



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

आई टी विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

To

M/s DG Micropronix Pvt. Ltd.
137C/1, Picnic Garden Road,
Kol-700039, West Bengal
Ph- 033-25649999/ 9051049944

Subject: Work Order for **Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports and Regional Head Quarters - Eastern Region**

Reference:

Name of Work	Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports & Regional Head Quarters – Eastern Region
Tender Ref. No.	AAI/ER/IT/NIT/2019-20/02
Tender ID No.	2020_AAI_40267_1
Bid Submission	On E-Tender Portal by M/s DG Micropronix Pvt Ltd
Correspondence	Between AAI & M/s DG Micropronix Pvt Ltd through E-Tender Portal for Shortfall

Sir,

Reference may please be made to the aforementioned details. In this regard Airports Authority of India hereinafter referred to as purchaser, is pleased to place Work Order for the “**Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports & Regional Head Quarters – Eastern Region**” as per details in Annexure – I to M/s DG Micropronix Pvt Ltd hereinafter referred to as Supplier. The details of work order and related Terms & Conditions are as appended below:

- 1. Item details and Price:** The Items as per Annexure – I shall be Supplied or under Comprehensive Maintenance at a total Cost of ₹ **81,69,728.00 (Eighty-One Lakh Sixty-Nine Thousand Seven Hundred Twenty-Eight)** Only. The prices are excluding GST but inclusive of all statutory charges or Taxes. GST shall be paid extra as per the prevailing GOI rates.
- 2. Worksite:** Worksites of the Project shall be as per Annexure-III of this letter.
- 3. Period of Contract:**
 - 3.1. The Period of the Contract is One year i.e. 01.07.2020 to 30.06.2021.
 - 3.2. The Contract may be renewed at expiry for a further period of one year under the same rate and Terms & Conditions as finalized for the first-year subject to satisfactory service rendered by M/s DG Micropronix Pvt Ltd during the first year of the Contract.
 - 3.3. The Contract shall be reviewed on quarterly basis during the Contract Period for Satisfactory Service rendered by M/s DG Micropronix Pvt Ltd.
- 4. Paying Authority:**

Tapabrata Ganguly
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Regional Head Quarters, Eastern Region, N.S.C.B.I Airport, Kolkata-700052, Phone: 25110009



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- 4.1. The Executive Director, Regional Headquarters - Eastern Region, Airports Authority of India, NSCBI Airport, Kolkata-700052 shall act as a Paying Authority.
- 4.2. Bills & Documents as required for Payment Action shall be validated, verified and forwarded by Site Project Manager to AAI RHQ – ER.

5. Terms of Payment:

- 5.1. No mobilization advance shall be paid for any activity.
- 5.2. Expected Date of Commencement and period of the Work is provided in Annexure – II for each Location.
- 5.3. The payment shall be made on quarterly basis after successful completion of period. As there are different start dates for different locations, the first RA Bill of a particular location shall be paid on Prorata Basis to bring parity in the Quarterly Payment Cycle after completion of period.
- 5.4. The certificate of satisfactory service during the quarter for which the payment has been requisitioned from the Site Project Manager – AAI / Project Manager shall be a mandatory requirement for the release of the payment. The certificate shall be as per the Annexure - X of this letter.
- 5.5. The 100% of the charges minus the recoveries, if any, shall be paid after the successful completion of period as described above and on satisfactory performance certification from the Project Manager - AAI.
- 5.6. The payment shall be governed by the Govt. policies and any taxation applicable at source shall be deducted from the quarterly payment. In case of any such deduction, the necessary certificate in due format shall be provided by AAI.
- 5.7. GST (Goods and Service Tax) shall be paid to the bidder for any taxable supply / services against a valid tax invoice. The bidder is required to provide the tax type and tax percentage.

6. Project Manager – AAI:

- 6.1. IT Coordinator, RHQ-ER, shall act as the Project Manager – AAI to this contract for Airport Authority of India.
- 6.2. Site Project Manager - IT Coordinators or the Official designated by the Airport Directors/ Station In-Charges of the respective Stations shall act as the Site Project Managers.
- 6.3. Vendor's Project Manager: M/s D G Micropronix Pvt Ltd shall immediately on receipt of the Work Order shall specify the name of the Project Manager.

7. Signing of Contract:

- 7.1. The issue of Acceptance Letter shall constitute the award of contract to the bidder. As a part of acceptance of this order M/s D G Micropronix Pvt Ltd is required to enter into an agreement to be signed in duplicate on a Non-Judicial Stamp paper (to be stamped in accordance with the Stamp

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Act) with Airports Authority of India & submission of Undertaking regarding GST within 15 days of the issue of this letter. The format of the GST Undertaking & agreement is enclosed in Annexure - V & Annexure VI.

7.2. M/s D G Micropronix Pvt Ltd should also submit hard copies of all the documents uploaded on CPP portal within 15 days of the acceptance letter.

7.3. M/s D G Micropronix Pvt Ltd also has to submit SLA acceptance letter along with the required information as described in Annexure - VII within 15 days of the Acceptance letter.

8. Performance Bank Guarantee: -

8.1. M/s D G Micropronix Pvt Ltd needs to submit an unqualified Contract performance guarantee (in lieu of Contract Performance security) of the value equivalent to 10% (ten percent) of the value of Work Order in the form of an irrevocable and unconditional bank guarantee on Nationalized / Scheduled Bank as per Annexure - IV of this letter. The guarantee shall be submitted within 30 calendar days from the issue of this letter, and it should remain valid for a period of 90 days beyond the date of Completion of all Contractual Obligation, including Warranty Obligations.

8.2. The Performance Bank Guarantee will be forfeited and credited to the account of AAI in the event of a breach of contract by M/s DG Micropronix Pvt Ltd. It shall be refunded to M/s DG Micropronix Pvt Ltd without interest, after he duly performs & completes the contract in all respects but not later than 90 (Ninety) days of completion of all such obligations including the warranty under the contract.

8.3. In case of failure to submit the PBG within stipulated period, interest at 12% p.a on Performance Guarantee amount would be levied (non-refundable) for delayed period of submission & shall be deducted from the first bill payable to M/s DG Micropronix Pvt Ltd. However, the extended period for PBG submission should be approved by the Accepting Authority in AAI. Also, the Stipulated Performance Bank Guarantee Value (10% of the Purchase Order Price to AAI) shall be withheld from Bills payable until the Performance Bank Guarantee is submitted.

8.4. In case of failures to submit performance guarantee within 60 days of this letter, AAI reserve the right to Cancel the order.

8.5. The performance guarantee amount shall be payable to AAI without any condition whatsoever and the guarantee shall be irrevocable.

8.6. The performance guarantee shall be deemed to govern the following guarantees from M/s DG Micropronix Pvt Ltd, in addition to other provisions of the guarantee:

8.6.1. Defect liability period is to cover the defects which remain pending after the completion of the Warranty/Support period. It includes unserviceability occurring immediately prior to the end of the Warranty period, unserviceability which remains unattended at the end of the Warranty/Support period, repairs of unserviceable parts or subsystems which became unserviceable prior to completion of Warranty/Support period etc.



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8.6.2. At the time of completion of the Warranty/Support period, the M/s DG Micropronix Pvt Ltd shall handover all the systems/ subsystems in working conditions to AAI. Any unserviceable system/ subsystem shall be covered under defect liability.

8.6.3. The Hardware/ Services under the contract shall be free from all defects/ bugs and upon written notice from AAI, M/s DG Micropronix Pvt Ltd shall fully remedy, free of expenses to AAI, all such defects/ bug as developed under the normal use of the said hardware within the period of Guarantee/ Warranty.

8.7. 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.

8.8. The validity period of PBG shall be extended by M/s DG Micropronix Pvt Ltd as and when provisional extension is granted.

9. Termination for Default and Risk Purchase:

9.1. AAI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to M/s DG Micropronix Pvt Ltd, terminate this Contract in whole or in part in any or the following events.

9.1.1. If the Contractor fails to deliver any or all of the Items within the time period(s) specified in the Contract or any extension thereof granted by the AAI.

9.1.2. If the Contractor fails to perform any other obligation(s) under Contract.

9.1.3. 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.

10. Compliance for Minimum Wages Act:

10.1. The contractor shall comply with all the provision of the Minimum Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970 amended from time to time and rules framed thereunder and other labour laws affecting contract labour that may be brought into force from time to time.

10.2. The Salaries should be credited to the Bank Account in the name of the Deployed Manpower Only & the documentary evidence for the same has to be submitted along with the Bills.

10.3. The contractor shall also comply with all the provisions of Payment or Wages Act, 1936 Employer's Liability Act, 1938, the Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961 or any modifications thereof or any other law relating thereto and rules made there under from time to time or as a consequence of any accident or injury to any workman or other persons in or about the Works.

Rupabrat Banerjee
03/06/2020



- 10.4. The Contractor shall prove to the Site Project Manager / Project Manager from time to time that he has taken out all the insurance policies referred to above and has paid the necessary premiums for keeping the policies alive till expiry of the Defects Liability Period. A self-certified copy of such policies is required to be submitted to the Site Project Manager / Project Manager.

11. Compliance for PF and ESI Act:

- 11.1. The Contractor shall comply with all the provisions of the Employees Provident Fund & Misc. Provisions Act, 1952, and ESI Act, 1948, amended from time to time and rules framed thereunder.
- 11.2. The contractor shall intimate his PF Account Code No. allotted by Regional PF Commissioner and ESI Registration No. allotted by ESI Corporation after award of work and shall continue to have valid PF Account Code No. and ESI Registration No. till actual completion of the contract.
- 11.3. The contractor shall provide a list of contract Workers engaged for contract work along with their PF Account No. & ESI Registration No.
- 11.4. The contractor by 20th of every month shall provide a monthly statement showing recoveries of contribution and proof of remittance of provident fund contribution to RPFC and ESI contributions to ESI Corporation in respect of Workers engaged in contract work.
- 11.5. The contractor shall provide copies of PF & ESI challans of monthly contributions in respect of contract workers engaged for contract work on month to month basis.
- 11.6. AAI reserves the right to withhold minimum amount as detailed under, from the running account payments, if PF / ESI contributions are not paid by the contractor and proof to that effect have not been produced regularly on due dates.

12. PF and ESI Reimbursement:

- 12.1. ESI and EPF amount paid to the statutory authorities by the contractor shall be reimbursed on actual basis on submission of claim and after verification of documentary evidences.

13. Contractor's Liability and Insurance of Workmen:

- 13.1. The contractor shall at all times indemnify AAI against all claims, damages or compensation under the provisions of Payment or Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961 or any modifications thereof or any other law relating thereto and rules made there under from time to time or as a consequence of any accident or injury to any workman or other persons in or about the Works, whether in the employment of the Contractor or not, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may with the consent of the Contractor be paid to compromise or compound any claim. Without limiting his obligations and liabilities as above provided, the Contractor shall insure against all claims, damages or compensation payable under the Workmen's Compensation Act, 1923 or any modification thereof or any other law relating thereto.



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13.2. All insurance mentioned above shall be affected with any subsidiary of the General Insurance Company of India or by a company approved by the Insurance Regulatory Authority of India.

13.3. The aforesaid insurance policy / policies shall provide that they shall not be cancelled till the Project Manager has agreed to their cancellation in writing.

13.4. The Contractor shall prove to the Project Manager / Site Project Manager – AAI from time to time that he has taken out all the insurance policies referred to above and has paid the necessary premiums for keeping the policies alive till expiry of the Defects Liability Period. A self-certified copy of such policies is required to be submitted to the Project Manager / Site Project Manager - AAI.

14. Payment on Account of Increase in Prices/ Wages due to Statutory Order(s):

14.1. If after submission of the tender, the price of any material incorporated in the works (excluding the materials supplied from the store of Site Project Manager / Project Manager - AAI) and/ or wages of labour increases as a direct result of the coming into force of any fresh law or statutory rule or order (but not due to any changes in Tax) beyond the prices / wages prevailing at the time of last stipulated date for receipt of the tenders including extensions, if any, for the work, during contract period including the justified period extended, then the amount of the contract shall accordingly be varied and provided further that any such increase shall be limited to the price / wages prevailing at the time of stipulated date of completion or as prevailing for the period under consideration, whichever is less.

14.2. If after submission of the tender, the price of any material incorporated in the works (excluding the materials supplied from the store of Project Manager - AAI) and / or wages of labour as prevailing at the time of last stipulated date of receipt of tender including extensions, if any, is decreased as a direct result of the coming into force of any fresh law or statutory rule or order (but not due to any changes in Tax). Authority shall in respect of materials incorporated in the works (excluding the materials supplied from the store of Site Project Manager / Project Manager - AAI) and/ or labour engaged on the execution of the work after the date of coming into force of such law, statutory rule or order be entitled to deduct from the dues of the contractor, such amount as shall be equivalent to the difference between the prices of the materials and/ or wages as prevailed at the time of the last stipulated date for receipt of tenders including extensions if any for the work and the prices of materials and/ or wages of labour on the coming into force of such law, statutory rule or order. This will be applicable for the contract period including the justified period extended.

14.3. Site Project Manager / Project Manager - AAI may call books of account and other relevant documents from the contractor to satisfy himself about reasonability of increase in prices of materials and wages. The contractor shall, within a reasonable time of his becoming aware of any alteration in the price of any such materials and/ or wages of labour, give notice thereof to the Project Manager - AAI stating that the same is given pursuant to this condition together with all information relating thereto which he may be in position to supply.

15. Deployment of minimum manpower for Onsite Support:

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15.1. The Contractor has to maintain a minimum number of maintenance staff as detailed in the below table at the worksites during the contract period for effective implementation of the entire scope of work. Minimum 1 no of Hardware Maintenance Engineer should be available 24*7*365 at Kolkata.

Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
1	Hardware Maintenance Engineer	Highly Skilled	One per 100 Desktop/Laptop User or part thereof (if more than 50%) i.e. min. 8 at Kolkata, min. 1 at Bagdogra, min. 1 at Pakyong, min. 1 at Cooch Behar, min. 1 at Gaya, min. 1 at Ranchi, min. 1 at Port Blair, min. 1 at Jharsuguda	- MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of relevant experience, OR; - BCA or BSc (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Years of relevant experience OR - Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics/Hardware & Networking or equivalent) with minimum 2 Years of relevant experience OR 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience, OR - ITI or Relevant Professional Certificate Holder or equivalent with minimum 5 Years of relevant experience
2	Application Support Engineer	Highly Skilled	min. 2 no. at Kolkata	MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 1 Year of experience in E-Office Application / GeM/ CPP Portal.
3	Call Coordinator	Clerical/ Skilled	min. 1 no. at Kolkata	- Graduate or equivalent along with minimum 2 Years of relevant experience. - Proficiency in English and Hindi, both verbal and written - Proficiency in MS Office

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4	Helper/ Attendant	Semi - Skilled	One per 150 Desktop/Laptop User or part thereof (if more than 50%) ie- min. 4 at Kolkata, min. 1 at Bagdogra, min. 1 at Pakyong, min. 1 at Gaya, min. 1 at Ranchi, min. 1 at Port Blair, min. 1 at Jharsuguda	- Minimum 5 years of experience in cleaning and handling of Computers and Other Peripherals. - Experience in handling computer/ printer or other H/W device.
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15.2. The number of resources shown above is the minimum requirement. In order to maintain the SLA as described in Annexure – VII, the Contractor shall deploy additional resources from time to time as per the assessment of actual requirement without any additional financial obligation to AAI.

15.3. The Contractor shall make the arrangement of substitute having same Qualification & Experience against the absentee staff to ensure 100% attendance.

15.4. The Vendor shall arrange for Mobile Connections for the deployed Manpower to ensure seamless communication.

15.5. Cost of Stationery Items, Equipment, Consumables and Mobile Connections of the deployed manpower has to borne by the Contractor without any additional financial obligation to AAI.

15.6. Manpower mentioned in the aforesaid table has to be present at site from Monday to Friday except AAI Holidays.

15.7. Reduced staffing can be provided as per mutually agreed requirement from time to time on Saturdays, Sundays and AAI Holidays ensuring that every worker is given a weekly off day.

15.8. All manpower deployed at AAI site has to maintain the AAI duty hours, i.e. 9:30 AM to 6:00 PM. However, at Kolkata apart from the General duty hour, minimum 1 no. manpower shall be required to be present at office for every shift in 24*7*365 duty hours.

15.9. Emergency services may be required beyond duty hours on any day/days without any extra cost to AAI. However, number of such cases is restricted to a maximum of 5 instances per month.

15.10. The contractor is responsible to get the Airport Entry Pass (AEP) from Bureau of Civil Aviation Security (BCAS)/ Airport Security office for the staff deputed to execute this contract. If any fee is levied by BCAS or if any other expense occurs related to AEP then the contractor shall be liable to pay the same.

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15.11. The Project Manager / Site Project Manager - AAI shall monitor the performance of each AMC engineer/ employee. In case the performance of a particular AMC engineer /staff is found to be unsatisfactory, the Project Manager - AAI will ask for a replacement through a written communication. The Contractor will have to replace the concerned employee within 7 days of the receipt of that communication.

16. Recovery Conditions:

The Following situations shall attract Recovery by AAI as per the details given in Annexure – IX. The Recovery Amount thus calculated shall be recovered from the Quarterly Bill Amount of the Contractor.

- 16.1. Failure to abide by the SLA parameters as defined in Annexure – VII.
- 16.2. Failure to perform the Preventive Maintenance and Cleaning as per the Schedule given in Annexure – VIII.
- 16.3. Failure to provide the required conveyance for Lift and Shift of IT Equipment as required and within the scope of this contract.
- 16.4. Failure to provide the Inventory and Complaints Management Systems from the beginning of Contract Validity period.
- 16.5. Unavailability/ Downtime of Inventory and Complaints Management Systems in case of less than 99% availability.
- 16.6. Failure to provide substitute for the absentee staff as per minimum manpower requirement or replacement of a particular staff as required.
- 16.7. Failure to provide mobile connections to the deployed manpower.

17. Deviation in Quantity:

- 17.1. AAI reserves the right to increase/ decrease the schedule of quantities, equivalent up to 30% of the overall quantity/ value whoever is higher, during the contract period without any change in unit price and other terms and condition of the contract.

18. Training and Manual:

- 18.1. The bidder shall supply complete set of operations, maintenance and training manuals (as applicable) along with the delivery. The cost of such manuals supplied will be included in the cost of the system.
- 18.2. The bidder shall provide 5 days Comprehensive training under the Supervision of AAI Officials to the manpower before deployment to the Worksites & all Logistical Support needs to be arranged by the Bidder without any financial implication to AAI.



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19. Outstation Tour:

19.1. Tour of Manpower for the Support, Service & Training at various worksite mentioned in Annexure - III may be required.

19.2. Outstation means any existing or upcoming stations in the States/Union Territory mentioned in Annexure - III.

19.3. Payment for the cost of the tour shall be reimbursed on quoted rate on submission of claim and after verification of documentary evidences.

20. Others Terms & Condition shall be as per Terms & Conditions of the NIT AAI/ER/IT/NIT/2019-20/02 & its Corrigendum, if any as mentioned in the Reference Section.

21. A duplicate copy of this award letter is enclosed herewith, which may be returned duly signed on each page, to this office as a token of your acceptance.

22. Please acknowledge the receipt of this letter.

तपोब्रत गांगुली

Tapabrata Ganguly

03/06/2020

तपोब्रत गांगुली/Tapabrata Ganguly
सं. महाप्रबंधक (आई-टी)/Jt. Gen. Mgr. (IT)
भा.वि.प्रा. (क्षे.मू.-पू.क्षे.)/A.A.I., RHQ-ER
ने.सु.च.ब.अ. हवाई अड्डा/N.S.C.B.I. Airport
कोलकाता/Kolkata 700052

सादर,
तपोब्रत गांगुली
संयुक्त महाप्रबंधक (आई टी)
आई टी विभाग, पूर्वी क्षेत्र

With Regards,
Tapabrata Ganguly
Joint General Manager (IT)
IT Division, RHQ-ER



Annexure I – Item Details & Price

S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
1.00	Kolkata					
1.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 8 no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 1,91,280.00	₹ 22,95,360.00	₹ 22,95,360.00
1.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1 no. Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 21,990.00	₹ 2,63,880.00	₹ 2,63,880.00
1.03	Application Support Engineering for Supporting E-Office Application/GeM/CPP Portal. The contractor has to engage the minimum 2 no. High Skilled man power with relevant Experience	12.00	Month	₹ 47,820.00	₹ 5,73,840.00	₹ 5,73,840.00
1.04	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 4 no. Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 79,920.00	₹ 9,59,040.00	₹ 9,59,040.00
1.05	Comprehensive AMC of Desktop Computers and All-in-Ones	183.00	No.	₹ 650.00	₹ 1,18,950.00	₹ 1,18,950.00



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IT Division, RHQ (ER), Kolkata

Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
1.06	Comprehensive AMC of Laptop Computers along with Laptop Batteries	14.00	No.	₹ 1,100.00	₹ 15,400.00	₹ 15,400.00
1.07	Comprehensive AMC of Printers	18.00	No.	₹ 1,100.00	₹ 19,800.00	₹ 19,800.00
1.08	Comprehensive AMC of Scanners	56.00	No.	₹ 400.00	₹ 22,400.00	₹ 22,400.00
1.09	Comprehensive AMC of Multi-Function Devices	64.00	No.	₹ 1,200.00	₹ 76,800.00	₹ 76,800.00
1.10	Comprehensive AMC of UPS along with UPS Batteries.	122.00	No.	₹ 400.00	₹ 48,800.00	₹ 48,800.00
1.11	Comprehensive AMC of Projector	1.00	No.	₹ 2,000.00	₹ 2,000.00	₹ 2,000.00
1.12	Comprehensive AMC of Amplifier	3.00	No.	₹ 1,500.00	₹ 4,500.00	₹ 4,500.00
1.13	Comprehensive AMC of Microphone	8.00	No.	₹ 1,500.00	₹ 12,000.00	₹ 12,000.00
1.14	Comprehensive AMC of Speaker	10.00	No.	₹ 500.00	₹ 5,000.00	₹ 5,000.00
1.15	Comprehensive AMC of Lapel	1.00	No.	₹ 800.00	₹ 800.00	₹ 800.00
1.16	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
1.17	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
2.00	Bagdogra					
2.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 19,980.00	₹ 2,39,760.00	₹ 2,39,760.00
2.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 14,160.00	₹ 1,69,920.00	₹ 1,69,920.00
2.03	Comprehensive AMC of Desktop Computers and All-in-Ones	20.00	No.	₹ 650.00	₹ 13,000.00	₹ 13,000.00
2.04	Comprehensive AMC of Printers	26.00	No.	₹ 1,100.00	₹ 28,600.00	₹ 28,600.00



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S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
2.05	Comprehensive AMC of Scanners	9.00	No.	₹ 400.00	₹ 3,600.00	₹ 3,600.00
2.06	Comprehensive AMC of Active Network Component	4.00	No.	₹ 20,000.00	₹ 80,000.00	₹ 80,000.00
2.07	Comprehensive AMC of UPS along with UPS Batteries.	15.00	No.	₹ 400.00	₹ 6,000.00	₹ 6,000.00
2.08	Comprehensive AMC of Projector	1.00	No.	₹ 3,500.00	₹ 3,500.00	₹ 3,500.00
2.09	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
2.10	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
3.00	Cooch Behar					
3.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 19,980.00	₹ 2,39,760.00	₹ 2,39,760.00
3.02	Comprehensive AMC of Desktop Computers and All-in-Ones	2.00	No.	₹ 650.00	₹ 1,300.00	₹ 1,300.00
3.03	Comprehensive AMC of Multi-Function Devices	1.00	No.	₹ 1,200.00	₹ 1,200.00	₹ 1,200.00
3.04	Comprehensive AMC of UPS along with UPS Batteries.	2.00	No.	₹ 400.00	₹ 800.00	₹ 800.00
3.05	UPS Battery	7.00	No.	₹ 400.00	₹ 2,800.00	₹ 2,800.00
3.06	Photocopier Machine	1.00	No.	₹ 3,000.00	₹ 3,000.00	₹ 3,000.00
3.07	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
3.08	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
4.00	Gaya					
4.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under	12	Month	₹ 19,980.00	₹ 2,39,760.00	₹ 2,29,802.00

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Regional Head Quarters, Eastern Region, N.S.C.B.I Airport, Kolkata-700052, Phone: 25110009



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IT Division, RHQ (ER), Kolkata

Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
	Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)					
4.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12	Month	₹ 14,160.00	₹ 1,69,920.00	₹ 1,62,863.00
4.03	Comprehensive AMC of Desktop Computers and All-in-Ones	34.00	No.	₹ 650.00	₹ 22,100.00	₹ 21,192.00
4.04	Comprehensive AMC of Laptop Computers along with Laptop Batteries	5.00	No.	₹ 1,100.00	₹ 5,500.00	₹ 5,274.00
4.05	Laptop Batteries	1.00	No.	₹ 1,100.00	₹ 1,100.00	₹ 1,055.00
4.06	Comprehensive AMC of Printers	34.00	No.	₹ 1,100.00	₹ 37,400.00	₹ 35,863.00
4.07	Comprehensive AMC of Scanners	20.00	No.	₹ 400.00	₹ 8,000.00	₹ 7,671.00
4.08	Comprehensive AMC of Multi-Function Devices	1.00	No.	₹ 1,200.00	₹ 1,200.00	₹ 1,151.00
4.09	Comprehensive AMC of UPS along with UPS Batteries.	42.00	No.	₹ 400.00	₹ 16,800.00	₹ 16,110.00
4.10	UPS Battery	22.00	No.	₹ 400.00	₹ 8,800.00	₹ 8,438.00
4.11	Projector	2.00	No.	₹ 2,000.00	₹ 4,000.00	₹ 3,836.00
4.12	Projector Screen	1.00	No.	₹ 2,000.00	₹ 2,000.00	₹ 1,918.00
4.13	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 11,507.00
4.14	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 11,507.00
5.00	Jharsuguda					
5.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including	12.00	Month	₹ 19,980.00	₹ 19,980.00	₹ 2,39,760.00

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Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
	relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)					
5.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 14,160.00	₹ 14,160.00	₹ 1,69,920.00
5.03	Comprehensive AMC of Desktop Computers and All-in-Ones	8.00	No.	₹ 650.00	₹ 650.00	₹ 5,200.00
5.04	Comprehensive AMC of Laptop Computers along with Laptop Batteries	1.00	No.	₹ 1,100.00	₹ 1,100.00	₹ 1,100.00
5.05	Comprehensive AMC of Printers	2.00	No.	₹ 1,100.00	₹ 1,100.00	₹ 2,200.00
5.06	Comprehensive AMC of Scanners	2.00	No.	₹ 400.00	₹ 400.00	₹ 800.00
5.07	Comprehensive AMC of Multi-Function Devices	2.00	No.	₹ 1,200.00	₹ 1,200.00	₹ 2,400.00
5.08	Comprehensive AMC of UPS along with UPS Batteries.	22.00	No.	₹ 400.00	₹ 400.00	₹ 8,800.00
5.09	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
5.10	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
6.00	Pakyong					
6.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 19,980.00	₹ 2,39,760.00	₹ 2,39,760.00



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Date: 03.06.2020

S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
6.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 14,160.00	₹ 1,69,920.00	₹ 1,69,920.00
6.03	Comprehensive AMC of Desktop Computers and All-in-Ones	3.00	No.	₹ 650.00	₹ 1,950.00	₹ 1,950.00
6.04	Comprehensive AMC of Laptop Computers along with Laptop Batteries	3.00	No.	₹ 1,100.00	₹ 3,300.00	₹ 3,300.00
6.05	Comprehensive AMC of Printers	2.00	No.	₹ 1,100.00	₹ 2,200.00	₹ 2,200.00
6.06	Comprehensive AMC of Multi-Function Devices	6.00	No.	₹ 1,200.00	₹ 7,200.00	₹ 7,200.00
6.07	Comprehensive AMC of UPS along with UPS Batteries.	10.00	No.	₹ 400.00	₹ 4,000.00	₹ 4,000.00
6.08	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
6.09	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 12,000.00
7.00	Port Blair					
7.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 21,990.00	₹ 2,63,880.00	₹ 1,88,847.00
7.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. Semi-Skilled man power including relievers etc. as defined in NIT under	12.00	Month	₹ 17,070.00	₹ 2,04,840.00	₹ 1,46,595.00



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S. No	Description of Work/Item(s)	Qty	Unit	Unit Rate excluding GST	Total Cost excluding GST for 1 Year	Total Cost excluding GST for Time Period as per Annexure - II
	Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)					
7.03	Comprehensive AMC of Desktop Computers and All-in-Ones	30.00	No.	₹ 650.00	₹ 19,500.00	₹ 13,890.00
7.04	Comprehensive AMC of Laptop Computers along with Laptop Batteries	1.00	No.	₹ 1,100.00	₹ 1,100.00	₹ 784.00
7.05	Comprehensive AMC of Printers	32.00	No.	₹ 1,100.00	₹ 35,200.00	₹ 25,074.00
7.06	Comprehensive AMC of Scanners	12.00	No.	₹ 400.00	₹ 4,800.00	₹ 3,419.00
7.07	Comprehensive AMC of Multi-Function Devices	1.00	No.	₹ 1,200.00	₹ 1,200.00	₹ 855.00
7.08	Comprehensive AMC of UPS along with UPS Batteries.	29.00	No.	₹ 400.00	₹ 11,600.00	₹ 8,263.00
7.09	Active Network Component	5.00	No.	₹ 20,000.00	₹ 1,00,000.00	₹ 71,233.00
7.10	Projector	1.00	No.	₹ 2,000.00	₹ 2,000.00	₹ 1,425.00
7.11	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 8,548.00
7.12	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 8,548.00
8.00	Ranchi					
8.01	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. High Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 21,990.00	₹ 2,63,880.00	₹ 2,41,890.00
8.02	Onsite Support for effective implementation of the entire scope of work as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work). The contractor has to engage the minimum 1no. Semi-Skilled man power including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point# 1 (Scope of Work)	12.00	Month	₹ 17,070.00	₹ 2,04,840.00	₹ 1,87,770.00
8.03	Comprehensive AMC of Desktop Computers and All-in-Ones	37.00	No.	₹ 650.00	₹ 24,050.00	₹ 22,046.00

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Regional Head Quarters, Eastern Region, N.S.C.B.I Airport, Kolkata-700052, Phone: 25110009



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IT Division, RHQ (ER), Kolkata

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Date: 03.06.2020

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8.04	Comprehensive AMC of Laptop Computers along with Laptop Batteries	2.00	No.	₹ 1,100.00	₹ 2,200.00	₹ 2,017.00
8.05	Comprehensive AMC of Printers	22.00	No.	₹ 1,100.00	₹ 24,200.00	₹ 22,183.00
8.06	Comprehensive AMC of Scanners	10.00	No.	₹ 400.00	₹ 4,000.00	₹ 3,667.00
8.07	Comprehensive AMC of UPS along with UPS Batteries.	15.00	No.	₹ 400.00	₹ 6,000.00	₹ 5,500.00
8.08	active Network Component	8.00	No.	₹ 20,000.00	₹ 1,60,000.00	₹ 1,46,667.00
8.09	Inventory Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 11,000.00
8.10	Complaint Management Software for Usage Only	1.00	No.	₹ 12,000.00	₹ 12,000.00	₹ 11,000.00
9.00	Tour					
9.01	Outstation Tour of Manpower as required for the Support, Service & Training to any of the Worksites as per Annexure III.	24.00	No	₹ 13,750.00	₹ 3,30,000.00	₹ 3,30,000.00
Grand Total Cost					₹ 84,42,190.00	₹ 81,69,728.00

Total Work Order value is ₹ 81,69,728.00 (Eighty-One Lakh Sixty-Nine Thousand Seven Hundred Twenty-Eight Only) excluding GST.

Tapabrata Ganguly
03/06/2020

तपोब्रत गांगुली/Tapabrata Ganguly
सं. महाप्रबंधक (आई-टी)/Jt. Gen. Mgr. (IT)
भा.वि.प्रा. (क्षे.मू.-पू.क्षे.)/A.A.I., RHQ-ER
ने.सु.च.ब.अ. हवाई अड्डा/N.S.C.B.I. Airport
कोलकाता/Kolkata 700052



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Date: 03.06.2020

Annexure – II: Expected Date of Commencement and period of the Work

1. Expected Date of Commencement and period of the Work is as follows

S. No	Airport / Region	Expected Date of Commencement of Work	Period of Work
1.	RHQ ER, Kolkata	01 July, 2020	01 July, 2020 to 30 June, 2021 i.e. 12 months
2.	Bagdogra	01 July, 2020	01 July, 2020 to 30 June, 2021 i.e. 12 months
3.	Cooch Behar	01 July, 2020	01 July, 2020 to 30 June, 2021 i.e. 12 months
4.	Gaya	16 July, 2020	16 July, 2020 to 30 June, 2021 i.e. 11 months 16 days
5.	Jharsuguda	01 July, 2020	01 July, 2020 to 30 June, 2021 i.e. 12 months
6.	Pakyong	01 July, 2020	01 July, 2020 to 30 June, 2021 i.e. 12 months
7.	Port Blair	14 Oct, 2020	14 Oct, 2020 to 30 June, 2021 i.e. 8 months 18 days
8.	Ranchi	01 Aug, 2020	01 Aug, 2020 to 30 June, 2021 i.e. 11 months

Tapabrata Ganguly

03/06/2020

तपोब्रत गांगुली/Tapabrata Ganguly
सं. महाप्रबंधक (आई-टी)/Jt. Gen.Mgr. (IT)
भा.वि.प्रा. (क्षे.मू.-पू.क्षे.)/A.A.I., RHQ-ER
ने.सु.च.ब.अं. हवाई अड्डा/N.S.C.B.I. Airport
कोलकाता/Kolkata 700052



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Annexure – III: List of Worksites

1. Worksites for the Services shall be not limiting to the following below station –

S.No	State/ Union Territory	Classification of Area	Airport / Station Name	Worksites
1	West Bengal	'A'	Kolkata	- NSCBI Airport, Kolkata - ATS Complex, NSCBI Airport - New Operational Building, NSCBI Airport - Store Complex, NSCBI Airport - Old Remote Building, NSCBI Airport - MT Workshop, Birati - FSTC, Narayanpur - CNS Installations at Badu and Bagjola, Dumdum
		'B'	Bagdogra	- Terminal Building - Admin Building
		'C'	Cooch Behar	- Terminal Building - Technical Block
2	Bihar	'C'	Gaya	- Terminal Building - Fire Station - Equipment Room - CISF Office - SHA - MT Workshop - Power House - GP/ LLZ
3	Odisha	'C'	Jharsuguda	- MSSR - NDB - Project Office - Fire Station - Technical Block - Terminal Building
4	Jharkhand	'B'	Ranchi	- Technical Building - Old Terminal Building - New Tower - Project Office - Fire Office - CISF Finance Office - New Terminal Building
5	Sikkim	'C'	Pakyong	- Technical Block - Terminal Building



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Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

6	Andaman & Nicobar Islands	'B'	Port Blair	• Project Building • Terminal Building
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2. Support, Services and Training/Tour shall be applicable for all the Airports/stations under the following States/Union Territory: -

- West Bengal
- Sikkim
- Bihar
- Jharkhand
- Odisha
- Chhattisgarh
- Andaman & Nicobar



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Airports Authority of India

आई टी विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

Ref No. AAI/ER/IT/PO/2020-21/02

Date: 03.06.2020

Annexure – IV: Proforma of Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

(The non-judicial stamp paper should be in the name of issuing Bank)

Ref: _____

Bank Guarantee No : _____

Date: _____

To,

The Jt. General Manager (IT)
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport
Kolkata- 700052.

Subject: Performance Bank Guarantee

Dear Sir,

In consideration of the Airports Authority Of India (hereinafter referred to as the Owner", which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s ----- (hereinafter referred to as the 'Contractor', which expression shall unless repugnant to the context of meaning thereof, include its successors, administrators executors and assigns), a contract. Bearing No. ----- dated ----- valued at ----- for ----- and the contractor having (scope of contract) agreed to provide a Contract Performance of the entire Contract equivalent to ----- (10 per cent) of the said value of the Contract to the Owner. We at ----- (hereinafter referred to as the 'BANK', which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all money payable by the Contractor to the extent of ----- - as aforesaid at any time up to ----- (day/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the owner the Bank shall be conclusive and binding notwithstanding any difference between the owner and contractor or any dispute pending before any court, tribunal or any authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The Owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in then or of any right which they might have against the Contractor, And to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Owner

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Regional Head Quarters, Eastern Region, N.S.C.B.I Airport, Kolkata-700052, Phone: 25110009



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and the Contractor or any other course of or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner or by any other matters or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Owner may have in relation to the Contractors liabilities.

Apart from other guarantees this Bank Guarantee explicitly provides for the following:

- A) The Hardware / Software where the major spares involved under the contract and services 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/AMC.
- B) 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 up to 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.

WITNESS

Dated this ----- day of ----- 2020 at ----

Signature ----- Signature -----

Name ----- (Bank's Rubber Stamp)

Official address ----- Name -----

Designation with Bank Stamp

Attorney as per Power of

Attorney No. -----



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Annexure – V: Proforma for Undertaking by L1 Bidder/ Agency regarding GST

To,
The Jt. General Manager (IT),
Airports Authority of India,
Office of Regional Executive Director (ER)
New Operational Complex, N.S.C.B.I. Airport,
Kolkata- 700 052.

Name of work: “Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports & Regional Head Quarters – Eastern Region”

Tender Reference No: AAI/ER/IT/NIT/2019-20/02

Tender ID: 2020_AAI_40267_1

Subject: Undertaking by L1 Agency / Bidder Regarding GST

Sir,

1. The agency / bidder _____ is registered under GST and is fully compliant with GST provisions.
2. The GSTIN No _____ for my agency/company.
3. In case of non-compliance of GST and blockage of any input credit, I/We shall be responsible to indemnify Airports Authority of India.
4. I/ We shall pass all the input credits to Airports Authority of India.

Yours faithfully,

Date: _____

Signature with rubber stamp



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Annexure – VI: Proforma for Agreement by L-1 Bidder

Name of work: **“Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports & Regional Head Quarters – Eastern Region”**

Agreement No. AAI/ER/IT/CONTRACT/2020-21/01/CAMC

Dated: _____

1. This Agreement made on _____ between Airports Authority of India , a statutory corporation Incorporate under Airports Authority of India act, 1994 having its head office at **Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi – 110003** and the Regional Officers at **Delhi , Mumbai, Kolkata, Chennai and Guwahati Airports** through its **Jt. General Manager(IT), Airports Authority of India , IT Division, Office of the Regional Executive Director(ER) , Operational Officers, NSCBI Airport, Kolkata – 700052**, hereinafter called “AAI” which expression shall include the Administrators, Successor, Executive and assign, on the one part and _____ hereinafter called the “Contractor” expression shall include the Administrator, Successors, and Executors and permitted assigns on the other part.
2. Whereas, AAI is desirous of getting the work of **Comprehensive Annual Maintenance Contract of IT Infrastructure for Eastern Region Airports & Regional Head Quarters – Eastern Region** (hereinafter called “WORK”) and whereas _____; has submitted vide their offer in e-tender ID _____, and the AAI accepted their aforesaid offer awarded the work to _____ as per the terms and conditions contained in its award letter no. _____ and documents referred as therein, which have been accepted by _____, resulting into a “CONTRACT”.

NOW THEREFORE THIS DEED WITNESS AS UNDER:

Article 1.0 Work Order:

Airports Authority of India had awarded the contract to _____; for the _____ contained as in Annexure of the purchase order no _____, dated _____ with the terms and conditions contained in its award letter no. _____, dated _____ and documents referred as therein. The award has taken effect from _____. The terms and expressions used in this agreement shall have the same meaning as are assigned to them in the “CONTRACT DOCUMENT” referred to this succeeding article.

Article 2.0 CONTRACTOR DOCUMENTS:

The contract shall be performed strictly as per the terms and conditions as per NIT. The following documents attached herewith (hereinafter referred to as “CONTRACT DOCUMENT”).

Reference:

क्षेत्रीय मुख्यालय, पूर्वी क्षेत्र, ने.सु.च.बो.अ हवाई अड्डा, कोलकाता 700052 -, फोन 25110009 :
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1. Tender Ref. No. _____
2. E-Tender ID No. _____
3. Pre-Qualification and Technical Bid of _____ received through CPP e-tender portal and opened on _____.
4. Financial Bid of _____ received through CPP e-tender portal and opened on _____.

All the aforesaid contract documents contain condition as mentioned against individual and are initialled by both the parties by their authorized representatives.

All the aforesaid contract documents shall form an integral part of this agreement, in so far as the same or any part thereof confirm to the tender and what has been specially agreed to by the owner in its letter of award. Any matter inconsistent therewith, contrary or repugnant there to or any deviation taken by the contractor in its "proposal" not agreed by the owner in its letter of award shall be deemed to have been withdrawn by the contractor unless justified and mutually agreed by both the parties. For the sake of brevity, this agreement along with its aforesaid contract documents shall be referred to as the "AGREEMENT"

Article 3.0 CONDITIONS & CO-VENANTS:

- a) The scope of contract, consideration, terms of payment, period of completion, defects liability period, taxes wherever applicable, Insurance, liquidated damages and all other terms and condition are contained in the aforesaid contract document. The contractor shall duly perform the contract strictly and faithfully in accordance with terms of agreement.
- b) The agreement constitutes full and complete understanding between the parties and the term of the presents. It shall supersede all prior correspondence to the extent inconsistency or repugnancy to the terms and conditions contained in the agreement. Any modification of the agreement shall be affected only by a written instruction signed by the authorized Representation of both the parties.

Article 4.0 SETTLEMENT OF DISPUTES:

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, determination, certificate or valuation of the Project Leader or his nominee, the matter in dispute shall, in first place be referred to the Dispute Resolution Committee (DRC) appointed by the Executive Director / Member (Planning) / Chairman, Airports Authority of India. It is also a term of contract that fees and other expense if payable to DRC shall be paid equally by both the parties i.e. AAI and Contractor. The disputes will firstly be settled by the DRC, failing which any party may invoke arbitration clause.

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 Leader or his nominee unless and until the same shall be revised, as hereinafter provided, by the DRC or in an Arbitral Award.



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It is also a term of contract that If the contractor does not make any demand for Dispute Resolution Committee in respect of any claim in writing within 90 (Ninety) days of receiving the intimation from the AAI that the bill is ready for payment, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.

Article 4.1 ARBITRATION & LAW:

Except where the decision has become final, binding and conclusive in terms of Settlement of Disputes as mentioned above in this section, disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Member (Ops) / Chairman, AAI. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

It is also a term of contract that If the contractor does not make any demand for appointment of Arbitrator in respect of any claim in writing within 120 (One hundred Twenty) days of receiving the decision / award from Dispute Resolution Committee, the claim of contractor(s) will be deemed to have been waved and absolutely barred and the AAI shall be discharged and released of all liabilities under the contract in respect of these claims.

It is term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such disputes along with the notice for appointment of arbitrator and giving reference to the rejection of their claims by the Dispute Resolution Committee.

It is also a term of this contract that no person, other than a person appointed by above mentioned appointing authority, should act as arbitrator and if for any reason that is not possible, the matter shall not be referred to arbitration at all.

The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and in all cases where the total amount of the claims by any party exceeds Rs.1,00,000/-, the arbitrator shall give reasons for the award.

It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.

It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion.

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The fees, if any, of the arbitrator shall, If required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

Indian laws shall govern this contract.

Article 4.2 NOTICE OF Defaults:

Notice of defaults given by either party to the other party under the agreement shall be in writing and shall deemed to have been duly and properly served up on the parties there to if delivered against acknowledgment, duly addressed to the signatories at the address mentioned herein above.

This Contract Agreement is allotted the number No. _____

In WITNESS thereof, the parties through their duly authorized representative have executed those presents (execution thereof has been approved by the competent authorities of both the parties) on the day, month and year first mentioned at Kolkata.

WITNESS

1.

2.

Owner's Signature:

Printed Name: _____

Designation: _____

Company Stamp:

Contractor's Name: _____

Printed Name:

Designation:

Company's Stamp:



Annexure – VII: Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the bidder to AAI for the duration of this contract. AAI shall regularly review the performance of the services being provided by the Bidder and the effectiveness of this SLA.

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- **"Downtime"** shall mean the time period for which the specified services /components with specified technical and service standards are not available to the RHQ-ER and airports users and excludes the scheduled outages planned in advance.
- **"Incident"** refers to any event / abnormalities in the functioning of the specified services, Network service (if applicable), Security Service (if applicable), End user services or Service management processes that may lead to disruption in normal operations of the RHQ-ER and airports.
- **"Helpdesk Support"** shall mean the support centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- **"Resolution Time"** shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:
- **Low:** Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. For example, installation of printer on a client, replacement of LAN chord etc.

Resolution time shall be as per the Table below:

Severity Level	Definition	Maximum Primary Response Time	Resolution Time (Restore or Work-Around)	Remarks
Level 1 – Critical	1. The incidents which impact the overall functioning of the AAI. 2. Incident related to the systems assigned to High ranking Officials 3. Incident related to the systems being used for Time-Sensitive purposes 4. Incident related to the conference/Training	30 Minutes	Within one Business Day	No. of Systems will be maximum 15% of the entire Hardware. List will be provided by AAI IT Dept.
Level 2 - High	1. Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant	1 Hour	Within two Business Days	



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Severity Level	Definition	Maximum Primary Response Time	Resolution Time (Restore or Work-Around)	Remarks
	interruption in working of that individual component. 2. Incident related to the Inventory Management System & Complaint Management System 3. Replacement of RAM, CPU, Keyboard, Mouse, Monitor 4. Installation of operating System and switch (if applicable)			
Level 3 - Medium	1. Systems assigned to regular users 2. Printer without logic card and Fuser Assembly. 3. Scanner without ADF/DADF/RADF and Logic Card. 4. UPS without Logic Card. 5. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs.	2 Hours	Within three Business Days	
Level 4 - Low	1. Printer logic Card and Fuser assembly 2. UPS with Logic Card. 3. Scanner with ADF/DADF/RADF and Logic Card. 4. All other System/ Components not covered under Level 1, 2 and 3	3 Hours	Within one week	

SLA Review process:

- AAI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- A meeting or conference call may be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The bidder will then communicate the resolution to all interested parties.

SLA Change Process:

The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party. The Bidder can initiate an SLA review with the AAI. Normally, the forum

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for negotiating SLA changes will be AAI's quarterly meetings. Unresolved issues will be addressed using the issue management process.

The Bidder shall maintain and distribute current copies of the SLA document as directed by AAI. Additional copies of the current SLA will be made available at all times to authorized parties.

Escalation Procedure:

Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.

- Either AAI or Bidder can initiate the procedure
- The "moving party" should promptly notify the other party that management escalation will be initiated
- Management escalation will be defined as shown in the contact map below
- Escalation will be one level at a time and concurrently

Contact Map:

Escalation Level	Department Representative with contact Details	L-1 Bidder* Representative with contact Details
Level 1: Project Manager		
Level 2: HoD - IT, Eastern Region		

*Bidder shall provide information for the following:

- a) Delivery Manager or Director
- b) Project Manager
- c) Team Members/Engineers

Acceptance of SLA

(To Be submitted to AAI at the time of signing the Contract)

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement vide Tender No. <TENDER REFERENCE NUMBER> Dated <DATE> to be executed by their respective authorized representatives.

For and on behalf of:

For and on behalf of:

Bidder

AAI

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Place: _____

Place: _____

Date: _____

Date: _____

Name: _____

Name: _____

Title: _____

Title: _____

Office Seal: _____

Office Seal: _____



Annexure – VIII: Schedule for Preventive Maintenance and Cleaning

Sr. No.	Definition	Equipment/ Asset	Periodicity (In Months)
1	General Cleaning	Computers / Workstations	1
2	General Cleaning	Printers/ Scanners/ MFDs / Keyboard / Mouse / MM Kit	1
3	General Cleaning	UPS and all other assets allocated to Individuals	1
4	General Cleaning	Network Equipment and Other Items allocated to Departments including Servers/ Data Centres	2
5	Preventive	Patch and Anti-Virus Definition Update (Auto Scheduled Activity)	As-&-When required
6	Preventive	Computers / Workstations – Full System Diagnosis and resulting maintenance	3
7	Preventive	Printers/ Scanners/ MFDs / Keyboard / Mouse / MM Kit – System Test and resulting maintenance	3
8	Preventive	UPS and all other assets allocated to Individuals	Based on Pre-failure Warning



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Annexure – IX: Details of Recovery Calculation

Recovery for Failure to abide by the SLA Parameters:

Severity Level	Recovery Calculation
Level 1 - Urgent	₹ 3,000.00 (Rupees Three Thousand Only) for each Business Day or part thereof, beyond the Resolution Time, subject to a maximum of 20% of the Quarterly AMC Cost.
Level 2 - High	₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof, beyond the Resolution Time, subject to a maximum of 15% of the Quarterly AMC Cost.
Level 3 - Medium	₹ 1,000.00 (Rupees One Thousand Only) for each Business Day or part thereof, beyond the Resolution Time, subject to a maximum of 10% of the Quarterly AMC Cost.
Level 4 - Low	₹ 500.00 (Rupees Five Hundred Only) for each Business Day or part thereof, beyond the Resolution Time, subject to a maximum of 10% of the Quarterly AMC Cost.

Recovery for Failure to Perform Preventive Maintenance and Cleaning:

5% of the Quarterly AMC Cost.

Recovery for Failure to provide Conveyance:

₹ 200.00 (Rupees Two Hundred Only) for each Business Day or part thereof for which conveyance is not provided.

Recovery for not providing or Unavailability/ Downtime of Software for AMC:

Item	Recovery Calculation
Inventory Management Software	₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof, subject to a maximum of 20% of the Quarterly AMC Cost.
Complaints Tracking Software	₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof, subject to a maximum of 20% of the Quarterly AMC Cost.

Recovery for Absence of Manpower without Substitute:

S. No.	Type of Manpower	Skill Category	Recovery Amount
1	Hardware Maintenance Engineer	Highly Skilled	₹ 2,000.00 (Rupees Two Thousand Only) per person per day
2	Call Coordinator	Clerical	₹ 1,500.00 (Rupees One Thousand Five Hundred Only) per person per day
3	Helper/ Attendant	Semi -Skilled	₹ 500.00 (Rupees Five Hundred Only) per person per day

Recovery for not providing Mobile Connections for the deployed Manpower:

₹ 200.00 (Rupees One Hundred) per person for each Business Day or part thereof for which Mobile Connection is not provided subject to a maximum of 5% of the Quarterly AMC Cost.



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Annexure – X: Proforma for Certificate of Satisfactory Service

AIRPORTS AUTHORITY OF INDIA

Information Technology Division

Eastern Region

Quarterly Certificate of Satisfactory Service

It is certified that the Annual Maintenance Services of Computers & Accessories by
M/s _____ had been satisfactory and as per the provisions of the
Contract laid down in the Contract Document _____ dated
_____ during the quarterly period from _____ to
_____.

(Project Manager / Site Project Manager - AAI)

Airports Authority of India

क्षेत्रीय मुख्यालय, पूर्वी क्षेत्र, ने.सु.च.बो.अ हवाई अड्डा, कोलकाता 700052, फोन: 25110000
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