

**AIRPORTS AUTHORITY OF INDIA OFFICERS' INSTITUTE  
B-1, OLD AREA, SAFDARJUNG AIRPORT  
NEW DELHI-110003**

**RFP Document**

**FOR THE WORK OF**

**“Annual Comprehensive Maintenance Contract (ACMC) for various types of Air Conditioners, Water Coolers, Fridges, Air curtains etc. at Annexe & Airports Authority of India Officer's Institute, Old Area, Safdarjung Airport, New Delhi”**

**I N D E X**

**Name of Work:- “Annual Comprehensive Maintenance Contract (ACMC) for various types of Air Conditioners, Water Coolers, Fridges, Air curtains etc. at Annexe & Airports Authority of India Officer’s Institute, Old Area, Safdarjung Airport, New Delhi””**

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**No: AAIIOI/ACMC/AC's & W.C/2024**

**AIRPORTS AUTHORITY OF INDIA OFFICERS' INSTITUTE**  
**SAFDARJUNG AIRPORT**  
**NEW DELHI-110003**

**NOTICE INVITING e-TENDER (2 BOT -2 Envelope Open Tender)**

1. Tender/Proposal are invited through the e-tendering Portal by AAIIOI on behalf of Secretary, AAIIOI, from the eligible Firms / Companies for the work of "Annual Comprehensive Maintenance Contract (ACMC) for various types of Air Conditioners, Water Coolers, Fridges, Air curtains etc. at Annexe & Airports Authority of India Officer's Institute, Old Area, Safdarjung Airport, New Delhi" an estimated cost of Rs. 5,40,000/- for period of 01 year and extendable to one year on mutual consent.
2. The E-Bid documents indicating full details of the work can be seen in the e-tender documents uploaded on the RailTel E-tendering Portal at <https://aaioi.enivida.com>
  - a) The bids shall be submitted only on the RailTel E-tendering Portal at <https://aaioi.enivida.com>
  - b) The bids shall not be accepted in any other form.
  - c) The e-tendering process is online at RailTel E-tendering Portal at <https://aaioi.enivida.com>
  - d) Clarification needed, if any, may be sent through RailTel E-tendering Portal at <https://aaioi.enivida.com>
3. **DEFINITIONS**
  - a) "Institute" shall mean the Airports Authority of India Officers' Institute (AAIOI).
  - b) "RFP" shall mean the 'Request for Proposal'.
  - c) Services shall mean Comprehensive maintenance for various types of Air Conditioners, Water Coolers, Fridges, Air curtains etc at AAIIOI and Annexe building and venues.
4. **RFP PROCESSING FEE, EARNEST MONEY, & SECURITY DEPOSIT:**
  - (i) RFP processing Fee - Rs. 1180/- (i.e. RFP processing fee Rs. 1000.00 + GST Rs.180) (Rupees One Thousand One Hundred and Eighty Only) (Non-refundable) will be required to be paid online on RailTel E-tendering Portal at <https://aaioi.enivida.com>
  - (ii) Earnest Money Deposit (EMD)/Bid Security-Rs. 10800/- (Rs. Ten Thousand Eight Hundred Only) The EMD will be required to be paid online on RailTel E-tendering Portal only. In the event, the EMD is not submitted by a Bidder as mentioned above, then the Bid of such Bidder(s) shall be rejected considering it as non-responsive and their Technical Bid shall not be opened and if opened then it will NOT be evaluated.

(iii) The EMD and the Tender Fee submitted in form of cash or any other form except as provided in the RFP, shall not be accepted.

5. **CRITICAL DATE SHEET**

Publishing Date	11.03.2024
Bid Document Download/Sale Start Date	11.03.2024
Clarification Start Date	11.03.2024
Clarification End Date	18.03.2024 upto 1800 Hrs.
Bid Submission Start Date	11.03.2024
Bid Submission End Date	26.03.2024 upto 1800 Hrs.
Bid Opening Date (Envelope-I)	27.03.2024 at 1200 Hrs.
Financial Bid Opening Date Envelope-II	01.04.2024 at 1200 Hrs

6. **E-TENDERING GUIDELINES TO THE BIDDERS**

The bidders are required to submit soft copies of their bid electronically on the Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the Portal, prepare their bids in accordance with the requirements and submit their bids online. For more information, bidders may visit the Portal <https://aaioi.enivida.com>

**6.1: REGISTRATION PROCESS ON ONLINE PORTAL**

- a) Bidders are required to enroll on the e-Procurement Portal (URL: <https://aaioi.enivida.com> with clicking on the link "Bidder Enrolment" on the e-tender Portal by paying the Registration fee of **Rs. 2000.00+18% GST** per year charge, as per portal norms.
- b) The bidders to choose a unique username and assign a password for their accounts. 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 Portal.
- c) Bidders must provide the details of PAN number, registration details etc as applicable and submit the related documents. The user id will be activated only after submission of complete details. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id [enividahelpdesk@gmail.com](mailto:enividahelpdesk@gmail.com) for activation of your account.
- d) The bidders must ensure to get themselves registered on the portal at least 1 week before the tender submission date and get trained on the online tender submission process. For tender submission and registration process bidders are advised to refer respective manuals on website.

- Tender inviting Authority/Department will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues like internet connectivity/PC speed/etc
- e) Bidders to register upon enrolment their valid Digital Signature Certificate (DSC: Class III Certificates with signing key and encryption usage) issued by any Certifying Authority recognized by CCA India with their profile.
  - f) A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
  - g) Bidder then logs in to the site through the secured login by entering their user ID/password and the password of the DSC / e-Token.

## **6.2: Tender Document Search**

- h) Various built-in options are available in the Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- i) There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords, etc. to search for a tender published on the Online Portal.
- j) 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 ‘**Interested Tenders**’ folder. This would enable the Online Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- k) 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.

## **6.3 :Bid Preparation**

- l) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- m) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- n) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- o) 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/PNG, etc. formats.

#### **6.4: Bid Submission**

- p) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- q) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- r) Bidders must pay required payments (Tender Processing Fee, Form fee, EMD etc.) as mentioned before submitting the bid
- s) Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/ EMD wherever applicable and enter details of the instrument.
- t) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- u) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- v) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- w) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- x) Upon the successful and timely submission of bids, 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.
- y) Kindly have all relevant documents in a PDF file.
- z) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

#### **6.5: Amendment of bid document**

At any time prior to the deadline for submission of proposals, the institutions reserve the right to add/ modify/ delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

## 6.6: Instruction to Bidders

- aa) Process for Bid submission through portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website (<https://aaioi.enivida.com>). Steps are as follows:

(Home page ⇒ Downloads ⇒ Bidder Manuals).

- bb) The tenders will be received online through portal <https://aaioi.enivida.com>.
- cc) Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e-Token is a prerequisite for registration and participating in the bid submission activities through <https://aaioi.enivida.com>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the web site <https://aaioi.enivida.com> under the link 'DSC help'.

Tenderers are advised to follow the instructions provided in the 'User Guide and FAQ' for the e-Submission of the bids online through the Railtel E-tendering Portal at <https://aaioi.enivida.com>

- dd) The bidder has to "**Request the tender**" to portal before the "**Date for Request tender document**", to participate in bid submission.

- 6.7: All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- 6.8: Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- 6.9: No deviation to the technical and commercial terms & conditions allowed.
- 6.10: The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bids.

### Contact persons (eNivida Portal)

Ashutosh +91-9355030621, [eprochelpdesk.41@gmail.com](mailto:eprochelpdesk.41@gmail.com)

**\* The Helpdesk Services shall remain closed on government gazetted holidays.**

The above-mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal 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 of AAIOI.

SNO	BID MANAGER	E-MAIL ADDRESS	CONTACT NUMBERS	TIMINGS*
1.	Brijesh Kumar, Property Manager (AAIOI)	Tenders.aaioi@gmail.com	9354183789	1100- 1730 Hrs. (MON- FRI)

