

## Airports Authority of India

Tender ID: [2021\_AAI\_99946\_1]

### NOTICE INVITING E- BID (NIEB)

**Introduction:** Airports Authority of India hereby invites, through this Request for Proposal (“**RFP**”), the interested Bidders to provide passenger processing systems viz Common Use Passenger Processing System (CUPPS), Common Use Self Service (CUSS) kiosk and Baggage Reconciliation System (BRS) at AAI managed Airports i.e. the Project as set forth in detail in this RFP and Schedule I hereto.

**I.** E-Bid is hereby invited for the “Selection of Service Provider for the provision of passenger processing system (CUPPS, CUSS and BRS) at AAI managed Airports”:

Name of the Project	Concession Period	Bid Security	Tender Fee
Selection of Service Provider for Provision of Passenger Processing System (CUPPS, CUSS AND BRS) at AAI Managed Airports	7 (seven) years from the COD	INR 37,000,000 /- (Rupees Three Crore and Seventy Lakhs only)	INR. 500,000 (INR Five Lakhs only) plus GST and applicable taxes (if any)

Indicative list of Airports for the Project and estimated numbers of passenger processing system Equipment has been set out in Scheduled II of the RFP. Bidders to note that the Authority may, at its sole discretion, modify the list of the Airports and number of Equipment as set out in this Schedule II based on the actual requirement during the Concession Period.

Note:

- The Final Service Fee pursuant to Clause 3.8 of the RFP shall be the sole parameter for selection of Selected Bidder.

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- b) The Final Service Fee pursuant to Clause 3.8 of the RFP shall be fixed for the Concession Period in accordance with the terms and conditions set out in the draft Concession Agreement.
- c) The floor space required for passenger processing systems will be provided by the Authority at no cost to the Selected Bidder, except for working/communication room (if any) required for the successful functioning of the Services which shall be charged as per the applicable space rents<sup>1</sup>. The Selected Bidder shall enter into separate agreement with the Authority for space allocation. Details of the applicable space rates and subsequent escalation of the rates are detailed out in the Schedule IV.
- d) Further, the Selected Bidder shall pay for the consumption of electricity and any other utility used for the purpose of working/communication room except CUPPS/CUSS/BRS working locations as becomes due and payable and in accordance with the terms and conditions set forth in the Concession Agreement and the directions of the Authority, if any. The charges for these utilities will be paid in accordance with the rates as fixed by the Authority from time to time.
- e) The Selected Bidder shall pay all applicable Government Taxes including GST presently at the rate of 18% (eighteen percent) or at the rates declared by Government of India or State Government from time to time.

**II.** Concession Period: 7 (seven) years with effect from COD.

**III.** The prospective Bidders are requested to go through the Bid conditions and visit the Airports to assess the feasibility of business / undergo proper diligence study and thereafter may submit the Bid.

**IV.** The prospective Bidders are required not to give any conditional bid and adhere to the terms and conditions indicated in the Bid documents provided by AAI. Conditional Bids would be summarily rejected.

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<sup>1</sup> Space for working room shall be provided to the Selected Bidder based on space availability at the respective Airports.

**V.** The following are the broad timelines to be followed:

<b>Particulars</b>	<b>Timelines</b>
Issuance of LOIA	To be intimated separately
Formation of SPV (as applicable)	30 (thirty) days from issuance of LOIA
Submission of Performance Securities*	45 (forty-five) days from issuance of LOIA
Security clearance	120 (one hundred and twenty) days from issuance of LOIA
Issuance of LOA	LOIA will be deemed to be LOA after obtaining security clearance
Signing of Concession Agreement	15 (fifteen) days from issuance of LOA
Signing of Asset Purchase Agreement	15 (fifteen) days from issuance of LOA
Commercial Operation Date	240 (two hundred and forty) days from issuance of LOIA

\* On the request of SP, the Authority in its sole discretion with justified reason for extension, may provide one-time extension of additional 45 days to the SP to submit the Performance Security.

Non-adherence of above timeline by the Selected Bidder will result in cancellation of LOIA/LOA/ Concession Agreement at sole discretion of the Authority unless extended by the Authority, failing which the Authority shall have the right to forfeit the Bid Security.

**VI. Handing Over of Site:**

- a) Site will be handed over on an "*as is where is basis*" to the Selected Bidder upon fulfillment of conditions of award within the stipulated time as described in aforementioned Clause V and the Concession Agreement.
- b) If the Service Provider fails to complete the conditions of award which are prerequisite for handing over of site, actual handing over of sites shall only be done after completion of all conditions of award in accordance to the Concession Agreement.

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## **E-TENDERING GUIDELINES TO THE BIDDERS**

E-Tendering participation requirements: Interested Bidders willing to participate through e-tendering process are required to register themselves in the GOI Central Public Procurement Portal [www.etenders.gov.in](http://www.etenders.gov.in)

For special Instructions to the Bidders for the e-submission of the bids online through e-Procurement Portal follow hyperlink given below:

<https://etenders.gov.in/eprocure/app?page=HelpForContractors&service=page>

Bidders manual kit available for download at the hyperlink given below:

<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

For any technical assistance with regard to the functioning of the portal, the Bidders may contact the Help desk according to escalation matrix given below:

### **CPPP under GePNIC, Help Desk Services**

- 1. For any technical related queries, please call the Helpdesk at 24 x 7 Help Desk Numbers: 0120-4200462, 0120-4001002**

**Note** Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender(s) published, kindly contact the respective Tender Inviting Authority.

Tel : 0120-4200462, 0120-4001002  
Mobile : 91 8826246593  
E-Mail : [support-eproc@nic.in](mailto:support-eproc@nic.in)

- 2. For any Policy related matter / clarifications, please contact Department of Expenditure, Ministry of Finance.**

E-Mail: [cphp-doe@nic.in](mailto:cphp-doe@nic.in)

- 3. For any Issues / Clarifications relating to the publishing and submission of AAI tender(s)**

a. In order to facilitate the vendors / Bidders as well as internal users from AAI, Helpdesk services have been launched between 0800-2000 hours for the CPPP under GePNIC <https://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist Users on issues related to the use of Central Public Procurement Portal (CPPP).

- b. Before submitting queries, Bidders are requested to follow the instructions given in “**Guidelines to Bidders**” and get their computer system configured according to the recommended settings as specified in the portal at “**System Settings for CPPP**”.

**4. In case of any issues faced, the escalation matrix is as mentioned below:**

<b>S. No.</b>	<b>Support Persons</b>	<b>Escalation Matrix</b>	<b>E-mail Address</b>	<b>Help Desk Number</b>	<b>Timings</b>
1.	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950, Ext-3512	0800-2000 Hrs. (MON - SAT)
2.	Sanjeev Kumar, Sr.Mgr. (IT)	After hours Issue	4 of <a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a> or <a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	011-24632950, Ext-3505	0930-1800 Hrs. (MON-FRI)
3.	Sh. Sandeep Aggarwal Jt. GM (Ops)	After hours	12 <a href="mailto:sandeep01@aai.aero">sandeep01@aai.aero</a>	011-24632950 Ext- 3099	0930-1800 Hrs. (MON-FRI)
4.	Sh. Dharmendra Kumar Jt. GM (IT)	After hours	12 <a href="mailto:dkumar@aai.aero">dkumar@aai.aero</a>	011-246329344	0930-1800 Hrs. (MON-FRI)
5.	General Manager (IT)	After days	03 <a href="mailto:gmitchq@aai.aero">gmitchq@aai.aero</a>	011-24657900	0930-1800 Hrs. (MON-FRI)

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5.	CHQ Officer	Nodal	After days	03	edopsaai@aai.aero	011- 24658053	0930- 1800 Hrs. (MON- FRI)
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**\* The Helpdesk Services shall remain closed on government notified gazetted holidays. During lockdown for any technical help related to CPP Portal (e-Tender) call on number 99993 11382 (Devesh Sharma), 89202 16776 (Ajay Kumar), 9509654564 (Aman Kumar), 7837389152 (Manish Kumar), 9821529088 (Shashank Verma) or send the mail on [eprochelp@aai.aero](mailto:eprochelp@aai.aero)**

1. The above-mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal.
2. For queries related to the tenders published on the portal, Bidders are advised to contact Bid Manager as mentioned in point 3 of above escalation matrix.

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## **AIRPORTS AUTHORITY OF INDIA**

### **1. INTRODUCTION**

#### **1.1 Background**

1.1.1 Airports Authority of India ("**Authority**" or "**AAI**"), established under Airports Authority of India Act, 1994, is a category-I *mini-ratna* public sector enterprise. The Authority is mandated under the Airports Authority of India Act, 1994 to, *inter alia*, manage the Airports, civil enclaves and the aeronautical communication stations efficiently (other than airports and airfields belonging to, or subject to the Control of, any Armed Force of the Union). The Authority, in its persistent efforts to provide world-class infrastructure and services to stakeholders, has been endeavoring to excel amongst its global peers by undertaking various initiatives.

As one of the initiatives, the Authority envisages to build a future ready ecosystem to enhance passenger processing experience, agile IT infrastructure and improve operational efficiency at AAI managed Airports. To enable this, the Authority has decided to undertake global competitive Bidding Process for the Selection of Service Provider for Provision of Passenger Processing System (CUPPS, CUSS AND BRS) at AAI Managed Airports (the "**Project**") in accordance with the procedure set out herein for selecting an entity for the implementation of the Project.

1.1.2 The Authority intends to qualify and short-list eligible Bidders (the "**Qualified Bidders**") who have the Technical and Financial Capacity as specified in Clause 2.2.2 and Clause 3.2. The Financial Bid of only the Qualified Bidders will be opened for evaluation in accordance with this RFP. The Selected Bidder shall incorporate a special purpose vehicle (SPV) under the (Indian) Companies Act, 2013 (the "**Service Provider**") or undertakes to incorporate as such within 30 (thirty) days of the issuance of the LOIA for implementing the Project, as applicable, as per the provision of clause 3.4 of the RFP. The Service Provider shall be responsible for implementing the Project in accordance with the agreement to be entered between the Service Provider and Authority (the "**Concession Agreement**") in the form provided as part of the Bidding Documents pursuant hereto.

1.1.3 The Authority presently owns some of the passenger processing systems deployed at its Airports. Details of such equipment (type, number, name of the Airport) has been provided in Schedule III ("**AAI Equipment**"). The Selected Bidder shall be required to purchase these Equipment on 'as is' basis from AAI in accordance with the terms and conditions set out in the Asset Purchase Agreement by paying an amount as mentioned in Schedule III.

1.1.4 The Authority shall grant and authorise the Service Provider to supply, install, test, commission, maintain and provide end to end support services for the provision of

passenger processing systems namely CUPPS, CUSS and BRS at AAI managed Airports as set out in Schedule II of the RFP in accordance with the provisions of the Concession Agreement. For the avoidance of doubt, the Service Provider shall be only entitled to the Final Service Fee in accordance with the terms and conditions set out in the Concession Agreement.

- 1.1.5 The Authority intends to invite proposal from suitable Bidders to select an entity for awarding the Project, through a global competitive Bidding Process in accordance with the procedure set out herein

This RFP broadly includes the following details:

- (a) Bidding Process/Technical Capacity and Financial Capacity;
- (b) Documents required for RFP; Financial Bid; and
- (c) Evaluation process.

#### **1.1.6 NON-EXCLUSIVITY**

The grant of the Project to the Selected Bidder shall be on a non-exclusive basis, to provide Services at the Airports as set out in Schedule I and draft Concession Agreement. The Bidders agree and acknowledge that at any time during the Concession Period, the Authority may enter into separate agreements with any other party for providing additional passenger processing systems at any of the Airports. It is understood and agreed that nothing in this RFP or the draft Concession Agreement is to be construed to grant or authorize the granting of an exclusive right to the Service Provider.

The Selected Bidder shall be required, *inter alia*, to provide the Services at the Airports as mentioned in Schedule I in accordance with the technical specifications and service level standards as detailed in the Concession Agreement.

- 1.1.7 The Authority will provide the existing infrastructure on an "*as is where is*" basis to the Selected Bidder. The Authority cannot guarantee that all space requirements of the Selected Bidder can be accommodated at the Airports.
- 1.1.8 The statements and explanations contained in this RFP are intended to provide a better understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of Services and obligations of the Service Provider set forth in the draft Concession



Agreement or the Authority's rights to amend, alter, change, supplement or clarify the scope of Services, the Project to be awarded pursuant to this RFP or the terms thereof or contained herein. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Authority. The Authority shall receive Bids pursuant to this RFP in accordance with the terms set forth herein as modified, altered, amended and clarified from time to time by the Authority (collectively the "**Bidding Documents**"), and all Bids shall be prepared and submitted in accordance with such terms on or before the date specified in Clause 1.6.1 for submission of Bids ("**Bid Due Date**").

## **1.2 Airport Background**

- 1.2.1 Bidders should note that the requirements as set-out in this RFP are not exhaustive and the Bidders shall be required to do a detailed study, analysis and assessment and provide a detailed solution so as to ensure all requirements and qualities catering to the business, technical, support and operations requirements that passenger processing system should cater to, are met.
- 1.2.2 The details for each Airport are available at the website of AAI and also in the Schedules to this RFP. The Bidder may procure the details for the same at its own costs and risks. The Bidders are also encouraged to visit the Airports and familiarize themselves with the Project. Bidder shall make a formal request in writing to the Authority, seeking permission for visiting the Airports at least 5 (five) days prior to the day on which the Bidder intends to undertake such visit. Upon receipt of a Bidder's aforesaid request, the Authority may, in its sole discretion and subject to fulfillment of the requisite protocols, allot a specific date and time-slot to the Bidder in this regard.

## **1.3 Brief description of Bidding Process**

- 1.3.1 The Authority has adopted a single stage electronic Bidding Process for selection of the Selected Bidder for award of the Project, comprising of Technical Capacity and Financial Capacity (collectively referred to as the "**Bidding Process**"), to be submitted in accordance with Clause 3.1.
- 1.3.2 The Bidders are being called upon to submit their Technical Capacity and Financial Capacity details ("**Technical Bid**") and Financial quote in the format specified on the CPPP ("**Financial Bid**"). (Technical Bid and Financial Bid shall collectively referred as "**Bid**") in accordance with the terms specified in this RFP and other documents provided by the Authority.
- 1.3.3 Upon completion of evaluation of Financial Bids, the Qualified Bidders will finally be ranked in ascending order and subject to Clause 3.8 (Electronic Reverse

Bidding, MSME and Local Bidder). Upon completion of the Reverse Bidding Process, the provisions as set out in the 'Make in India' and MSME policy shall be referred to as set out in Clause 3.8.11 and 3.8.12 for shortlisting the Selected Bidder.

#### **1.3.4 Tender Fee**

The Bidder shall pay a non-refundable fee of INR 500,000/- (Rupees Five Lakhs only) plus GST and applicable taxes (if any) ("**Tender Fee**") against the Bidding Documents. The Tender Fee is to be submitted online through payment gateway on CPP Portal.

- (i) The Bidders shall ensure that the net credit in the Authority's account shall be for an amount equal to the Tender Fee plus GST and applicable taxes (if any). Any applicable bank charges shall be borne by the Bidder.
- (ii) The Authority shall not be responsible or liable for any delay in the credit of such payment made by the Bidder. Bid without payment of Tender Fee will not be accepted.

1.3.5 The Bid shall be valid for a period of not less than 180 (one hundred eighty) days from the Bid Due Date ("**Bid Validity Period**").

1.3.6 The Bidder is required to deposit, along with its Bid, a Bid Security for an amount of INR 37,000,000 /- (Rupees Three Crore and Seventy Lakhs only) ("**Bid Security**"), refundable no later than 60 (sixty) days from the Bid Due Date, except in the case of the Selected Bidder whose Bid Security shall be retained until such Selected Bidder has furnished Performance Securities under the Concession Agreement. Below are the options for Bidders to furnish Bid Security:

- a) Bidders can deposit Bid Security amount either online through payment gateway on CPP Portal. In this case, refund of Bid Security as per terms and conditions of the RFP shall be sent to the respective source account from where Bid security was received.

Or

- b) Bidders can furnish Bid Security through submitting a bank guarantee acceptable to the Authority in the format specified in **Appendix X**. Bidders shall upload the copy of bank guarantee on the CPP portal as per terms and conditions of the RFP.

The validity period of bank guarantee shall not be less than 180 (one hundred eighty) days from the Bid Due Date, which may be extended as mutually agreed in writing between the Authority and the Bidder from time to time. Bid shall be summarily rejected if it is not accompanied by the Bid

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Security.

Further, Bidder will have to comply with the requirement as provided in **Appendix XIX**.

- 1.3.7 In the event the Bid Security is submitted in the form of a bank guarantee, the "original" of such bank guarantee is to be submitted in an envelope in the office of Executive Director (Operations), AAI at the address given in Clause 2.10.4, within 5 (five) working days after the Bid Due Date. In the event, the Bid Security is not submitted by a Bidder as mentioned above, then Bid of such Bidder(s) shall be rejected considering it as non-responsive and their Technical Bid shall not be opened and if opened then it will NOT be evaluated. The Bidder should submit the copy of bank guarantee on the Central Public Procurement Portal at <https://etenders.gov.in/eprocure/app> ("CPPP").

For the avoidance of doubt, it is clarified that if a Bidder uploads a copy of bank guarantee in the CPP Portal, however, fails to submit the original bank guarantee or *vice versa*, the Bid of such Bidder shall be summarily rejected.

- 1.3.8 Bid Security and Tender Fee in the form of cash or any other form except as provided for in this RFP, shall not be accepted.
- 1.3.9 The Bidders are instructed to examine the Project in greater detail, and to carry out, at their cost, such studies as may be required for submitting their respective Bids for award of the Project.
- 1.3.10 The Selected Bidder shall deposit with the Authority, the Performance Securities in the form and manner specified in the Concession Agreement ("**Performance Securities**"). The Performance Securities shall be provided as a security for the performance of the Selected Bidder's obligations under the Concession Agreement and may be enforced by the Authority in the manner as more particularly set out under the Concession Agreement.
- 1.3.11 Any queries or request for additional information concerning this RFP shall be submitted through CPPP only (<http://etenders.gov.in/eprocure/app>). Any correspondence through E-MAIL or BY POST shall be summarily rejected and will not be accepted for any reasons, whatsoever.

#### **1.4 MSME policy**

- 1.4.1 Micro and Small Enterprises ("**MSEs**") registered as per Ministry of Micro, Small and Medium Enterprises as per MSME Act, 2006 and as per Public Procurement Policy for MSEs-Order 2012 ("**MSME Policy**"), amendment PP-7(4)/2007 dated

November 14, 2018 and other revisions/amendments for goods produced and services rendered shall be issued Bidding Documents free of cost and shall be exempted from paying Bid Security. In addition to above, Selected Bidder needs to abide by the Public procurement policy as mentioned above with respect to procurement of equipment.

Note:

- (a) The benefit as above to MSEs shall be available only for goods/services produced and provided by MSEs for which they are registered.
- (b) MSEs seeking exemption and benefits should enclose an attested/self-certified copy of valid Registration Certificate, giving details of such validity, goods/services etc. with their Technical Bid, failing which they run the risk of their Bid being considered as ineligible for the benefits applicable to MSEs and/or shall be disqualified as per the terms and conditions set out in this RFP.
- (c) The general guidelines applicable on such MSME Bidders are detailed out in Appendix XVI of this RFP.

## **1.5 Preference for Make in India**

1.5.1 'Purchase Preference Under the Policy of Government of India – Public Procurement (Preference to Make in India), Order 2017' dated 15 June 2017: 'Purchase preference Policy (linked with Local Content) (PP-LC) Public Procurement (Preference to Make in India), Order 2017' notified *vide* letter No. P-4502/2/2017-B.E.-II dated 15<sup>th</sup> June 2017 of Government of India, Ministry of Commerce and Industry or any further revision to the order, Department of Industrial Policy and Promotion, Udyog Bhawan, New Delhi ("**Make in India Policy**") shall be applicable for this RFP. Bidders seeking benefits, under Make in India Policy shall have to comply with all the provisions specified in the Policy and shall have to submit all relevant undertakings/documents to qualify under the terms and conditions of this RFP.

1.5.2 The general guidelines applicable on such Make in India Bidders and the undertakings required are detailed out in the Appendix XVI of this RFP.

## **1.6 Schedule of the Bidding Process:**

1.6.1 The Authority shall endeavor to adhere to the Bid Process Schedule, as prescribed below. However, all scheduled dates indicated in the Bid Process Schedule are subject to change at the sole discretion of the Authority, without the requirement of any prior notice to the Bidders.

<b>SI No</b>	<b>Items</b>	<b>Date</b>	<b>Time (IST)</b>
1	Published Date	31-Dec-21	1700 Hrs
2	Bid document Download / Sale of e-Bid from NIC CPP Portal	31-Dec-21	1800 Hrs
3	Bid Submission Start Date & Time	31-Dec-21	1800 Hrs
4	Submission of queries related to E-Bid( if any), on NIC CPP portal only	7-Jan-22	1800 Hrs
5	Bid Document Download/ Sale End Date & Time	1-Feb-22	1700 Hrs
6	Bid Submission End Date (Bid due date) & Time	1-Feb-22	1700 Hrs
7	Last Date & Time of Submission of original Bid Security as per clause 2.10.4	8-Feb-22	1500 Hrs
8	Technical Bid Opening Date & Time	8-Feb-22	1700 Hrs
9	Financial Bid Opening Date & Time	10-Mar-22	1100 Hrs
10	Reverse bidding Date & Time	To be intimated through ecpp portal	