



**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 AC’s, Water coolers, Package AC, Fridges & Air-curtains etc. at AAIOI and AAIOI Annexe, Old Area, Safdarjung Airport, New Delhi.”**

**Name of Work: “Annual Comprehensive Maintenance Contract (ACMC) for various types AC’s, Water coolers, Package AC, Fridges & Air-curtains etc. at AAIIOI and AAIIOI Annexe, Old Area, Safdarjung Airport, New Delhi.”**

**Tender ID:**

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Certified that this tender document contains 36 pages, which are numbered as above including Cover page and Index page.

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

**REQUEST FOR PROPOSAL (RFP ) (2 BOT -2 Envelope Open Tender)**

Tender/Proposal are invited through the e-tendering Portal by AAI/OI on behalf of Secretary, AAI/OI, from the eligible Firms / Companies for the work of "Annual Comprehensive Maintenance Contract (ACMC) for various types AC's, Water coolers, Package AC, Fridges & Air-curtains etc. at AAI/OI and AAI/OI Annexe, Old Area, Safdarjung Airport, New Delhi." at an estimated cost of **Rs. 4,97,400/-** for period of 01 year. After the expiry of first year, contract may be extended for a period of up to 1 years on same terms & conditions on the satisfactory performance of agency/concessionaire during the first year.

3. 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://aaioid.enivida.com>
  - a) The bids shall be submitted only on the RailTel E-tendering Portal at <https://aaioid.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://aaioid.enivida.com>
  - d) Clarification needed, if any, may be sent through RailTel E-tendering Portal at <https://aaioid.enivida.com>
4. **DEFINITIONS**
  - a) "Institute" shall mean the Airports Authority of India Officers' Institute (AAI/OI).
  - b) "RFP" shall mean the 'Request for Proposal'.
  - c) The term "Tender" mentioned in this document shall be read and interpreted as "RFP (Request for Proposal)

**5. 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://aaioid.enivida.com>
- (ii) Earnest Money Deposit (EMD)/Bid Security- **Rs. 14,922/- (Rs. Fourteen Thousand Nine Hundred Twenty-Two 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.

## 6. CRITICAL DATE SHEET

Publishing Date	28.04.2026
Bid Document Download/Sale Start Date	28.04.2026
Clarification Start Date	28.04.2026 upto 1800 Hrs
Clarification End Date	05.05.2026 upto 1800 Hrs.
Bid Submission Start Date	28.04.2026
Bid Submission End Date	19.05.2025 upto 1800 Hrs.
Bid Opening Date (Envelope-I)	20.05.2026 at 1200 Hrs.
Financial Bid Opening Date Envelope-II	22.05.2026 at 1200 Hrs

## 7. 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 Bid Preparation**

- a) Various built-in options are available in the Portal to facilitate bidders to search active RFP/tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b) 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.
- c) 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.
- d) 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**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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.
- d) 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**

- a) 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.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- c) Bidders must pay required payments (Tender Processing Fee, Form fee, EMD etc.) as mentioned before submitting the bid
- d) 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.
- e) 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.
- f) 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.
- g) 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.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) 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.
- j) Kindly have all relevant documents in a PDF file.
- k) 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**

- a) 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://aaioidenivida.com> ). Steps are as follows:

**(Home page**  **Downloads**  **Bidder Manuals).**

- b) The tenders will be received online through portal <https://aaioi.enivida.com> .
- c) 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>

- d) 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
- 6.8** Formats without any ambiguity.
- 6.9** Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- 6.10** No deviation to the technical and commercial terms & conditions allowed.
- 6.11** 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.

S. NO.	BID MANAGER	E-MAIL ADDRESS	CONTACT NUMBERS	TIMINGS*
1.	Brijesh Kumar, Property Manager (AAIOI)	<a href="mailto:tenders.aaioi@gmail.com">tenders.aaioi@gmail.com</a>	9354183789	1100- 1730 Hrs. (MON- FRI)

**7 Envelope-I (Technical Bid): -**

Bid containing the following:

**A. Technical Bid** containing the following **(all the documents should be digitally signed): -**

- i. Scanned copy of unconditional acceptance of AAIOI's RFP Conditions

- on letterhead of the bidder ANNEXURE-I.
- ii. Scanned copy of Permanent Account Number (PAN) and Copy of GST Registration Number.
  - iii. Scanned copy of 'Undertaking' regarding Blacklisting / Debarment on Bidder's Letter Head as per Annexure-II.
  - iv. Scanned copy of Form-A details of similar works completed during last seven years with completion certificate issued by client.
  - v. Scanned copy of Form-B- Financial Information.
  - vi. Scanned copy of Form-C- Net Worth.
  - vii. Bidders other than propriety firm shall submit, scanned copy of Authorization Letter / Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN / LLPIN / Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.  
Proprietary firm shall submit scanned copy of Authorization Letter/ Power of Attorney only if the tender is processed by a person other than proprietor.
  - viii. The PQ Performa checklist as per Performa at 'Annexure-A' (duly filled & signed) shall be submitted by tenderers.
  - ix. Scanned copy of valid EPF & ESIC registration or undertaking to be submitted after award.

**Note: - Bidder has to submit the required documents with CA/Statutory auditor certificate with UDIN number which requires as per clause 8. CA/Statutory auditor certificate may be prepared as per Annexure attached Form-A, Form-B & Form-C. CA/Statutory auditor certified documents submitted by bidders without UDIN shall not be entertained/considered.**

#### **B. Envelope-II (Financial Bid)**

Item rate shall be quoted 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 tenderers. Tenderers 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 tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

#### **8 Qualifying requirements of bidders / tenderers containing the following:**

- 8.1 The agency should have min. turnover of **Rs. 1,76,080/-** per annum in during the last 3 (Three) years ending 31<sup>st</sup> March, 2026. *Chartered Accountant verified / audited turnover statements with UDIN numbers to be furnished as proof for the same.*
- 8.2 Net Worth of the bidder should be **Rs. 74,610/-** at the close of FY 2024-25 and also, should not eroded by more than 30% (thirty percent) in the last three years at the close of FY 2025-26, Certificate from

Chartered Accountant/Statutory auditor (with UDIN numbers) as per the Format (Form-C) given in the RFP to be submitted.

- 8.3 Should have satisfactorily completed (# Phase/Part completion of the scope of work in a contract shall not be considered, however pre-determined phasing of the work will be accepted) **three works**, each of **Rs. 1,98,960/-** or **two works, each of Rs. 2,48,700/-** or **one work of Rs. 3,97,920/-** in single contract of similar nature of work i.e. ACMC of Split AC, Window AC, water cooler, fridge and Package AC system during last seven years ending on **last date/extended date of submission of Bid**.

**“The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the on date of bid opening. (Cover-I/ Technical Bid)”.**

Client certificate 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. **Tenderers showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a UDIN certificate issued by registered Chartered Accountant, clearly specifying the name of work, total payment received against the work and TDS amount for the work.**

**Note:** Consortium /JV companies shall not be permitted.

## **9 Refund of EMD**

EMD amount of the rejected bidders will be refunded to their source account after submission of Final result through online/ E-tender portal by bid Manager.

## **10 Bid Submission: -**

- 10.1 The tenderer shall submit their application only at E-tender Portal: <https://aaioi.enivida.com>. Tenderer/agency are advised to follow the instructions provided in the tender document for online submission of bids. Uploading of application in location other than specified above shall not be considered. **Hard copy of application shall not be entertained.**
- 10.2 Tenderer who has downloaded the tender from RailTel E-tendering Portal at <https://aaioi.enivida.com> shall not tamper /modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered /modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AAIOL.

## **11 Bids Opening Process is as below: -**

- 11.1 **Envelope-I: (Tender Processing Fee, EMD, Technical bid/ pre-qualification):**

Envelope-I containing document as per Para 7 (A) and (B) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

- 11.2 If the bidder has any query related to the Bid document of the work, they should use "Seek clarifications" on E-tendering Portal to seek clarifications. No other means of communication in this regard shall be entertained.
- 11.3 If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through E-tendering Portal required. The tenderer shall upload the requisite clarification/documents within time specified by AAIIOI, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through E-tendering Portal.

11.4 **Envelope-II: (Financial Bid)**

Envelope – II containing financial bid of the tenders found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATA SHEET. (In case the date and time for opening of Envelope II (Financial Bid) is required to be changed, the same shall be intimated through RailTel E-tendering Portal portal).

- 11.5 AAIIOI reserves the right to accept or reject any or all applications without assigning any reasons. AAIIOI also reserves the right to call off tender process at any stage without assigning any reason.
- 11.6 AAIIOI reserve the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrained/ debarred/ blacklisted by Airports Authority of India Officers Institute/Airports Authority of India (AAI)/ Ministry of Civil Aviation (MoCA)/ Department of Expenditure (DoE), Ministry of Finance. AAIIOI reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information /documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer, then AAIIOI shall take the following action:
- a) Forfeit the entire amount of EMD submitted by the Tenderer
  - b) The tenderer shall be liable for debarment from tendering in AAIIOI, including termination of their contract apart from any other appropriate contractual/legal action.

Note: Consortium /JV companies shall not be permitted.

**Property Manager**  
B-1, Old Area, Safdarjung Airport  
For and on behalf of the Secretary  
Airports Authority of India officers' Institute  
**tenders.aaioi@gmail.com**  
**9354183789**