



संदर्भ. एएआई/ईआर/आईटी/पीओ/2022-23/03

दिनांक / Date: 19.07.2022

Ref. AAI/ER/IT/PO/2022-23/03

सेवा में, मेसर्स सिरियस ग्लोबल लिमिटेड, 508 अशोक भवन, 93 नेहरू प्लेस, दिल्ली - 110019, दुरभाष - 011-26280286	To, M/s Sirius Global Limited, 508 Ashok Bhawan, 93 Nehru Place, Delhi - 110019, Ph - 011-26280286
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विषय: रायपुर, भुवनेश्वर, पटना और देवघर को छोड़कर क्षेत्रीय मुख्यालय - पूर्वी क्षेत्र और पूर्वी क्षेत्र हवाई अड्डों के लिए
आईटी इंफ्रास्ट्रक्चर और संबद्ध आईटी सहायता सेवाओं के व्यापक एएमसी के लिए कार्य आदेश /

Subject: Work Order for Comprehensive AMC of IT Infrastructure and associated IT Support Services for
RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

संदर्भ/ Reference:

कार्य का नाम/ Name of Work	रायपुर, भुवनेश्वर, पटना और देवघर को छोड़कर क्षेत्रीय मुख्यालय - पूर्वी क्षेत्र और पूर्वी क्षेत्र हवाई अड्डों के लिए आईटी इंफ्रास्ट्रक्चर और संबद्ध आईटी सहायता सेवाओं के व्यापक एएमसी/ Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar.
निविदा संदर्भ स./ Tender Ref No.	AAI/ER/IT/NIT/2022-23/01
ई - निविदा आईडी/ E - Tender Id	2022_AAI_114032_1
मेल पत्राचार/ Mail Correspondence	1. एल-1 मूल्य के मिलान की स्वीकृति के लिए 'एमएसएमई को खरीद वरीयता के संबंध में सूचना पत्र' के खिलाफ ईमेल प्रतिक्रिया दिनांक-21.06.2022 / Email Response Dated-21.06.2022 against 'Letter of Intimation regarding Purchase Preference to MSME' for acceptance of matching the L-1 price. 2. एएआई और मेसर्स सिरियस ग्लोबल लिमिटेड के बीच रिवर्स ऑक्शन के बाद प्राइस ब्रेकअप के लिए दिनांक 27.06.2022 का मेल पत्राचार / Between AAI & M/s Sirius Global Limited for Price Breakup, post Reverse Auction items Dated: 27.06.2022

प्रिय महोदय/ Dear Sir,

कृपया उपरोक्त विवरण का संदर्भ लिया जाए। इस संबंध में भारतीय विमानपत्तन प्राधिकरण द्वारा, जो इसके बाद क्रेता के रूप में जाना जाएगा, अनुलग्नक - I में दिये गए विवरण के अनुसार, मेसर्स सिरियस ग्लोबल लिमिटेड को, जो इसके बाद ठेकेदार के रूप में जाना जाएगा, "रायपुर, भुवनेश्वर, पटना और देवघर को छोड़कर क्षेत्रीय मुख्यालय - पूर्वी क्षेत्र और पूर्वी क्षेत्र हवाई अड्डों के लिए आईटी इंफ्रास्ट्रक्चर और संबद्ध आईटी सहायता सेवाओं के व्यापक एएमसी" के लिए, आनंदपूर्वक कार्य आदेश दिया जा रहा है। आदेश के सभी नियम और शर्तें निविदा प्रक्रिया के दौरान जारी किए गए



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एनआईटी और इसके समक्ष जारी किए गए सुद्धिपत्र के अनुसार होंगे। कार्य आदेश और संबंधित नियम और शर्तों का विवरण नीचे दिया गया है:

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 AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneswar, Patna & Deoghar”** as per details in Annexure - I to M/s Sirius Global Limited, hereinafter referred to as **Contractor**. All the Terms and Conditions of the order shall be as per NIT & Its Subsequent Corrigendum published during tendering process. The details of work order and related Terms & Conditions are as appended below:

1. वस्तुओं का विवरण और मूल्य / Item details and Price:

- 1.1. अनुलग्नक-I के अनुसार वस्तुओं पर ₹ 1,85,86,819.00 (एक करोड़ पचियासी लाख छियासी हजार आठ सौ उन्नीस मात्र) की कुल लागत पर आपूर्ति या व्यापक रखरखाव के तहत की जाएगी। कीमतें जीएसटी को छोड़कर, अन्य सभी सांविधिक शुल्कों या करों को शामिल करती हैं। भारत सरकार की प्रचलित दरों के अनुसार जीएसटी का अतिरिक्त भुगतान किया जाएगा।

The Items as per Annexure-I shall be supplied or under Comprehensive Maintenance at a total Cost of ₹ 1,85,86,819.00 (INR One Crore Eighty-Five Lakh Eighty-Six Thousand Eight Hundred & Nineteen 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. कार्यस्थल / Worksite:

- 2.1. परियोजना के कार्य स्थल इस पत्र के अनुलग्नक-II के अनुसार होंगे।

Worksites of the Project shall be as per Annexure-II of this letter.

3. अनुबंध की अवधि / Period of Contract:

- 3.1. अनुबंध की अवधि एक वर्ष अर्थात् 01.09.2022 से 31.08.2023 है।

The Period of the Contract is one year i.e. 01.09.2022 to 31.08.2023.

- 3.2. अनुबंध के पहले वर्ष के दौरान मेसर्स सिरियस ग्लोबल लिमिटेड द्वारा प्रदान की गई संतोषजनक सेवा के अधीन, अनुबंध को पहले वर्ष के लिए अंतिम रूप दिए गए समान दर नियमों और शर्तों के तहत एक वर्ष की एक और अवधि के लिए नवीकृत किया जा सकता है।

The Contract may be renewed at expiry for a further period of one year under the same Rate Terms & Conditions as finalized for the first-year, subject to the satisfactory service rendered by the M/s Sirius Global Limited during the first year of the Contract.



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- 3.3. मेसर्स सिरियस ग्लोबल लिमिटेड द्वारा संतोषजनक सेवा प्रदान करने के लिए अनुबंध की अवधि के दौरान तिमाही आधार पर अनुबंध की समीक्षा की जाएगी। एएआई अनुबंध के कार्यान्वयन और निगरानी के उद्देश्य से एक परियोजना प्रबंधक - एएआई की नियुक्ति करेगा।

The M/s Sirius Global Limited shall be reviewed on quarterly basis during the contract period for satisfactory service rendered by the Contractor. AAI shall appoint a Project Manager - AAI for the purpose of implementation & monitoring of the contract.

4. भुगतान प्राधिकरण / Paying Authority:

- 4.1. कार्यपालक निदेशक, क्षेत्रीय मुख्यालय-पूर्वी क्षेत्र, भारतीय विमानपत्तन प्राधिकरण, कोलकाता-700052, क्षेत्रीय मुख्यालय-पूर्वी क्षेत्र, कूचबिहार और दरभंगा हवाई अड्डे के लिए भुगतान प्राधिकारी होंगे।

The Executive Director, Regional Headquarters -Eastern Region, Airports Authority of India, Kolkata-700052 shall be Paying Authority for RHQ-ER, Cooch Behar & Darbhanga Airport.

- 4.2. संबंधित पूर्वी क्षेत्र के हवाई अड्डों के हवाई अड्डा निदेशक अपने-अपने हवाई अड्डे के लिए भुगतान प्राधिकारी होंगे।

Airport Director of respective Eastern Region Airports shall be Paying Authority for their respective Airport.

- 4.3. कूचबिहार और दरभंगा हवाई अड्डे की भुगतान कार्रवाई के लिए आवश्यक बिलों और दस्तावेजों का मान्य, सत्यापन और साइट परियोजना प्रबंधक द्वारा भा.वि.प्रा., क्षेत्रीय मुख्यालय-पूर्वी क्षेत्र को अग्रेषित करेंगे।

Bills & Documents as required for Payment Action shall be validated, verified and forwarded by Site Project Manager of Cooch Behar & Darbhanga Airport to AAI RHQ – ER.

5. भुगतान की शर्तें / Terms of Payment:

- 5.1. किसी भी गतिविधि के लिए किसी भी तरह का संचालन अग्रिम नहीं दिया जाएगा।

No mobilization advance shall be paid for any activity.

- 5.2. भुगतान त्रैमासिक आधार पर अवधि के सफल समापन के बाद किया जाएगा।

The payment shall be made on quarterly basis after successful completion of period.

- 5.3. भुगतान जारी करने के लिए आवश्यक दस्तावेज।

Documents required for release of payment: -

- 5.3.1. बीओक्यू या इस संबंध में आगे के आदेश में उल्लिखित वस्तुओं के अनुसार चालान / चालान की तीन प्रतियां।



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Three copies of Invoice / Invoices according to the Items mentioned in BoQ or further orders in this regard.

- 5.3.2. जिस तिमाही के लिए परियोजना प्रबंधक - एएआई से भुगतान की मांग की गई है, उसके लिए अनुलग्नक-V एनआईटी के अनुसार संतोषजनक सेवा का प्रमाण पत्र।

The Certificate of satisfactory service as per Annexure – V of NIT for the quarter for which the payment has been requisitioned from the Project Manager - AAI.

- 5.3.3. बीमा की प्रति जैसा की लागू हो।

Copy of Insurances as applicable.

- 5.3.4. तैनात श्रमशक्ति के नाम वाले ईपीएफ भुगतान चालान।

EPF Payment Challan having Names of Deployed Manpower

- 5.3.5. ईएसआईसी भुगतान चालान जिसमें तैनात श्रमशक्ति का नाम हो, यदि लागू हो। अन्यथा, तैनात श्रमशक्ति के लिए लागू मेडिकलेम पॉलिसी / समूह बीमा की प्रति।

ESIC Payment Challan having Name of Deployed Manpower, if applicable. Else, Copy of Mediclaim policy / Group Insurance as applicable for deployed manpower.

- 5.3.6. आईटी उपभोग्य वस्तुओं के लिए - डिलीवरी चालान, सामग्री स्वीकृति प्रमाण पत्र और वारंटी प्रमाण पत्र।

For IT Consumable Items - Delivery Challan, material acceptance certificate & Warranty certificate.

- 5.3.7. आईटी सेवा वस्तुओं के लिए - सेवा विवरण के साथ स्थापना सह साइट स्वीकृति परीक्षण रिपोर्ट के साथ कार्य पूर्णता प्रमाण पत्र।

For IT Service Items – Work Completion Certificate along with Installation cum Site Acceptance Test Report having service details.

- 5.3.8. सभी टैक्स इनवॉइस के विरुद्ध अनुलग्नक-VI के अनुसार जीएसटी घोषणा और जीएसटीआर-1 में दिखाई देने वाले इनवॉइस की कॉपी/स्क्रीन शॉट।

GST declaration as per the Annexure-VI against all the Tax invoice and copy/ screen shot of the invoice as appearing in the GSTR-1.

- 5.3.9. आयकर अधिनियम, 1961 की धारा 206एबी/206सीसीए के तहत कर की कटौती/ संग्रहण के संबंध में स्व-घोषणा।

Self-Declaration u/s 206AB/206CCA of 'The Income Tax Act, 1961 regarding Deduction/ Collection of Tax.



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5.3.10. वसूली विवरण और सहायक दस्तावेज, यदि लागू हो।

Recovery Statement and supporting documents, if applicable.

- 5.4. शुल्क का 100% घटा वसूली, यदि कोई हो, का भुगतान ऊपर वर्णित अवधि के सफलतापूर्वक पूरा होने के बाद और परियोजना प्रबंधक - एएआई से संतोषजनक प्रदर्शन प्रमाणन पर किया जाएगा।

The 100% of the charges minus the recoveries, if any, shall be paid after the successful completion of the period as described above and on satisfactory performance certification from the project Manager – AAI.

- 5.5. भुगतान सरकार द्वारा शासित किया जाएगा। नीतियों और स्रोत पर लागू किसी भी कराधान को तिमाही भुगतान से काट लिया जाएगा। ऐसी किसी भी कटौती के मामले में, एएआई द्वारा नियत प्रारूप में आवश्यक प्रमाणीकरण प्रदान किया जाएगा।

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 certification in due format shall be provided by AAI.

- 5.6. जीएसटी (वस्तु एवं सेवा कर) किसी भी कर योग्य आपूर्ति / सेवाओं के लिए बोलीदाता को एक वैध कर चालान के बदले भुगतान किया जाएगा। बोलीदाता को कर प्रकार और कर प्रतिशत प्रदान करना आवश्यक है।

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. परियोजना प्रबंधक - एएआई / Project Manager – AAI:

- 6.1. आईटी समन्वयक, आरएचक्यू-ईआर, भारतीय विमानपत्तन प्राधिकरण के लिए इस ठेके के लिए परियोजना प्रबंधक एएआई के रूप में कार्य करेंगे।

IT Coordinator, RHQ-ER, shall act as the Project Manager – AAI to this contract for Airports Authority of India.

- 6.2. साइट परियोजना प्रबंधक - आईटी समन्वयक या हवाईअड्डा निदेशकों द्वारा नामित अधिकारी/ संबंधित हवाईअड्डा के स्टेशन प्रभारी साइट परियोजना प्रबंधक के रूप में कार्य करेंगे।

Site Project Manager – IT Coordinator or the official designated by the Airport Directors/ Station In-Charge of the respective Airports shall act as the Site Project Managers.

- 6.3. विक्रेता का परियोजना प्रबंधक: मेसर्स सीरियस ग्लोबल लिमिटेड कार्य आदेश प्राप्त होने पर तुरंत परियोजना प्रबंधक का नाम निर्दिष्ट करेगा।

Vendor's Project Manager: M/s Sirius Global Limited shall immediately on receipt of the Work Order shall specify the name of the Project Manager.



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7. अनुबंध पर हस्ताक्षर / Signing of Contract:

- 7.1. कार्य आदेश जारी करना बोलीदाता को अनुबंध प्रदान करना होगा। अनुलग्नक-VII के अनुसार अनुबंध पर पत्र हस्ताक्षर करना और अनुलग्नक-VIII के अनुसार जीएसटी के संबंध में एल1 बोलीदाता/एजेंसी द्वारा अंडरटेकिंग जमा करना स्वीकृति के 15 दिनों के भीतर पूरा किया जाएगा।

The issue of Work Order shall constitute the award of contract on the bidder. The signing of the Contract as per Annexure – VII and submission of Undertaking by L1 Bidder/ Agency regarding GST as per Annexure – VIII shall be completed within 15 days of the acceptance letter.

- 7.2. एल-1 बोलीदाता को स्वीकृति पत्र के 15 दिनों के भीतर सीपीपी पोर्टल पर अपलोड किए गए सभी दस्तावेजों की हार्ड कॉपी को जमा करनी होगी।

The L-1 Bidder should also submit hard copies of all the documents uploaded on CPP Portal within 15 days of the acceptance letter.

8. प्रदर्शन बैंक गारंटी / Performance Bank Guarantee:

- 8.1. मैसर्स सीरियस ग्लोबल लिमिटेड एक अपरिवर्तनीय और बिना शर्त बैंक गारंटी (अनुबंध प्रदर्शन सुरक्षा के बदले) के रूप में खरीद आदेशों के मूल्य के 3% (तीन प्रतिशत) के बराबर मूल्य के लिए एक अयोग्य अनुबंध प्रदर्शन गारंटी अनुसूचित बैंक द्वारा अनुलग्नक-IX के रूप में संलग्न प्रोफार्मा के अनुसार प्रस्तुत करेगा। खरीद आदेश जारी होने के 30 दिनों के भीतर गारंटी प्रस्तुत करनी होगी, और यह वारंटी दायित्वों सहित आपूर्तिकर्ता के सभी संविदात्मक दायित्वों को पूरा करने की तारीख से 90 दिनों की अवधि के लिए वैध रहना चाहिए।

M/s Sirius Global Limited shall submit an unqualified Contract performance guarantee (in lieu of Contract Performance security) for the value equivalent to 3% (Three percent) of the value of Purchase Orders in the form of an irrevocable and unconditional bank guarantee on Nationalized / scheduled bank as per Proforma attached as Annexure- IX. The guarantee shall be submitted within 30 calendar days of the issue of Purchase Order, and it should remain valid for a period of 90 days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations

- 8.2. मैसर्स सीरियस ग्लोबल लिमिटेड द्वारा अनुबंध के उल्लंघन की स्थिति में प्रदर्शन सुरक्षा को भा.वि.प्रा. के खाते में जब्त और जमा कर लिया जाएगा। इसे मैसर्स सीरियस ग्लोबल लिमिटेड को बिना ब्याज के वापस किया जाएगा, जब वे विधिवत रूप से अनुबंध को पूरा करते हैं, लेकिन अनुबंध के तहत वारंटी सहित ऐसे सभी दायित्वों को पूरा करने के 90 (नब्बे) दिनों के पहले।

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 Sirius Global Limited. It Should be refunded to M/s Sirius Global Limited without interest, after they 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.



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- 8.3. निर्धारित अवधि के भीतर विस्तारित पीबीजी जमा करने में विफलता के मामले में, प्रति वर्ष 12% की दर से साधारण ब्याज पर प्रदर्शन गारंटी पर राशि जमा करने की विलंबित अवधि के लिए (गैर-वापसी योग्य) लगाई जाएगी और मैसर्स सीरियस ग्लोबल लिमिटेड को देय पहले बिल से काट ली जाएगी। हालांकि, एएआई में पीबीजी जमा करने की विस्तारित अवधि को स्वीकार करने वाले प्राधिकारी द्वारा अनुमोदित किया जाना चाहिए। साथ ही, निर्धारित निष्पादन बैंक गारंटी मूल्य (एएआई को खरीद आदेश मूल्य का 3%) प्रदर्शन बैंक गारंटी प्रस्तुत किए जाने तक देय बिलों से रोक दिया जाएगा।

In case of failure to submit the extended PBG within stipulated period, simple 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 Sirius Global Limited. However, the extended period for PBG submission should be approved by the Accepting Authority in AAI. Also, the Stipulated Performance Bank Guarantee Value (3% of the Purchase Order Price to AAI) shall be withheld from Bills payable until the Performance Bank Guarantee is submitted.

- 8.4. यदि मेसर्स सीरियस ग्लोबल लिमिटेड अपनी बोली के स्वीकृति पत्र के जारी होने के 60 दिनों के भीतर प्रदर्शन गारंटी प्रस्तुत करने में विफल रहता है, तो एएआई आदेश को रद्द करने का अधिकार सुरक्षित रखता है।

In case, M/s Sirius Global Limited fails to submit performance guarantee within 60 days of the issue of the letter of acceptance of his bid, AAI reserve the right to Cancel the order.

- 8.5. प्रदर्शन गारंटी राशि एएआई को बिना किसी शर्त के देय होगी और गारंटी अपरिवर्तनीय होगी।

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

- 8.6. प्रदर्शन गारंटी को गारंटी के अन्य प्रावधानों के अलावा, मेसर्स सीरियस ग्लोबल लिमिटेड से निम्नलिखित गारंटी को नियंत्रित करने के लिए समझा जाएगा।

The performance guarantee shall be deemed to govern the following guarantees from M/s Sirius Global Limited, in addition to other provisions of the guarantee:

- 8.6.1. दोष देयता अवधि उन दोषों को कवर करने के लिए है जो वारंटी/ सहयोग अवधि के पूरा होने के बाद भी लंबित रहते हैं। इसमें वारंटी अवधि की समाप्ति से ठीक पहले होने वाली अनुपयोगिता, वारंटी/ सहयोग अवधि के अंत में अनुपयोगी रहने पर अनुपयोगिता, अनुपयोगी पुर्जों या उप-प्रणालियों की मरम्मत, जो वारंटी/ सहयोग अवधि के पूरा होने से पहले अनुपयोगी हो गए थे, आदि शामिल हैं।

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 sub-systems which became unserviceable prior to completion of Warranty/ Support period etc.



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- 8.6.2. वारंटी/ सहयोग अवधि के पूरा होने पर, यदि मेसर्स सीरियस ग्लोबल लिमिटेड काम करने की स्थिति में सभी प्रणालियों/ उप-प्रणालियों को एएआई को सौंप देगा। किसी भी अनुपयोगी प्रणाली/ उप-प्रणाली को दोष दायित्व के अंतर्गत कवर किया जाएगा।

At the time of completion of the Warranty/ Support period, the M/s Sirius Global Limited shall handover all the systems / sub-systems in working conditions to AAI. Any unserviceable system/ subsystem shall be covered under defect liability.

- 8.6.3. अनुबंध के तहत हार्डवेयर/ सेवाएं सभी दोषों/ बगों से मुक्त होंगी और एएआई से लिखित नोटिस पर, यदि मेसर्स सीरियस ग्लोबल लिमिटेड, एएआई को पूरी तरह से मुक्त करेगा, ऐसे सभी दोषों/बग को सामान्य उपयोग के गारंटी/वारंटी के तहत अवधि के भीतर उक्त हार्डवेयर की विकसित किया जाएगा।

The Hardware/ Services under the contract shall be free from all defects/ bugs and upon written notice from AAI, M/s Sirius Global Limited 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. प्रदर्शन गारंटी का उद्देश्य पूरे सिस्टम के प्रदर्शन को सुरक्षित करना है। हालांकि, इसे किसी अन्य खंड में निर्धारित नुकसान को सीमित करने के रूप में नहीं माना जाना चाहिए।

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. पीबीजी की वैधता अवधि बोलीदाता द्वारा तब बढ़ाई जाएगी जब और अनंतिम विस्तार दिया जाएगा।

The validity period of PBG shall be extended by the bidder as and when provisional extension is granted.

- 8.9. बीजी प्रस्तुत करने के लिए बैंक विवरण इस प्रकार हैं / Bank Details for BG Submission is as follows:

नाम/ Name – Airports Authority of India, बैंक का नाम/ Bank Name – ICICI Bank, IFSC Code – ICIC0000007

मेसर्स सीरियस ग्लोबल लिमिटेड अपने बीजी जारीकर्ता बैंक को बीजी जारी करने/संशोधन के समय नीचे दिए गए विवरणों को अद्यतन करने के लिए सूचित करेगा। ठेकेदार को अनुबंध-XI के अनुसार अपने बीजी जारीकर्ता बैंक को पत्र प्रस्तुत करना भी आवश्यक है।

M/s Sirius Global Limited shall notify their BG issuing Bank to update below details at the time of BG issuance/ amendment. Contractor is also required to submit letter as per Annexure – XI to their BG issuing Bank.

बीजी सलाह संदेश/ BG Advising Message – IFN 760COV (BG issue)

IFN 767COV (BG Amendment)



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अद्वितीय पहचान कोड- AAIRHQER - बीजी सलाह संदेश कोड के 7037 क्षेत्र में उल्लेख किया जाना है।
Unique Identified Code- AAIRHQER - to be mentioned in 7037 field of the BG advising message Code.

9. डिफॉल्ट और जोखिम खरीद के लिए समाप्ति / Termination for Default and Risk Purchase:

- 9.1. एएआई, अनुबंध के उल्लंघन के लिए किसी भी अन्य उपाय पर प्रतिकूल प्रभाव डाले बिना, मेसर्स सीरियस ग्लोबल लिमिटेड को भेजी गई चूक की लिखित सूचना द्वारा, किसी भी या निम्नलिखित घटनाओं में इस अनुबंध को पूर्ण या आंशिक रूप से समाप्त कर सकता है।

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

- 9.1.1. यदि अनुलग्नक-IV में उल्लिखित तिमाही बिल राशि के 10% की वसूली लगातार दो तिमाहियों में होती है, तो इसे चूक की स्थिति के रूप में माना जाएगा। इसे तदनुसार स्टेशन अनुसार तरीके से निपटाया जाएगा।

If the recovery of 10% of the quarterly billed amount, as mentioned in Annexure – IV, occurs consecutively in two quarters, that shall be treated as situation of default. This shall be dealt accordingly in a station wise manner.

और / and

- 9.1.2. यदि मेसर्स सीरियस ग्लोबल लिमिटेड, उपरोक्त किसी भी परिस्थिति में, एएआई से डिफॉल्ट नोटिस प्राप्त होने के बाद 30 दिनों की अवधि (या एएआई द्वारा लिखित रूप में अधिकृत कर सकता है) की अवधि के भीतर अपनी विफलता का समाधान नहीं करता है।

If the M/s Sirius Global Limited, 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.

- 9.2. मेसर्स सीरियस ग्लोबल लिमिटेड को दंड के रूप में एएआई अनुबंध निष्पादन बैंक गारंटी को नकद करेगा। ऐसे मामले में एएआई निष्पादित कार्य के मूल्यांकन मूल्य के लिए भुगतान करेगा जिसका उपयोग किया जा सकता है। मेसर्स सीरियस ग्लोबल लिमिटेड द्वारा किए गए प्रयासों के लिए कोई भुगतान नहीं किया जाएगा यदि वे एएआई के लिए कोई मूल्य नहीं हैं। परियोजना के शेष अधूरे कार्य को मेसर्स सीरियस ग्लोबल लिमिटेड के जोखिम पर नई निविदा देकर करवाया जायेगा तथा अतिरिक्त व्यय की वसूली की जायेगी।

As a penalty to the M/s Sirius Global Limited, AAI shall en-cash Contract Performance Bank Guarantee. The AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the M/s Sirius Global Limited in case the same are of no value to AAI. The balance unfinished work of the project will be got done by fresh tendering on M/s Sirius Global Limited risk and that extra expenditure will be recovered.



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- 9.3. यदि मेसर्स सीरियस ग्लोबल लिमिटेड अनुबंध के दौरान किसी भी समय अनुबंध को समाप्त करता है, तो एएआई संपूर्ण प्रदर्शन बैंक गारंटी को भुनाएगा और मेसर्स सीरियस ग्लोबल लिमिटेड को ब्लैकलिस्ट करेगा।

If the M/s Sirius Global Limited terminates the contract on his own at any time during the contract, AAI shall encash the entire performance bank guarantee and shall blacklist the M/s Sirius Global Limited.

10. न्यूनतम मजदूरी अधिनियम का अनुपालन / Compliance for Minimum Wages Act:

- 10.1. मेसर्स सीरियस ग्लोबल लिमिटेड न्यूनतम मजदूरी अधिनियम, 1948, और ठेका श्रम (विनियमन और उन्मूलन) अधिनियम, 1946 के सभी प्रावधानों का समय-समय पर संशोधन और इसके तहत बनाए गए नियमों और अनुबंध श्रम को प्रभावित करने वाले अन्य श्रम कानूनों का पालन करेगा जिन्हें समय - समय पर लागू किया जा सकता है।

The M/s Sirius Global Limited 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. वेतन केवल तैनात श्रमशक्ति के नाम पर बैंक खाते में जमा किया जाना चाहिए और इसके लिए दस्तावेजी साक्ष्य बिलों के साथ जमा करना होगा।

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.

11. पीएफ और ईएसआई अधिनियम का अनुपालन / Compliance for PF and ESI Act:

- 11.1. मेसर्स सीरियस ग्लोबल लिमिटेड कर्मचारी भविष्य निधि और विविध के सभी प्रावधानों का पालन करेगा। प्रावधान अधिनियम, 1952, और ईएसआई अधिनियम, 1948, समय-समय पर संशोधित और उसके तहत बनाए गए नियम।

The M/s Sirius Global Limited 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.

12. पीएफ और ईएसआई प्रतिपूर्ति / PF and ESI Reimbursement:

- 12.1. मेसर्स सीरियस ग्लोबल लिमिटेड द्वारा वैधानिक प्राधिकारियों को भुगतान की गई ईएसआई और ईपीएफ राशि की प्रतिपूर्ति वास्तविक आधार पर दावा प्रस्तुत करने और दस्तावेजी साक्ष्यों के सत्यापन के बाद की जाएगी।

ESI and EPF amount paid to the statutory authorities by the M/s Sirius Global Limited shall be reimbursed on actual basis on submission of claim and after verification of documentary evidences.



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13. सांविधिक आदेश (आदेशों) के कारण कीमतों/मजदूरी में वृद्धि के कारण भुगतान / Payment on Account of Increase in Prices/ Wages due to Statutory Order(s):

- 13.1. यदि निविदा प्रस्तुत करने के बाद, कार्यों में शामिल किसी भी सामग्री की कीमत (साइट परियोजना प्रबंधक / परियोजना प्रबंधक - एएआई के स्टोर से आपूर्ति की गई सामग्री को छोड़कर) और / या श्रम की मजदूरी लागू होने के प्रत्यक्ष परिणाम के रूप में बढ़ जाती है अनुबंध अवधि के दौरान काम के लिए विस्तार, यदि कोई हो, सहित निविदाओं की प्राप्ति के लिए अंतिम निर्धारित तिथि के समय प्रचलित कीमतों/मजदूरी से परे किसी भी नए कानून या वैधानिक नियम या आदेश (लेकिन कर में किसी भी बदलाव के कारण नहीं) बढ़ाई गई उचित अवधि सहित, तो अनुबंध की राशि में तदनुसार परिवर्तन किया जाएगा और आगे यह भी प्रदान किया जाएगा कि ऐसी कोई भी वृद्धि पूर्ण होने की निर्धारित तिथि के समय पर प्रचलित मूल्य/मजदूरी या विचाराधीन अवधि के लिए प्रचलित, जो भी हो, से कम तक सीमित होगी।

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.

- 13.2. यदि निविदा प्रस्तुत करने के बाद, कार्यों में शामिल किसी भी सामग्री की कीमत (परियोजना प्रबंधक - एएआई के स्टोर से आपूर्ति की गई सामग्री को छोड़कर) और / या श्रम की मजदूरी निविदा प्राप्त करने की अंतिम निर्धारित तिथि के समय प्रचलित है, जिसमें विस्तार, यदि कोई हो, किसी भी नए कानून या वैधानिक नियम या आदेश के लागू होने के प्रत्यक्ष परिणाम के रूप में कम किया गया है (लेकिन कर में किसी भी बदलाव के कारण नहीं)। प्राधिकरण कार्यों में शामिल सामग्री के संबंध में (साइट परियोजना प्रबंधक / परियोजना प्रबंधक - एएआई के स्टोर से आपूर्ति की गई सामग्री को छोड़कर) और / या ऐसे कानून के लागू होने की तारीख के बाद कार्य के निष्पादन में लगे श्रमिकों के संबंध में, सांविधिक नियम या आदेश ठेकेदार की बकाया राशि में से कटौती का हकदार होगा, ऐसी राशि जो सामग्री की कीमतों और/या मजदूरी के बीच अंतर के बराबर होगी, जो विस्तार सहित निविदाओं की प्राप्ति के लिए अंतिम निर्धारित तिथि के समय प्रचलित थी। ऐसे कानून, वैधानिक नियम या आदेश के लागू होने पर काम और सामग्री की कीमतों और/या श्रम की मजदूरी के लिए यदि कोई हो। यह अनुबंध की अवधि के लिए लागू होगी, जिसमें बढ़ाई गई उचित अवधि भी शामिल है।

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



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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.

- 13.3. साइट परियोजना प्रबंधक / परियोजना प्रबंधक - एएआई सामग्री और मजदूरी की कीमतों में वृद्धि की तर्कसंगतता के बारे में खुद को संतुष्ट करने के लिए ठेकेदार से खाता बही और अन्य प्रासंगिक दस्तावेज मंगवा सकता है। ठेकेदार, ऐसी किसी भी सामग्री की कीमत और/या श्रम की मजदूरी में किसी भी परिवर्तन के बारे में जागरूक होने के उचित समय के भीतर, परियोजना प्रबंधक - एएआई को यह कहते हुए नोटिस देगा कि उसे इस शर्त के अनुसार दिया गया है। उससे संबंधित सभी जानकारी जो वह आपूर्ति करने की स्थिति में हो सकता है।

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.

14. ऑनसाइट सहायता के लिए न्यूनतम श्रमशक्ति की तैनाती/ Deployment of minimum manpower for Onsite Support:

- 14.1. ठेकेदार को कार्य के पूरे दायरे के प्रभावी कार्यान्वयन के लिए अनुबंध अवधि के दौरान कार्यस्थलों पर नीचे दी गई तालिका में दिए गए अनुसार रखरखाव कर्मचारियों की न्यूनतम संख्या बनाए रखनी होगी।

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.

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 i.e. min. 8 at Kolkata, min. 1 at Bagdogra, min. 1 at Pakyong,	- 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;



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Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
			min. 1 at Coochbehar, min. 1 at Gaya, min. 1 at Ranchi, min. 1 at Port Blair, min. 1 at Jharsuguda, min. 1 at Darbhanga	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
2	Application Support Engineer	Highly Skilled	min. 6 no. at Kolkata	- MCA or BE/ BTECH (in Computer Science/ IT/ Electronics or equivalent branch) with minimum 2 Year of experience in E-Office Application/GeM/E-Tender (CPP Portal)/SAP FI/ SAP MM/ Other In-house application of AAI. - Other Graduate with minimum 1 Year Diploma (in Computer Science/IT/Electronics or equivalent) with minimum 3 Year experience in E-Office Application/GeM/E-Tender (CPP Portal)/SAP MM/ Other In-house application of AAI.
3	Network Support Engineer	Highly Skilled	min. 3 no. at Kolkata, one of them must have CCNA/ MCNA or other OEM Certification for Routing & Switching	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



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Sl. No.	Type of Manpower	Skill Category	Deployment Criteria	Qualification and Experience
				minimum 2 Years of relevant experience OR; 3 Years Diploma (in Computer Science/ IT/ Electronics or equivalent) with minimum 3 years of relevant Experience CCNA/ MCNA or other OEM Certification for Routing & Switching, preferred for all Network Support Engineers
4	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
5	Helper/ Attendant	Semi - Skilled	One per 150 Desktop/Laptop User or part thereof i.e. - 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, min. 1 at Darbhanga.	- Minimum 5 years of experience in cleaning and handling of Computers and Other Peripherals. - Experience in handling computer/ printer.
6	Driver	Skilled	min. 1 no. at Kolkata	The drivers of the vehicles must possess a valid commercial driving license and must have a minimum 2 years of driving experience.



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- 14.2. ऊपर दिखाए गए संसाधनों की संख्या न्यूनतम आवश्यकता है। अनुबंध-X में वर्णित एसएलए को बनाए रखने के लिए, ठेकेदार एएआई को बिना किसी अतिरिक्त वित्तीय दायित्व के वास्तविक आवश्यकता के आकलन के अनुसार समय-समय पर अतिरिक्त संसाधनों को तैनात करेगा।

The number of resources shown above is the minimum requirement. In order to maintain the SLA as described in Annexure – X, 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. अन्य नियम और शर्तें एनआईटी AAI/ER/IT/NIT/2022-23/01 और इसके शुद्धिपत्र के नियमों और शर्तों के अनुसार होंगी।

Other Terms & Condition shall be as per Terms & Conditions of the NIT AAI/ER/IT/NIT/2022-23/01 & its Corrigendum.

16. इस पुरस्कार पत्र की एक प्रति इसके साथ संलग्न है, जिसे आपकी स्वीकृति के प्रतीक के रूप में प्रत्येक पृष्ठ पर विधिवत हस्ताक्षरित करके इस कार्यालय को वापस किया जा सकता है।

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.

17. अंग्रेजी और हिन्दी के बीच किसी भी विसंगति के लिए, अंग्रेजी व्याख्या पर विचार किया जाएगा।

For any discrepancy between English and Hindi, English interpretation shall be considered.

18. कृपया इस पत्र की प्राप्ति को स्वीकार करें।

Please acknowledge the receipt of this letter.

भारतीय विमानपत्तन प्राधिकरण के लिए /
For Airports Authority of India

तपोब्रत गांगुली Tapabrata Ganguly

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

19.07.22



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

सू.प्रौ. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

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Annexure-I: Item Details & Price

Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
1	RHQ ER, Kolkata				
1.01	Onsite Hardware Maintenance Engineer 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 manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 2,28,000.00	₹ 27,36,000.00
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 manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 26,000.00	₹ 3,12,000.00
1.03	Onsite Application Support Engineer for Supporting E-Office Application/GeM/E-Tender (CPP Portal)/SAP FI/ SAP MM/ Other In-house application of AAI 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 6 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 1,71,000.00	₹ 20,52,000.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
1.04	Onsite Network Support Engineer for Supporting AAI Network 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 3 no. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 85,500.00	₹ 10,26,000.00
1.05	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 manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 96,000.00	₹ 11,52,000.00
1.06	Driver 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 driver including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 26,000.00	₹ 3,12,000.00
1.07	Deployment of Vehicle 1 no – SUV Segment dedicated vehicle, preferably Bolero / TUV300 / Sumo / Qualis / Tavera / Force One or equivalent with minimum monthly usage of 1300 km X 221 Hours, Service – local i.e. travel within the city limits or upto 50 km of one-way travel, whichever is higher, Fuel included	1	Year	₹ 4,80,000.00	₹ 4,80,000.00
1.08	Comprehensive AMC of Desktop Computers	188	no	₹ 1,550.00	₹ 2,91,400.00
1.09	Comprehensive AMC of All in One PC	12	no	₹ 3,000.00	₹ 36,000.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
1.10	Comprehensive AMC of Laptop excluding laptop battery	17	no	₹ 1,800.00	₹ 30,600.00
1.11	Comprehensive AMC of UPS <1KVA excluding batteries	85	no	₹ 450.00	₹ 38,250.00
1.12	Comprehensive AMC of UPS 1KVA excluding batteries	47	no	₹ 700.00	₹ 32,900.00
1.13	Comprehensive AMC of Online UPS 1KVA excluding batteries	15	no	₹ 1,100.00	₹ 16,500.00
1.14	Comprehensive AMC of Online UPS 2KVA excluding batteries	2	no	₹ 2,200.00	₹ 4,400.00
1.15	Comprehensive AMC of Online UPS 3KVA excluding batteries	2	no	₹ 3,300.00	₹ 6,600.00
1.16	Comprehensive AMC of Online UPS 6KVA excluding batteries	2	no	₹ 4,800.00	₹ 9,600.00
1.17	Comprehensive AMC of MFD A4 Mono	82	no	₹ 1,700.00	₹ 1,39,400.00
1.18	Comprehensive AMC of MFD A4 Colour	20	no	₹ 3,900.00	₹ 78,000.00
1.19	Comprehensive AMC of A3 Mono	2	no	₹ 11,400.00	₹ 22,800.00
1.20	Comprehensive AMC of A3 Colour	1	no	₹ 14,400.00	₹ 14,400.00
1.21	Comprehensive AMC of High-Speed Scanner	32	no	₹ 2,500.00	₹ 80,000.00
1.22	Comprehensive AMC of Flatbed Scanner	47	no	₹ 350.00	₹ 16,450.00
1.23	Comprehensive AMC of Layer 2 Switch 8port	1	no	₹ 1,215.00	₹ 1,215.00
1.24	Comprehensive AMC of Layer 2 Switch 24port	16	no	₹ 5,878.00	₹ 94,046.00
1.25	Comprehensive AMC of Layer 2 Switch 48port	3	no	₹ 12,000.00	₹ 36,000.00
1.26	Comprehensive AMC of Layer 3 Switch	4	no	₹ 49,092.00	₹ 1,96,367.00
1.27	Comprehensive AMC of Display Screen 75"	2	no	₹ 29,068.00	₹ 58,135.00
1.28	Comprehensive AMC of Display Screen 49"	2	no	₹ 8,397.00	₹ 16,794.00
1.29	Comprehensive AMC of Projector	1	no	₹ 3,895.00	₹ 3,895.00
1.30	Comprehensive AMC of Speaker	6	no	₹ 1,723.00	₹ 10,339.00
1.31	Comprehensive AMC of Microphone	10	no	₹ 1,800.00	₹ 18,000.00
1.32	Comprehensive AMC of Amplifier	2	no	₹ 4,134.00	₹ 8,268.00
1.33	Comprehensive AMC of AEBAS Devices	15	no	₹ 3,359.00	₹ 50,380.00
1.34	Comprehensive AMC of Tablets	60	no	₹ 800.00	₹ 48,000.00
1.35	Comprehensive AMC of Server	1	no	₹ 8,613.00	₹ 8,613.00
1.36	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
1.37	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
2	Pakyong				
2.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 24,000.00	₹ 2,88,000.00
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 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 17,000.00	₹ 2,04,000.00
2.03	Comprehensive AMC of Desktop Computers	12	no	₹ 1,550.00	₹ 18,600.00
2.04	Comprehensive AMC of Laptop excluding laptop battery	3	no	₹ 1,800.00	₹ 5,400.00
2.05	Comprehensive AMC of UPS 1KVA excluding batteries	9	no	₹ 450.00	₹ 4,050.00
2.06	Comprehensive AMC of MFD A4 Mono	5	no	₹ 1,700.00	₹ 8,500.00
2.07	Comprehensive AMC of Layer 2 Switch 48port	1	no	₹ 12,000.00	₹ 12,000.00
2.08	Comprehensive AMC of AEBAS Devices	2	no	₹ 3,359.00	₹ 6,718.00
2.09	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
2.10	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
3	Gaya				

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3.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 24,000.00	₹ 2,88,000.00
3.02	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. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 17,000.00	₹ 2,04,000.00
3.03	Comprehensive AMC of Desktop Computers	36	no	₹ 1,550.00	₹ 55,800.00
3.04	Comprehensive AMC of Laptop excluding laptop battery	6	no	₹ 1,800.00	₹ 10,800.00
3.05	Comprehensive AMC of UPS <1KVA excluding batteries	57	no	₹ 450.00	₹ 25,650.00
3.06	Comprehensive AMC of UPS 1KVA excluding batteries	15	no	₹ 700.00	₹ 10,500.00
3.07	Comprehensive AMC of MFD A4 Mono	38	no	₹ 1,700.00	₹ 64,600.00
3.08	Comprehensive AMC of MFD A4 Colour	4	no	₹ 3,900.00	₹ 15,600.00
3.09	Comprehensive AMC of High-Speed Scanner	20	no	₹ 2,500.00	₹ 50,000.00
3.10	Comprehensive AMC of AEBAS Devices	10	no	₹ 3,359.00	₹ 33,587.00
3.11	Comprehensive AMC of Layer 2 Switch 24port	1	no	₹ 5,878.00	₹ 5,878.00
3.12	Comprehensive AMC of Layer 2 Switch 48port	1	no	₹ 12,000.00	₹ 12,000.00
3.13	Comprehensive AMC of Web Came	17	no	₹ 413.00	₹ 7,024.00
3.14	Comprehensive AMC of Projector	3	no	₹ 3,895.00	₹ 11,685.00
3.15	Comprehensive AMC of Speaker	5	no	₹ 1,723.00	₹ 8,616.00

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
3.16	Comprehensive AMC of Document Visualiser	1	no	₹ 1,938.00	₹ 1,938.00
3.17	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
3.18	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
4	Bagdogra				
4.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 26,500.00	₹ 3,18,000.00
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 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 20,300.00	₹ 2,43,600.00
4.03	Comprehensive AMC of Desktop Computers	20	no	₹ 1,550.00	₹ 31,000.00
4.04	Comprehensive AMC of Laptop excluding laptop battery	1	no	₹ 1,800.00	₹ 1,800.00
4.05	Comprehensive AMC of UPS <1KVA excluding batteries	8	no	₹ 450.00	₹ 3,600.00
4.06	Comprehensive AMC of UPS 1KVA excluding batteries	9	no	₹ 700.00	₹ 6,300.00
4.07	Comprehensive AMC of MFD A4 Mono	21	no	₹ 1,700.00	₹ 35,700.00
4.08	Comprehensive AMC of A3 Mono	1	no	₹ 11,400.00	₹ 11,400.00
4.09	Comprehensive AMC of High-Speed Scanner	8	no	₹ 2,500.00	₹ 20,000.00

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
4.10	Comprehensive AMC of Flatbed Scanner	1	no	₹ 350.00	₹ 350.00
4.11	Comprehensive AMC of AEBAS Devices	2	no	₹ 3,359.00	₹ 6,717.00
4.12	Comprehensive AMC of Projector	1	no	₹ 3,895.00	₹ 3,895.00
4.13	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
4.14	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
5	Coochbehar				
5.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 24,000.00	₹ 2,88,000.00
5.02	Comprehensive AMC of Desktop Computers	3	no	₹ 1,550.00	₹ 4,650.00
5.03	Comprehensive AMC of UPS <1KVA excluding batteries	2	no	₹ 450.00	₹ 900.00
5.04	Comprehensive AMC of UPS 1KVA excluding batteries	7	no	₹ 700.00	₹ 4,900.00
5.05	Comprehensive AMC of MFD A4 Mono	2	no	₹ 1,700.00	₹ 3,400.00
5.06	Comprehensive AMC of MFD A4 Colour	2	no	₹ 3,900.00	₹ 7,800.00
5.07	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
5.08	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
6	Ranchi				

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
6.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 26,500.00	₹ 3,18,000.00
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 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 20,300.00	₹ 2,43,600.00
6.03	Comprehensive AMC of Desktop Computers	44	no	₹ 1,550.00	₹ 68,200.00
6.04	Comprehensive AMC of Laptop excluding laptop battery	2	no	₹ 1,800.00	₹ 3,600.00
6.05	Comprehensive AMC of UPS 1KVA excluding batteries	42	no	₹ 700.00	₹ 29,400.00
6.06	Comprehensive AMC of MFD A4 Mono	16	no	₹ 1,700.00	₹ 27,200.00
6.07	Comprehensive AMC of MFD A4 Colour	1	no	₹ 3,900.00	₹ 3,900.00
6.08	Comprehensive AMC of High-Speed Scanner	2	no	₹ 2,500.00	₹ 5,000.00
6.09	Comprehensive AMC of Flat Bet Scanner	4	no	₹ 350.00	₹ 1,400.00
6.10	Comprehensive AMC of Layer 2 Switch 8port	5	no	₹ 1,214.00	₹ 6,070.00
6.11	Comprehensive AMC of Layer 2 Switch 24port	4	no	₹ 5,878.00	₹ 23,511.00
6.12	Comprehensive AMC of Layer 2 Switch 48port	8	no	₹ 12,000.00	₹ 96,000.00
6.13	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
6.14	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
7	Jharsuguda				
7.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 24,000.00	₹ 2,88,000.00
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 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 17,000.00	₹ 2,04,000.00
7.03	Comprehensive AMC of Desktop Computers	23	no	₹ 1,550.00	₹ 35,650.00
7.04	Comprehensive AMC of Laptop excluding laptop battery	1	no	₹ 1,800.00	₹ 1,800.00
7.05	Comprehensive AMC of UPS <1KVA excluding batteries	4	no	₹ 450.00	₹ 1,800.00
7.06	Comprehensive AMC of UPS 1KVA excluding batteries	41	no	₹ 700.00	₹ 28,700.00
7.07	Comprehensive AMC of Online UPS 2KVA	1	no	₹ 2,100.00	₹ 2,100.00
7.08	Comprehensive AMC of MFD A4 Mono	14	no	₹ 1,700.00	₹ 23,800.00
7.09	Comprehensive AMC of MFD A4 Colour	1	no	₹ 3,900.00	₹ 3,900.00
7.10	Comprehensive AMC of High-Speed Scanner	3	no	₹ 2,500.00	₹ 7,500.00
7.11	Comprehensive AMC of Flat Bet Scanner	1	no	₹ 350.00	₹ 350.00
7.12	Comprehensive AMC of Access Point	4	no	₹ 3,488.00	₹ 13,952.00
7.13	Comprehensive AMC of Layer 2 Switch 8 port	4	no	₹ 1,214.00	₹ 4,856.00
7.14	Comprehensive AMC of Layer 2 Switch 48 port	4	no	₹ 12,000.00	₹ 48,000.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
7.15	Comprehensive AMC of Layer 3 Switch	2	no	₹ 49,092.00	₹ 98,184.00
7.16	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
7.17	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
8	Port Blair				
8.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 26,500.00	₹ 3,18,000.00
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 1 no. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 20,300.00	₹ 2,43,600.00
8.03	Comprehensive AMC of Desktop Computers	38	no	₹ 1,550.00	₹ 58,900.00
8.04	Comprehensive AMC of Monitor	40	no	₹ 1,137.00	₹ 45,485.00
8.05	Comprehensive AMC of Laptop excluding laptop battery	1	no	₹ 1,800.00	₹ 1,800.00
8.06	Comprehensive AMC of UPS <1KVA excluding batteries	30	no	₹ 450.00	₹ 13,500.00
8.07	Comprehensive AMC of UPS 1KVA excluding batteries	5	no	₹ 700.00	₹ 3,500.00
8.08	Comprehensive AMC of MFD A4 Mono	28	no	₹ 1,700.00	₹ 47,600.00
8.09	Comprehensive AMC of MFD A4 Colour	3	no	₹ 3,900.00	₹ 11,700.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
8.10	Comprehensive AMC of High-Speed Scanner	3	no	₹ 2,500.00	₹ 7,500.00
8.11	Comprehensive AMC of Flat Bet Scanner	5	no	₹ 350.00	₹ 1,750.00
8.12	Comprehensive AMC of Layer 2 Switch upto 24port	3	no	₹ 6,329.00	₹ 18,987.00
8.13	Comprehensive AMC of Layer 2 Switch 28port	1	no	₹ 6,330.00	₹ 6,330.00
8.14	Comprehensive AMC of Projector	1	no	₹ 3,893.00	₹ 3,893.00
8.15	Comprehensive AMC of Microphone	2	no	₹ 1,800.00	₹ 3,600.00
8.16	Comprehensive AMC of Amplifier	1	no	₹ 4,134.00	₹ 4,134.00
8.17	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
8.18	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
9	Darbhanga				
9.01	Onsite Hardware Maintenance Engineer 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. High Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 24,000.00	₹ 2,88,000.00
9.02	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. Semi- Skilled manpower including relievers etc. as defined in NIT under Section - IV (Special Terms and Conditions of the Contract) Point#1 (Scope of Work)	12	Month	₹ 17,000.00	₹ 2,04,000.00
9.03	Comprehensive AMC of Desktop Computers	1	no	₹ 1,550.00	₹ 1,550.00
9.04	Comprehensive AMC of UPS <1KVA excluding batteries	2	no	₹ 450.00	₹ 900.00

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
9.05	Comprehensive AMC of UPS 1KVA excluding batteries	1	no	₹ 700.00	₹ 700.00
9.06	Comprehensive AMC of MFD A4 Mono	3	no	₹ 1,700.00	₹ 5,100.00
9.07	Comprehensive AMC of Layer 2 Switch 24port	3	no	₹ 5,877.00	₹ 17,631.00
9.08	Inventory Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
9.09	Complaint Management Software for Usage Only	1	Year	₹ 17,000.00	₹ 17,000.00
10	RHQ – ER and all ER Airports except Raipur, Bhubaneswar, Patna & Deoghar				
10.01	Supply of Laptop batteries (Li-ion or better) with minimum Working Hour Capacity 8 hours with 1-year Warranty	100	no	₹ 4,000.00	₹ 4,00,000.00
10.02	Supply of UPS batteries with 1-year warranty (7Ah, 12V)	1200	no	₹ 837.00	₹ 10,04,400.00
10.03	Supply of UPS batteries with 1-year warranty (9Ah, 12V)	30	no	₹ 1,700.00	₹ 51,000.00
10.04	Supply of UPS batteries with 1-year warranty (18Ah, 12V)	30	no	₹ 2,976.00	₹ 89,291.00
10.05	Supply of UPS batteries with 1-year warranty (26Ah, 12V)	100	no	₹ 3,705.00	₹ 3,70,500.00
10.06	Supply of Wired Keyboard and USB Mouse (3.0) Combo with at least 1-year OEM Warranty	20	no	₹ 997.00	₹ 19,940.00
10.07	Supply of Wireless keyboard & Mouse with compatible Alkaline batteries for both keyboard & Mouse. Both items should have minimum 1-year OEM Warranty.	10	no	₹ 1,326.00	₹ 13,260.00
10.08	Supply of Metal Pen drive 64GB USB 3.0 with minimum 1-year OEM Warranty.	40	no	₹ 551.00	₹ 22,040.00
10.09	Supply of Portable SSD 500GB with minimum 1-year OEM Warranty	10	no	₹ 5,000.00	₹ 50,000.00
10.10	Supply of Ultra-High-Speed HDMI Cable (2m)	10	no	₹ 932.00	₹ 9,320.00
10.11	Supply of Ultra-High-Speed HDMI Cable (5m)	10	no	₹ 1,800.00	₹ 18,000.00
10.12	Supply of Ultra-High-Speed HDMI Cable (10m)	5	no	₹ 3,500.00	₹ 17,500.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
10.13	Supply of 4GB RAM DDR 4 with minimum 1-year warranty	100	no	₹ 1,750.00	₹ 1,75,000.00
10.14	Laying of CAT6/CAT6A UTP/ Outdoor UTP/ Outdoor STP Cable through Channel/ Conduit/ Raceway/ Cable Tray/ HDPE Pipe/ GI Conduit / Wall etc. CAT 6/CAT6A UTP/Outdoor UTP/STP/ OFC cable should be laid through Conduit/ Channel / Raceway /Cable Tray/ HDPE Pipe/ GI Conduit of required size on the wall surface or/ through trench/raceway etc. as per site requirement. Proper clamping or fixing should be done for assuring stability & finishing, as required. Proper distance from electrical cable should be maintain to reduce electromagnetic interference. Proper marking/ferruling/Tagging if applicable should be done at both end of cable run.	6000	meter	₹ 18.00	₹ 1,08,300.00
10.15	Fixing, Termination, Testing and Commissioning of IO Box (Single Module) including Back box & Face plate with Marking. Proper fixing back box on wall/ furniture/ as per site requirement should be done. Termination of Information Outlet (dual/single) as per the IT standard should done. Proper marking/ferruling/Tagging if applicable should be done.	100	meter	₹ 26.00	₹ 2,565.00
10.16	Fixing, Termination, Testing and Commissioning of IO Box (Dual Module) including Back box & Face plate with Marking. Proper fixing back box on wall/ furniture/ as per site requirement should be done. Termination of Information Outlet (dual/single) as per the IT standard should done.	100	meter	₹ 27.00	₹ 2,660.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
	Proper marking/ferruling/Tagging if applicable should be done.				
10.17	Crimping and Testing of RJ45 Connector. Crimping of RJ45 connector should be done with professional tool kit.	500	meter	₹ 6.00	₹ 2,850.00
10.18	Laying of Outdoor/Indoor OFC Cable 12 Core SM through HDPE Pipe/ GI Conduit/Raceway/ Cable Tray etc.	3000	meter	₹ 18.00	₹ 54,000.00
10.19	Laying of Outdoor/Indoor OFC Cable 6 Core SM through HDPE Pipe/ GI Conduit/Raceway/ Cable Tray etc.	2000	meter	₹ 15.00	₹ 30,000.00
10.20	Fixing, Termination, Testing and Commissioning of Outdoor Enclosure for 12 Core OFC including Pigtail Connectors, Patch Cords, Splicing, Marking etc.	7	meter	₹ 2,672.00	₹ 18,706.00
10.21	Fixing, Termination, Testing and Commissioning of Outdoor Enclosure for 6 OFC including Pigtail Connectors, Patch Cords, Splicing, Marking etc.	3	meter	₹ 2,406.00	₹ 7,219.00
10.22	Laying of PVC/ Metal Flexible. Flexible shall be used in conduit bents / joints / rack end/ as per site requirement. Flexibles should be tightly fixed to the corresponding conduits in joints. No Gaps should be left between the joints.	100	meter	₹ 11.00	₹ 1,100.00
10.23	Laying of HDPE Pipe/ GI Conduit through Wall/ Raceway/ Cable Tray/ Existing Trench etc. Required size HDPE/GI conduit should be laid through the wall/ Raceway/ Cable Tray/ Existing Trench surface as per site requirement. Marking for identification with suitable material should be done. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability & finishing of laid Pipe/Conduit. Coupler as per site requirement should be used.	2500	meter	₹ 12.00	₹ 30,875.00



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10.24	Laying of HDPE Pipe/ GI Conduit through Soft Soil digging and back filling with sand & brick. Required size HDPE/GI conduit should be laid through soft soil. Coupler as per site requirement should be used to join the conduits. Digging of soft soil includes earth digging & back filling the trench with sand & bricks and finally compacting the trench with excavated soil. The depth of the trench from top of the surface shall be approx. 100 cm and minimum 20 cm width. Sand & bricks filling up to 80 cm from below & rest soil compacting (earth surface side).	1500	meter	₹ 200.00	₹ 2,99,250.00
10.25	Laying of HDPE Pipe/ GI Conduit through Hard Soil digging and back filling with sand & brick. Required size HDPE/GI conduit should be laid through the hard soil. Coupler as per site requirement should be used to join the conduits. Digging of hard soil includes earth digging & back filling the trench with sand & bricks and finally compacting the trench with excavated soil. The depth of the trench from top of the surface shall be approx. 100 cm and minimum 20 cm width. Sand & bricks filling up to 80 cm from below & rest soil compacting (earth surface side).	500	meter	₹ 379.00	₹ 1,89,525.00



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10.26	Laying of HDPE Pipe/ GI Conduit through Concrete cutting and back filling with sand & brick including restoration of Concrete. Required size HDPE/GI conduit should be laid inside the concrete. Coupler as per site requirement should be used to join the conduits. Laying through the concrete includes concrete cutting & back filling with sand & bricks and restoration with concrete the depth of the trench from top of the surface shall be approx. 30 cm and minimum 10 cm back filling with Sand & brick Final, restoration with concrete should be ensured.	300	meter	₹ 584.00	₹ 1,75,275.00
10.27	Laying of HDPE Pipe/ GI Conduit through Road cutting and back filling with sand & brick including restoration of Road. Required size HDPE/GI conduit should be laid inside the road. Laying through the Road includes road cutting either by making trench on the surface or by drilling across the roads. The road should be dig and refilled with sand & brick including restoration of Road. Or manual boring /drilled at suitable depth below the road & restoration with sand & bricks.	100	meter	₹ 674.00	₹ 67,400.00
10.28	Laying of HDPE Pipe/ GI Conduit through Micro-Tunnelling (HDD). Required size HDPE/GI conduit should be laid through micro tunnel. Tunnel hole should be in line with the respective conduit size. Micro tunnelling or HDD should be done at a depth of minimum 3 meter. Conduit joining should be done with proper Joint Kit/ coupler as per the industry standard. All kinds of gaps or leakages should be fixed.	100	meter	₹ 500.00	₹ 50,000.00

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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
10.29	Laying/ Fixing of PVC Channel/ Conduit/ Box Channel through Wall/ Raceway/ Cable Tray/ Existing Trench/ False Ceiling etc. Through Wall Required size PVC Channel/Conduit/ Box channel/Tray should be laid through the wall surface as per site requirement. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability & finishing of laid product. Required size of joint kit/Coupler should be used at joints & bending. Marking for identification with suitable material should be done. Through Raceway/ Cable Tray/ Existing Trench/ False Ceiling etc. Required size PVC Channel/Conduit/ Box channel/Tray should be laid on existing Raceway/ Cable Tray/ Existing Trench/ False ceiling etc as per site requirement. Proper clamping (metal/PVC) & fixing in suitable distance should be done for assuring stability & finishing of laid product. Marking for identification with suitable material should be done.	4000	meter	₹ 8.00	₹ 30,400.00
10.30	Laying & Fixing of Tray through Wall/Raceway/Trench/ Ceiling etc. Through Wall Required size PVC Channel/Conduit/ Box channel/Tray should be laid through the wall surface as per site requirement. Proper clamping (metal/PVC) & fixing at suitable distance should be done for assuring stability & finishing of laid product. Required size of joint kit/Coupler should be used at joints & bending.	100	meter	₹ 160.00	₹ 16,000.00



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Sl. No.	Items Description	Qty.	Unit	Unit Cost excluding GST	Total Cost excluding GST
	Marking for identification with suitable material should be done. Through Existing Trench/ False Ceiling etc. Required size PVC Channel/Conduit/ Box channel/Tray should be laid on Existing Trench/ False ceiling etc as per site requirement. Proper clamping (metal/PVC) & fixing in suitable distance should be done for assuring stability & finishing of laid product. Marking for identification with suitable material should be done.				
10.31	Supply, Fixing & Installation of Manhole Chambers along with Cover. Size: Min Depth 3 feet, Min. breadth 2 feet, Min. Width 2 feet. Thickness: Min. 50mm (+/-10%) Non-Corrosive Metal Cover should be provided. Cover should have a handle for lifting it. Shape: Preferable Square Fixing of Chamber along with digging of Soil/Soil cutting as per requirement, refilling with a layer of Sand/Brick/ combination of both, then a layer of Brick & over that a layer of PCC.	20	no	₹ 13,775.00	₹ 2,75,500.00
Total Cost					₹ 1,85,86,819.00

जीएसटी को छोड़कर कुल कार्य आदेश मूल्य ₹ 1,85,86,819.00 (एक करोड़ पचियाशी लाख छियासी हजार आठ सौ उन्नीस मात्र) है।

Total Work Order value is ₹ 1,85,86,819.00 (INR One crore eighty-five lakh eighty-six thousand eight hundred & Nineteen Only) excluding GST.

तपोब्रत गांगुली Tapabrata Ganguly

सं. महाप्रबंधक (आई-टी)/Jt. Gen. Mgr. (IT)
भा.वि.प्रा. (क्षेत्रीय मुख्यालय)/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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Annexure – II: List of Worksites

1. निम्नलिखित राज्य/संघ राज्य क्षेत्र इस निविदा के कार्यक्षेत्र के अंतर्गत होंगे:-

The following States / Union Territory shall be under the Scope of Worksites for this Tender: -

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

2. आपूर्ति/सेवाओं के लिए कार्यस्थलों में निम्न हवाई अड्डों/स्टेशनों तक शामिल होंगे, लेकिन सीमित नहीं होंगे:

Worksites for the Supply / Services shall include, but not limited, to the following below Airports / Stations:

क्रम संख्या/ Sl. No	राज्य/संघ राज्य क्षेत्र/ State/ Union Territory	क्षेत्र का वर्गीकरण/ Classification of Area	हवाई अड्डे / स्टेशन का नाम/ Airport / Station Name	कार्यस्थल/ Worksites
1	West Bengal	'A'	Kolkata	- NSCBI Airport, Kolkata - ATS Complex, NSCBI Airport - 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



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				GP/ LLZ
		'C'	Darbhanga	- Terminal Building - Admin/ Office Building
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
6	Andaman & Nicobar Islands	'B'	Port Blair	- Project Building - Terminal Building

3. अन्य स्टेशनों को कार्य स्थलों की उपरोक्त सूची में जोड़ा जा सकता है, लेकिन केवल राज्यों / केंद्र शासित प्रदेशों के तहत, जैसा कि ऊपर उल्लेख किया गया है, समय-समय पर इस अनुबंध की अवधि के भीतर विकास होता है।

Other stations may get added to the aforementioned list of worksites, but only under the states/ Union Territory as mentioned above, from time to time as development happens within the period of this contract.

4. आपूर्ति, सहायता और सेवाएं उपरोक्त वर्णित सभी हवाई अड्डों/ स्टेशनों के लिए लागू होंगी।

Supply, Support & Services shall be applicable for all the Airports/ Stations as mentioned above.



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Annexure – III: Schedule for Preventive Maintenance and Cleaning

क्रम संख्या/ S. No.	परिभाषा/ Definition	उपकरण / संपत्ति/ Equipment/ Asset	दौरा (महीनों में)/ 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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Airports Authority of India

सू.प्रा. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

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Annexure – IV: Details of Recovery Calculation

1. आईटी हार्डवेयर और अंतिम उपयोगकर्ता सहायता के लिए व्यापक एएमसी के लिए एसएलए का पालन करने में विफलता के लिए वसूली/ Recovery for Failure to abide by the SLA for Comprehensive AMC for IT Hardware & End User Support:

₹ 1,500.00 (पंद्रह सौ मात्र) प्रत्येक व्यावसायिक दिन या उसके भाग के लिए, संकल्प समय के बाद।

₹ 1,500.00 (Rupees One Thousand Five Hundred Only) for each Business Day or part thereof, beyond the Resolution Time.

2. सूची प्रबंधन प्रणाली और शिकायत प्रबंधन प्रणाली के प्रावधान के लिए एसएलए एसएलए का पालन करने में विफलता के लिए वसूली/ Recovery for Failure to abide by the SLA SLA for Provision of Inventory Management System & Complaint Management System:

वस्तु/ Item	वसूली गणना/ 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.

3. वाहन के प्रावधान के लिए एसएलए का पालन करने में विफलता के लिए वसूली/ Recovery for Failure to abide by the SLA for Provision of Vehicle:

₹ 2,000.00 (रुपये दो हजार मात्र) प्रत्येक व्यावसायिक दिवस या उसके भाग के लिए। इसके अतिरिक्त, बिना प्रतिस्थापन के वाहन का प्रावधान न करने के लिए महीने में कार्य दिवसों की संख्या के आधार पर बिलिंग को आनुपातिक आधार पर कम किया जाना चाहिए।

₹ 2,000.00 (Rupees Two Thousand Only) for each Business Day or part thereof. Additionally, billing must be reduced on pro rata basis based on the number of working days in the month for non-provisioning of vehicle without replacement.

4. आईटी उपभोज्य वस्तुओं की आपूर्ति के लिए एसएलए का पालन करने में विफलता के लिए वसूली/ Recovery for Failure to abide by the SLA for Supply of IT Consumables Items

₹100.00 (रुपये एक सौ मात्र) प्रत्येक कार्य दिवस या उसके भाग के लिए।

₹100.00 (Rupees One Hundred Only) for each Business Day or part thereof.



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5. आईटी सेवा मदों जैसे बिछाने, समाप्ति आदि के प्रावधान के लिए एसएलए का पालन करने में विफलता के लिए वसूली/ Recovery for Failure to abide by the SLA for Provision of IT Service Items like laying, Termination etc

₹ 500.00 (पांच सौ रुपये मात्र) प्रत्येक कार्य दिवस या उसके भाग के लिए।

₹ 500.00 (Rupees Five Hundred Only) for each Business Day or part thereof.

6. निवारक रखरखाव और सफाई करने में विफलता के लिए वसूली/ Recovery for Failure to Perform Preventive Maintenance and Cleaning:

तिमाही एएमसी लागत का 5%/ 5% of the Quarterly AMC Cost.

7. आईटी उपकरण के लिफ्ट और शिफ्ट के लिए वाहन प्रदान करने में विफलता के लिए वसूली/ Recovery for Failure to provide Conveyance for Lift and Shift of IT Equipment:

प्रत्येक कार्य दिवस या उसके भाग के लिए ₹ 500.00 (पांच सौ रुपये मात्र) जिसके लिए वाहन उपलब्ध नहीं कराया गया है।

₹ 500.00 (Rupees Five Hundred Only) for each Business Day or part thereof for which conveyance is not provided.

8. स्थानापन्न के बिना जनशक्ति की अनुपस्थिति के लिए वसूली/ Recovery for Absence of Manpower without Substitute:

Sl. No.	Type of Manpower	Skill Category	Recovery Amount
1	Hardware Maintenance Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
2	Application Support Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
3	Network Support Engineer	Highly Skilled	₹ 800.00 (Rupees Eight Hundred Only) per person per day
4	Call Coordinator	Clerical	₹ 700.00 (Rupees Seven Hundred Only) per person per day
5	Helper/ Attendant	Semi -Skilled	₹ 600.00 (Rupees Six Hundred Only) per person per day

इसके अतिरिक्त, अनुपस्थित जनशक्ति के प्रतिस्थापन के प्रावधान के लिए महीने में कार्य दिवसों की संख्या के आधार पर बिलिंग को आनुपातिक आधार पर कम किया जाना चाहिए।

Additionally, billing must be reduced on pro rata basis based on the number of working days in the month for the non-provisioning of replacement for absent manpower.



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9. तैनात जनशक्ति के लिए मोबाइल कनेक्शन उपलब्ध नहीं कराने के लिए वसूली/ Recovery for not providing Mobile Connections for the deployed Manpower:

₹ 200.00 (दो सौ रुपये मात्र) प्रति व्यक्ति प्रत्येक कार्य दिवस या उसके भाग के लिए।

₹ 200.00 (Rupees Two Hundred) per person for each Business Day or part thereof.

10. सुरक्षित क्षेत्रों में तैनात जनशक्ति/वाहन के प्रभावी उपयोग के लिए नागरिक उड्डयन सुरक्षा ब्यूरो (बीसीएस) द्वारा आवश्यक एयरपोर्ट एंट्री पास (एईपी), एयरसाइड ड्राइविंग परमिट (एडीपी), वाहन प्रवेश परमिट और अन्य आवश्यक मंजूरी प्रदान नहीं करने के लिए वसूली/ Recovery for not providing Airport Entry Pass (AEP), Airside Driving Permit (ADP), Vehicle Entry Permit & other necessary clearances as required by Bureau of Civil Aviation Security (BCAS) for effective utilization of the deployed manpower / Vehicle in secured Areas

₹ 100.00 (एक सौ रुपये मात्र) प्रति व्यक्ति / वाहन प्रत्येक व्यावसायिक दिन या उसके भाग के लिए जिसके लिए एईपी / एडीपी / वाहन प्रवेश परमिट प्रदान नहीं किया जाता है।

₹ 100.00 (Rupees One Hundred) per person/ Vehicle for each Business Day or part thereof for which AEP / ADP/ Vehicle Entry permit is not provided.

11. तैनात जनशक्ति के लिए डिजिटल/इलेक्ट्रॉनिक उपस्थिति ट्रैकिंग प्रणाली प्रदान नहीं करने के लिए वसूली/ Recovery for not providing Digital/ Electronic attendance tracking system for the deployed manpower

₹ 100.00 (एक सौ रुपये मात्र) प्रति व्यक्ति प्रत्येक व्यावसायिक दिन या उसके भाग के लिए।

₹ 100.00 (Rupees One Hundred) per person for each Business Day or part thereof.

12. कुल वसूली राशि की कैपिंग/ Capping of Total Recovery Amount

- a. किसी विशेष तिमाही के लिए कुल वसूली तिमाही बिल राशि के अधिकतम 10% तक सीमित होगी। इसे स्टेशनवार तरीके से निपटाया जाएगा।

Overall recoveries for a particular quarter shall be capped to a maximum of 10% of the Quarterly Billed Amount. This shall be dealt in a station wise manner.

- b. यदि त्रैमासिक बिल राशि के 10% की वसूली दो तिमाहियों में लगातार होती है, तो स्थिति को चूक की स्थिति के रूप में माना जाएगा और तदनुसार स्टेशनवार तरीके से निपटा जाएगा।

If the recovery of 10% of the quarterly billed amount occurs consecutively in two quarters, the situation shall be treated as a situation of default and shall be dealt accordingly in a station wise manner.



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IT Division, RHQ (ER), Kolkata

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Annexure – V: 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



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सू.प्रौ. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

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Annexure – VI: Proforma for GST Declaration for previous RA bills

(on the letterhead of the vendor)

Name of the vendor: -

GSTIN of the vendor: -

Invoice No. & Date: -

Place of Supply: -

AAI GSTIN mentioned in the Invoice: -

CGST/ SGST/IGST Amount: -

Month & Date of GSTR1 return filed of the above invoice: -

Copies of GSRR1 / IFF and screen shot of Invoice uploaded on GST Portal: -

Frequency of Return _____ [Month / Quarterly (QRMP)]

In this connection, I/We hereby agree and undertake to furnish you proof of GST payment and Tax Invoice details in GSTR-1 / IFF, as applicable, at the time of submission of subsequent bill. Further I/We hereby declare that we shall file GSTR 3B return related to the above-mentioned invoices within the timelines prescribed in the GST law and I / We (vendor) shall keep AAI indemnified of such GST, if the same is not reflected in GSTR-2B of AAI GSTIN.

Signature of the Vendor with Rubber Stamp



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

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

Agreement No. AAI/ER/IT/CONTRACT/2022-23/04

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 Joint 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 AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar** (hereinafter called “WORK”) and whereas _____; has submitted vide their offer in 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.



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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:

1. Tender Ref. No. _____
2. Tender ID No. _____
3. Pre-Qualification and Technical Bid of _____ received through CPP tender Portal and opened on _____.
4. Financial Bid of _____ received through CPP 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



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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.

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.



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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. 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.



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WITNESS

1.

2.

Owner's Signature:

Printed Name: _____

Designation: _____

Company Stamp:

Contractor's Name: _____

Printed Name:

Designation:

Company's Stamp:



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भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

सू.प्रौ. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

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

(To be submitted by L1 agency)

To
The Joint 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 the Work: Extension and Establishment of IT infrastructure for upcoming ATC Tower cum Technical Block at Gaya Airport

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_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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Airports Authority of India

सू.प्रौ. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

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Annexure – IX: 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 Joint 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

Tender Reference No: AAI/ER/IT/NIT/2022-23/01

Tender ID: 2022_AAI_114032_1

Name of Work: Comprehensive AMC of IT Infrastructure and associated IT Support Services for RHQ – ER & ER Airports except Raipur, Bhubaneshwar, Patna & Deoghar

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 ----- (3 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



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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 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 – X: 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.

Table A: Incident Level & Resolution SLA for Comprehensive AMC for IT Hardware & End User Support

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 5. Network Equipment such as Core Switch & Major Distribution Switches (Hubs) 6. UPS used for Network Equipment, Training & Conference Room.	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.



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Severity Level	Definition	Maximum Primary Response Time	Resolution Time (Restore or Work-Around)	Remarks
Level 2 - High	1. Incidents, whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. 2. Replacement of RAM, CPU, Keyboard, Mouse, Monitor 3. Installation of operating System and switch (if applicable) 4. AEBAS devices 5. Edge Switches catering to specific areas.	1 Hour	Within two Business Days	
Level 3 - Medium	1. Systems assigned to regular users 2. Printers, Scanners, Multifunction devices (MFD) 3. UPS used for regular users. 4. 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. All other System/ Components not covered under Level 1, 2 and 3	3 Hours	Within one week	

Table B: SLA for Provision of Inventory Management System & Complaint Management System

Sl. No	Item Description / Particular	Start Date & Time	Remarks
1	Deployment of Inventory Management System with serviceability of 24 * 7 Hours	Commencement of the Contract	
2	Deployment of Inventory Management System with necessary customization as per the scope of the Work defined with serviceability of 24 * 7 Hours	Within 30 days from the date of commencement of the Contract	
3	Deployment of Complaint Management System with serviceability of 24 * 7 Hours	Commencement of the Contract	
4	Deployment of Complaint Management System with necessary customization as per the scope of the Work defined with serviceability of 24 * 7 Hours	Within 30 days from the date of commencement of the Contract	
5	Upload of all Asset information along with detailed Asset parameters, User Information & other related details in the deployment / provided Inventory Management System	Within 15 days from the date of commencement of the Contract	



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6	Raising of Ticket/ Complaints in the Complaint Management System	Commencement of the Contract	
7	Provision of Usage rights of the deployed Inventory & Complaint Management System	Commencement of the Contract	

Table C: SLA for Provision of Vehicle

Sl. No	Item Description / Particular	Start Date & Time	Remarks
1	Deployment of Vehicle & driver as per the scope of the contract with necessary permits	Commencement of the Contract	
2	In case of breakdown, replacement of vehicle with suitable replacement.	Within 2 hours of the report of incident.	

Table D: SLA for Supply of IT Consumables Items

Sl. No	Item Description / Particular	Time Schedule	Remarks
1	Delivery of UPS Batteries	Within 14 days of written communication from AAI.	
2	Delivery of Other Items within the scope of Contract	Within 21 days of written communication from AAI.	

Table E: SLA for Provision of Service Items like laying, Termination etc.

Sl. No	Item Description / Particular	Time Schedule	Remarks
1	Execution of all Service Items related to UTP Cables like laying, fixing, Termination, testing & commissioning of IO Box, Crimping of RJ45, laying of required conduit / flexible/ HDPE pipe through Channel/ Raceway/ Cable Tray / HDPE Pipe/ GI Conduit /Existing Trench/ Wall etc.	Within 2 days of written communication from AAI or as agreed by the Site Incharge / Project Manager, whichever is higher	
2	Execution of Service Items related to OFC Cable like laying of OFC Cables, fixing, termination, testing & Commissioning of Outdoor Enclosures, laying of required HDPE Pipe through Wall/ Raceway/ Cable Tray / Existing Trench etc.	Within 7 days of written communication from AAI or as agreed by the Site Incharge / Project	



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		Manager, whichever is higher	
3	Execution of Service Items related to OFC Cable like laying of HDPE pipe/ GI Conduit required for OFC Cable through Soft soil digging & Back filling / Hard soil digging & back filling / Concrete cutting & back filling/ Road cutting & back filling/ Micro- Tunnelling (HDD) & subsequent laying of OFC Cables.	Within 30 days of written communication from AAI or as agreed by the Site Incharge / Project Manager, whichever is higher	

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 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:



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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:

- Delivery Manager or Director
- Project Manager
- 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

Place: _____

Place: _____

Date: _____

Date: _____

Name: _____

Name: _____

Title: _____

Title: _____

Office Seal: _____

Office Seal: _____



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

सू.प्री. विभाग, क्षेत्रीय मुख्यालय (पूर्वी क्षेत्र), कोलकाता

IT Division, RHQ (ER), Kolkata

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Annexure – XI Proforma for Transmission of Bank Guarantee Cover Message <to be submitted by contractor to BG issuing bank>

Date: _____

The Manager,
(Bank),
(Branch)

Sub: Inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC – ICIC0000007).

Dear Sir/Ma'am,

I/We, _____, request you to include unique identifier AAIRHQER in field 7037 of the SFMS cover messages IFN COV 760 (for BG issuance) and IFN COV 767 (for BG amendment) while transmitting the same to the beneficiary bank (ICICI Bank-IFSC- ICIC0000007).

Thanking You,

(Vendor/Customer/Concessionaire)

Signature Not Verified

Digitally signed by ROHIT CHAUDHARY
Date: 2022.07.19 19:16:38 +05'30
Location: eProcurement System for Central PSUs