

SHORT NOTICE INVITINGE-TENDER (2 BOT - 2 Envelope Open Tender)

**(Tender Ref No: AAI/TRY/ENGG(C)/SRMO FOOT PATH SPP/22-23,
Tender ID: 2022_AAI_106453_1)**

1. Item Rate e-tenders are invited through the e-tendering CPP Portal by **Assistant General Manager (Engg-Civil)-I, AAI, Trichy International Airport, Trichy - 620 007. Telephone No.0431-2340551 (Extension No.307)** (Bid Manager) on behalf of Chairman, A.A.I from the eligible contractors for the work of **“S/R&M/O Civil works at Trichy Airport during the year 2022-2023. S.H: Provision of Foot Path to solar panels at 1 MWp Solar Power Plant at Trichy Airport”** at an Estimated cost of **Rs.28,44,600/-** with completion period of **03 (Three) Months**. *Scope of work consists of Brick foundation of width 340 mm, 230 mm Brick work for side walls, Filling available Earth with compaction and consolidation, PCC 1:5:10 for base layer of the foot path, Providing 60 mm thick M-35 grade chamfered edge paver blocks & also laying available paver blocks with AAI over 50 mm thick compacted M-sand bed, Exterior painting with acrylic paint for the support walls etc.,*

The tendering process is online at CPP-portal URL address <https://etenders.gov.in/e procure/app> or www.aai.aero. Prospective Tenderers may download and go through the tender document.

Prospective Tenderers are advised to get themselves register at CPP-portal, obtain ‘Login ID’ & ‘Password’ and go through the instructions available in the Home Page after log in to the CPP-portal <https://etenders.gov.in/e procure/app> or www.aai.aero. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application. The process normally takes 03 days time. The tenderer may also take guidance from AAI Help Desk Support through path aai.aero/tender/e-tender/help desk support.

- (i) For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk details are as below :-

Tel : 0120-4200462, 0120-4001002, Mobile : 91 88262 46593,

E-mail: support-eproc@nic.in

Tenderers 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 further technical assistance with regard to functioning of CPP portal, the tenderer may contact to the following AAI help desk numbers on all working days only between :

- i) 08.00 hrs to 20.00 hrs (Mon-Sat)
011-2463 2950, Ext-3512 (Six lines), Email: eprochelp@aai.aero
- ii) 09.30 hrs to 18.00 hrs (Mon-Fri)
011-2463 2950, Ext : 3523, Email: etendersupport@aai.aero,
sanjeevkumar@aai.aero and snita@aai.aero
- iii) 09.30 hrs to 18.00 hrs (Mon-Fri)

Tender processing fee of **Rs.1,180/- (including GST), Non-refundable** will be required to be paid **online through e-payment gate way on CPP Portal.**

2. Following 2 envelopes shall be submitted through online at CPP-portal by the tenderer as per the following schedule :-

CRITICAL DATA SHEET

Publishing Date	18-03-2022 at 1800 Hrs
Bid Document Download / Sale Start Date (Next Day of Publishing Date)	19-03-2022 from 1100 Hrs
Clarification Start Date & Time	19-03-2022 from 1100 Hrs
Clarification End Date & Time	28-03-2022 up to 1800 Hrs
Bid Submission Start Date & Time	19-03-2022 from 1100 Hrs
Bid Submission End Date & Time	31-03-2022 up to 1800 Hrs
Bid Opening Date (Envelope-I)	04-04-2022 at 1530 Hrs.
Bid Opening Date (Envelope-II)	11-04-2022 at 1530 Hrs.
Tender Processing Fee (Non-refundable)	Rs.1,180/- (i/c. GST) Non-refundable to be paid online through e-payment gate way on CPP Portal.
Earnest Money Deposit (EMD)	Rs.56,900/- (i/c. GST) to be paid online through e-payment gate way on CPP Portal.

Envelope-I: (A proof of online paid receipt of Tender processing fee & EMD, Technical Bid and Prequalification):

Bid containing following:

A. Tender Processing Fee, EMD

- i. **A proof of online payment through e-payment gate way on CPP Portal against Tender processing Fee.**
- ii. **A proof of online payment through e-payment gate way on CPP Portal against EMD.**

B. Technical Bid containing the following: -

- i. Scanned copy of Unconditional Acceptance of AAI's Tender Conditions,
- ii. Scanned copy of Permanent Account Number (PAN) and GST Registration Number.
- iii. Scanned copy of 'Undertaking' regarding Black listing/ Debarment as per **Annexure-III on a non-judicial stamp paper of Rs.100/- with attestation of First Class Magistrate / Notary Public.**
- iv. Scanned copy of Affidavit for Minimum Wages as per **Annexure-II on a non-judicial stamp paper of Rs.100/- with attestation of First Class Magistrate / Notary Public.**

- v. Scanned copy of GST UNDERTAKING-I (As enclosed) in their company letter pad duly signed.
- vi. Tenderer should deploy sufficient plant and machinery as per the requirement of work in consultation with the Engineer-in-Charge (EIC) to achieve the milestones/ targets and overall completion within the time period. Tenderer shall submit scanned copy of 'Undertaking' on Company's Letter Head.
- vii. Companies other than propriety firm shall submit, scanned copy of Authorization Letter/Power of Attorney along with copy of Certificate of Incorporation of the Company under Companies Act showing CIN/LLPIN/Name of Directors of the Company & Copy of Board Resolution regarding Authority to assign Power of Attorney.
Proprietary firm shall submit scanned copy of Authorization Letter/Power of Attorney only of the tender is processed by a person other than proprietor.
- viii. PQ Performa dully filled.

C. Qualifying requirements of contractors / tenderers containing the following:

- i. Should have satisfactorily completed (# Phase/Part completion of the scope of work in a contract shall not be considered, **however pre-determined phasing of the work will be accepted**) three works, each of **Rs.11,37,840/-** or two works, each of **Rs.14,22,300/-** or one work of **Rs.22,75,680/-** in single contract of similar nature of **"Building / Pavement works"** during last seven years ending on date of E-Bid Submission.

"The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum, calculated from the date of completion to the last date of submission of bid". The Experience Certificate of works completed pre GST era, completion amount will be divided by 1.12 (To exclude pre GST tax of VAT 12%) to make it at par with Experience Certificate of post GST era but excluding GST.

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work. **Tenderers showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources (TDS) certificate(s) along with a certificate issued by registered Chartered Accountant with Unique Document Identification Number (UDIN), clearly specifying the name of work, total payment received against the work and TDS amount for the work.**

- ii. Should have annualized average financial turnover of **Rs.8,53,380/-** against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of Abridged Balance Sheet along with Profit and Loss Account Statement of the tenderer should be submitted along with the application. Tenderers showing continuous losses during the last three years in the balance sheet shall be summarily rejected.
- iii. The tenderer should have a minimum net worth of **Rs.4,26,690/-** issued by the certified Chartered Accountants (**As per ANNEXURE-V**).

The Certificates issued / undertaken / signed by the Chartered Accountants should have / consists the Unique Document Identification Number (UDIN) of the Institute of Chartered Accountants of India.

EMD of the value of **Rs.56,900/-** shall be accepted **online only through e-payment Gate way on CPP Portal.**

AAI Bank & Account details for preparation of Bank Guarantee are as follows:

Corporate Name : **Airports Authority of India**
Bank Name : **ICICI Bank**
IFSC Code : **ICIC0000007**
BG Advising Message : **IFN 760COV (BG Issue)**
: **IFN 767COV (BG Amendment)**
Unique Identifier Code (7037) : **AAITIRUCHIRAPALLI.**
Email : **bgvtiruchirapalli@aai.aero**

Refund of EMD:-

- 1. On Technical Evaluation:** After submission of technical evaluation report on the CPP portal, the 'EMD of Technically Qualified bidders will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
- 2. On Financial Evaluation:** After submission of financial evaluation report on the CPP portal, the 'EMD of L1 bidder will remain in the pooling account' and EMD amount of rejected bidders will be refunded to their source account.
- 3. EMD Refund of L1:** After AOC completion on the portal, the L1 bidders EMD amount will be refunded to their source account and for this Bid managers are advised to complete the AOC process.

Envelope-II:- The Financial e-Bid through CPP portal

All **rates** shall be quoted in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the tenderers. Tenderers are required to download the BOQ file, open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the tenderer). No other cells should be changed. Once the details have been completed, the tenderer should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the tenderer, the bid will be rejected.

3. Bid Submission:-

The tenderer shall submit their application only at CPP Portal: <https://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions provided in the tender document for online submission of bids. Tenderers are required to upload the digitally signed file of scanned documents as per Para 2. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Uploading of application in location other than specified above shall not be considered. Hard copy of application shall not be entertained.

4. Not more than one tender shall be submitted by one tenderer or tenderers having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website <https://etenders.gov.in/eprocure/app>, shall not tamper/modify the tender from including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AAI.
6. **Bids Opening Process is as below: -**

Envelope-I (A proof of online paid Tender processing fee & EMD, Technical bid and Pre-qualification):

Envelope-I containing Documents as per Para 2 (A), (B) and (C) (uploaded by the tenderers) shall be opened on date & time mentioned in CRITICAL DATA SHEET.

If the bidder has any query related to the Bid Document of the work, they should use 'Seek Clarification' on CPP portal to seek clarifications. No other means of communication in this regards shall be entertained.

If any clarification is needed from the tenderer about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through CPP portal or email if required. The tenderer shall upload the requisite clarification/documents within time specified by AAI, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be intimated to the tenderers through CPP portal.

Envelope-II (Financial Bid):

Envelope-II containing financial bid of the tenderers found to be meeting the technical criteria and qualifying requirements shall be opened on date & time mentioned in CRITICAL DATA SHEET.

(In case the date and time for opening of Envelope-II (Financial bid) is required to be changed, the same shall be intimated through CPP Portal).

7. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
8. AAI reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/black listing by any department of AAI or Central / State Govt. Depts/PSUs/World bank/ADB etc., **AAI reserves the right to verify the credential submitted by the tenderer at**

any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:

- a) Forfeit the entire amount of EMD submitted by the tenderer.
 - b) The tenderer shall be liable for debarment from tendering in AAI, including termination of the contract apart from any other appropriate contractual/legal action.
9. Consortium /JV companies shall not be permitted.
 10. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
 11. Concessions to Indian Micro & Small Enterprises (MSEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc., to be given as per the provisions of public Procurement Policy for MSEs order 2012 with up to date amendments, shall be applicable for tenders of supply/services and shall not be extended to construction work.

**- Digitally Signed -
Assistant General Manager (Engg-Civil)-I,
AAI, Trichy International Airport.**

PQ PERFORMA / CHECK LIST

(To be uploaded in Cover / Envelope-'I')

Name of Work: **S/R&M/O Civil works at Trichy Airport during the year 2022-2023. S.H: Provision of Foot Path to solar panels at 1 MWp Solar Power Plant at Trichy Airport.**

1	2	3	4
Ref. No.	Qualifying Criteria	Particulars	Enclosed check list
1	Name and address of the firm/contractor		
2	Envelope-I shall contain scanned copy of		
A	Tender Cost / Fee details (Online paid Receipt)		Enclosed paid receipt YES / NO
B	EMD Cost / Fee details (Online paid Receipt)		Enclosed paid receipt YES / NO
C	Scanned copy of Unconditional Acceptance of AAI's Tender Conditions		Copy enclosed: YES / NO
D	Scanned copy of Permanent Account Number (PAN)		Copy enclosed: YES / NO
E	GST Registration Number		Copy enclosed: YES / NO
F	Scanned copy of Undertaking reg Black listing / Debarment on Stamp paper of Rs.100/- (Annexure-III).		Copy enclosed: YES / NO
G	Scanned copy of Affidavit for Minimum wages on Stamp paper of Rs.100/- (Annexure-II).		Copy enclosed: YES / NO
H	Scanned copy of Undertaking reg Tools & Plants and Machinery on Company's Letter Head if applicable		Copy enclosed: YES / NO
I	<p>Certificate from clients of having satisfactorily completed</p> <p>Three works of Rs.11,37,840/- OR Two works of Rs.14,22,300/- OR One work of Rs.22,75,680/-</p> <p>In single contract of similar nature of work i.e. Building / Pavement, works on E-Bid submission / Extended date of submission.</p>	<p>Details of the Three/Two/One work(s) as applicable to Client:</p> <p>Name of Work:</p> <p>Work Order/ Agreement No. & Date:</p> <p>Cost:</p> <p>Stipulated date of Completion as per contract agreement:</p> <p>Actual Date of Completion:</p> <p>Completion Cost:</p> <p>EOT granted (if any) upto ____ with/without levy of compensation.</p>	<p>Copy of certificates enclosed:</p> <p>YES/NO</p> <p>Details of EOT case as per column-3, if applicable Yes / No</p>

J	Whether experience from Govt. organizations or private clients?	Govt.Organization/ Private Clients. (Tick whichever is applicable. In case of experience with private client, copy of TDS certificate(s) along with a certificate issued by registered Chartered Accountant with Unique Document Identification Number (UDIN))	TDS with CA certificate enclosed: YES/NO
K	TURNOVER: Annualized average financial turnover equivalent to INR Rs.8,53,380/- during last three financial years. The Certificates issued / undertaken / signed by the Chartered Accountants should have / consists the Unique Document Identification Number (UDIN) of the Institute of Chartered Accountants of India.	Year INR (in Lacs) 2018-19 2019-20 2020-21	Proof of turnover enclosed (Abridged balance sheet & Profit & Loss A/C) YES/NO
L	Scanned copy of Authorization Letter / Power of Attorney if applicable		Copy enclosed: YES / NO
M	Minimum Net Worth certificate issued by the certified Chartered Accountants(Annexure-V). The Certificates issued / undertaken / signed by the Chartered Accountants should have / consists the Unique Document Identification Number (UDIN) of the Institute of Chartered Accountants of India.		Copy enclosed: YES / NO
N	Copy of ESI / PF Registration details		Copy enclosed: YES/NO
O	Digitally signed Tender Document		Copy enclosed: YES/NO
P	GST Undertaking-I		Copy enclosed: YES/NO
3. Envelope-II shall contain digitally signed Schedule of price bid in the form of BOQ.xls.			
a	Financial bid through e-portal		BOQ Uploaded / Not uploaded
4	Any other information		

DECLARATION

I/We, (_____) hereby declare that the documents attached to the application for tender are true to the best of my/our knowledge and belief. I/We further undertake that in case any of the documents submitted by me/us, is found to be forged/false at any stage, I/We may be debarred from AAI for taking participation in all future AAI works & any other suitable action may be taken against our company/firm deemed fit by AAI.

Place:

Date:

Signature
Authorised Signatory of the Contractor/Firm

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://etenders.gov.in/eprocure/app>.

REGISTRATION

- i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective, “My Tenders” folder. This would enable the CPP Portal to intimate the bidders through SMS /e-mail in case there is any corrigendum issued to the tender document.
- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or „Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- i) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii) The bidder has to digitally sign and upload / submit the required bid documents one by one as indicated in the tender document.
- iii) Bidder has to select the payment option as “online” to pay the tender fee & EMD as applicable and enter details of the instrument.
- iv) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- v) The server time (which is displayed on the bidders “dashboard”) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vi) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- vii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - (a) Upon the successful and timely submission of bids (i.e after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid

summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- (b) The bid summary has to be printed and kept by bidder as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or relevant contact person indicated in the tender.

- (b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

CPPP under GePNIC, Help Desk Services

1.For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 012 4200462, 0120-4001002, 0120-4001005, and 0120-6277787. International Bidders are requested to use prefix 91 as country code.

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 tender(s) published kindly contact the respective Tender Inviting Authority.

Tel: 0120-4001002, 0120-4001005, 0120-6277787

E-Mail: support-eproc@nic.in

2.For any Policy related matter / Clarifications Please contact Dept of Expenditure, Ministry of Finance

E-Mail: cPPP-doe@nic.in

3.For any technical 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, Help desk 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 Holidays) 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 for 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 technical issues faced, the escalation matrix is as mentioned below:

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	TechnicalHelp Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512	0800-2000Hrs. (MON - SAT)
2.	Sh.Sanjeev KumarSr. Mgr.(IT)	After 4 Hrs. of Issue	etendersupport@aai.aero or sanjeevkumar@aai.aero	011-24632950, Ext-3523	0930-1800Hrs. (MON-FRI)
3	Sh.Dharmendra Kumar Jt.GM(IT)	After 12 Hrs.	dkumar@aai.aero	011-24632950 Ext. 3527	0930-1800Hrs. (MON-FRI)
5.	General Manager(IT)	After 03 Days	gmitichq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)

*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays.

5.The above mentioned help desk numbers are intended only for queries related to the issues on procurement portal and help needed on the operation of the portal. For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI