management of Reputed firms / organization maintenance including Hardware, Software and Networking (Passive and Active), Server Management, Database and Application software on Service Level Support. In last Five (5) years ending on 31/03/2022 in India.
 2. Providing Technical Support with experienced manpower for onsite maintenance of Data Centre Management including Servers, Switches, Routers, Firewall, Storages, and UPSs, Passive Network Maintenance etc in single CAMC/AMC order or SLA Agreement. In last Five (5) years ending on 31/03/2022 in India.
- d) **Proof of satisfactory services:**

Completion certificates for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. Firms showing work experience certificate from non-government / non-PSU organizations should submit copy of Tax Deduction at Sources (TDS) certificate in support of their claim for having experience of stipulated value of work.

- e) Articles of Memorandum of Association or Partnership Deed or Proprietorship Deed copy.
- f) Power of Attorney.- Annexure -II.
- g) Firm Registration / Incorporation Certificate Copy.
- h) Registration Details of Firm and Address -Annexure-IV.
- i) Bank Account Details of the Firm- Annexure -VI.
- j) Letter to be submitted in Eligibility & Technical Bid. Annexure-VII
- k) Declaration of Not Black-Listed/Debarred Firm. Annexure-VIII
- l) Undertaking for GST. Annexure-IX
- m) Compliance Statement-Annexure-V
- n) Average Annualized Financial Turnover:
- o)

Bidder should have annualized abridged financial turnover of at least Rs. 12,23,712.00 during last three years ending 31 March, 2022. As proof of financial turnover, copy of abridged Balance Sheet along with profit and loss account of the bidder duly certified by a Chartered Accountant.

- p) Signed Tender Document copy, (All pages shall be signed & sealed by the authorized designated official to sign the documents on behalf of firm)

All above documents shall be signed & sealed by the authorized designated official to sign the documents on behalf of firm

Strictly requested /relevant documents only shall be uploaded in e-portal.

Envelope-II: FINANCIAL BID:

The bidder shall use on-line Financial Bid Form on the e-tender portal for their price offer. (PRICE BID: SCHEDULE-A)

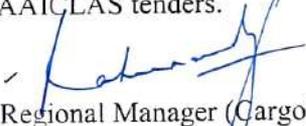
5. Bids Opening Process is as below:

Envelope-I: Containing Documents for **Eligibility & TECHNICAL BID** (uploaded by the contractors/firms) shall be opened on **10/08/2022 at 15:00 hrs.** The intimation regarding acceptance/rejection of their bids will be intimated to contractors/firms through e-tendering portal.

Envelope-II: The **FINANCIAL BID**'s of the Contractors/Firms found to be meeting the qualifying requirements and technical criteria shall be opened on **11/08/2022 at 15:00 Hrs.**

- 6. AAICLAS reserves the right to accept or reject any or all applications without assigning any reasons. AAICLAS also reserves the right to call off tender process at any stage without assigning any reason.

7. AAICLAS reserve the right to disallow issue of tender document to working agencies whose performance at ongoing project(s) is below par and usually poor and has been issued letter of restrain/Temporary/Permanent debar by any department of AAICLAS.
8. AAICLAS reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If any stage, any information/documents submitted by the contractor/ firm is found to be incorrect /false/forged or have some discrepancy which disqualifies the firm then AAICLAS shall take the following action:
 - a) Forfeit of the entire amount of EMD/Performance BG submitted by the firm.
 - b) The agency shall be liable for debarment from tendering in AAI and AAICLAS, apart from any other appropriate contractual/legal action.
9. Consortium / JV companies shall not be permitted.
10. 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 EMD / Performance Bank guarantee forfeited.
11. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or proprietary firm and any of the Directors/Partners/Proprietor of such company is also a director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity shall not be allowed to participate in AAI & AAICLAS tenders.


Regional Manager (Cargo),
AAICLAS,
2nd Floor, NICT,
NSCBI Airport,
Kolkata – 700 052.

Integrated Cargo Terminal, NSCB Airport, Kolkata

Tender No. : 2022_AAICL_124374_1

SCHEDULE OF QUANTITY

Please read Tender Document carefully before quoting Rates in PRICE BID On-Line.

Sl.No.	Item Descriptions	Qty A	Unit	Rate per Item / Engineer per year B	Amount for One Year C=AxB
SH-I: Comprehensive AMC of Hardware and Software of the following Network Equipments :-					
1.1	PCs: Hp compaq d290 MT Acer power series Acer veriton HP prodesk 400G5 Lenovo think center HP hewlett pack 406 G1 With all accessories (Monitors, Keyboard, Mouse, etc)	25	Nos		
1.2	Switch 3 com 4500.	4	Nos		
1.3	Cisco Switch Catalyst 2950.	2	Nos		
1.4	Maintenance of Network at site, Switches, nodes etc as per the scope of work.	1	JOB		
1.5	IBM Server Model X3200-M2.	1	Nos		
1.6	HP ProCurve 24B Layer 3 Switch	1	Nos		
	SAMSUNG PRO XPRESS M4030ND HP LASERJET 1005 MFP HP LASERJET 1108 HP LASERJET 1505 CANON IMAGECLASS M3010 XEROX B1022(MONO) HP LASERJET MFP M72630	25	Nos		
SH-II: Technical Support at Site:					
2.1	Data Base Administrator (DBA): Dedicated onsite engineer for support on Oracle ICMS Database & Application Servers as per the scope of work.	1	Engineer		
2.2	Providing support Team at site on round the clock basis 24x7. 2 Engineers per shift. Total: 7 Engineers. Maintenance of Network, PCs and Printers etc as per the scope of work.	7	Engineers		
2.3	Monitoring and networking support on 24 * 7 basis for ICMS 1.1 MPLS and ECCS MPLS connectivity from New Delhi Datacenter to Kolkata cargo	4	Engineers		
Total Amount (Without GST & PF,ESI, Bonus):					
<u>GST as Applicable</u>					

* Note:

Signature of Bidder

Name of Work: Service Support for Integrated Cargo Management System (ICMS) at
New Integrated Cargo Terminal, NSCBT Airport, Kolkata

1. The Schedule of Quantity listed above may be taking as reference and quote accordingly through On-line portal only.
2. Quoted Rates including SH-I CAMC Cost, SH-II Technical Support Cost, Tools, firm/contractor Profit and other expenditures
3. Quoted Rate shall Excluding of applicable GST & PF, ESI, Bonus. The same may be reimbursed/ paid on production of original receipts/documents if eligible as per Govt. norms.
4. Firm may visit the site before submitting the bids for proper evaluation.

.....