

INDIAN AVIATION ACADEMY



Information Technology Department,

IAA, Vasant Kunj, New Delhi

TENDER DOCUMENT

Tender ID: 2022_AAI_114305_1

For the Work of: “E-TENDER FOR “Development, Hosting and Maintenance of Learning Management System (LMS) at Indian Aviation Academy, New Delhi.”

ESTIMATED COST : Rs. 53,22,644 /-

TIME ALLOWED : 36 Months

LAST DATE & TIME OF ONLINE BID SUBMISSION OF : Up to 27.05.2022 at 18:00 Hrs.

LAST DATE & TIME OF PHYSICAL SUBMISSION OF ORIGINAL DD OF : Up to 02.06.2022 at 18:00 Hrs.

EMD, TENDER FEES, SIGNED HARD COPY OF IAA'S UNCONDITIONAL ACCEPTANCE LETTER.

For The Work of : “Development, Hosting and Maintenance of Learning Management System (LMS) at Indian Aviation Academy, New Delhi”

INDEX

Sl. No.	Particulars	Page No.
1	E-NIT (Cover Page)	1
i	Index	2
ii	e-Tender Notice	3-9
2	General Conditions of Contract (GCC)	10-18
3	Special Conditions of Contract (SCC)	20-22
4	Scope of Work/ Qualitative Requirements	23-32
5	Checklists and Annexures	
i.	Checklist (Envelope I & II)	34-36
ii.	Un-conditional Acceptance Letter (Annexure-I)	37
iii.	Undertaking Regarding Blacklisting (Annexure-II)	38
iv.	Proforma of E-payment (Annexure-III)	39
v.	Undertaking (Annexure-IV)	40
vi.	Declaration of Net Worth Proforma (Annexure-VI)	41
vii.	Affidavit of Exit Management Plan (Annexure-VII)	42
viii.	Proforma for Bank Guarantee (Annexure-VIII)	43-44
ix.	Proforma for Applying Extension of Time (Annexure-IX)	45-47
6	Schedule of Quantities	48

The tender documents contain **48** pages as detailed above

**Assistant Manager(IT), IAA
Vasant Kunj, New Delhi.**

Indian Aviation Academy
Notice Inviting e-Tender (2 BOT- 2 Envelope Open Tender)
(Tender ID- 2022_AAI_114305_1)

NIT No.: IAA/IT/e-LMS/2022-23

Date:29.04.2022

1. Item rate tenders are invited through the e-tendering portal by Assistant Manager (IT), IAA, Vasant Kunj Delhi- 110070, (Bid Manager) on behalf of Executive Director, IAA, from the eligible contractors for the work of **“Development, Hosting and Maintenance of Learning Management System (LMS) at Indian Aviation Academy, New Delhi.”** for an estimated cost of **Rs. 53,22,644 which is inclusive of all other taxes/cess, levies and duties but exclusive of GST** with the period of completion **36 (Months)**.

The tendering process is online at CPP-portal URL address <http://etenders.gov.in/eprocure/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 <http://etenders.gov.in/eprocure/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](http://aai.aero/tender/e-tender/help%20desk%20support).

For any technical related queries please call the Helpdesk. The 24 X 7 Help Desk details are as below: -
Tel: 0120- 4001002, 0120-4001005, 0120-6277787.

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. Technical Help Desk Team (Instant Support)
0800 hrs. to 2000 hrs. (Mon- Sat) –
011 – 24632950, Ext-3512 (Six Lines), E-mail: eprochelp@aai.aero
- ii. Sh. Sanjeev Kumar, Sr. Mgr. (IT) (After 4 hrs. of issue)
0930 hrs to 1800 hrs. (Mon-Fri)
011-24632950, Ext-3523, E-mail: etendersupport@aai.aero and sanjeevkumar@aai.aero .
- iii. Sh. Dharmendra Kumar, Jt. GM (IT) (After 12 hrs. of issue)
0930 hrs to 1800 hrs. (Mon-Fri)
011 - 24632950, Ext-3527, E-mail: dkumar@aai.aero
- iv. General Manager (IT), (After 03 days of issue)
09.30 hrs to 18.00 hrs (Mon-Fir)
011 – 24657900, Email: gmitchq@aai.aero

* The helpdesk services shall remain closed on all Gazetted Holidays.

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 tender published on the portal, bidder are advised to contact concerned bid manager of IAA.

Tender fee of **Rs.1180.00 non-refundable** will be required to be paid offline in the form of Demand Draft from Nationalized or any scheduled bank (but not from co-operative or Gramin bank). Tender Fee in favour of **Indian Aviation Academy (Niamar Society)**, Payable at New Delhi. The original demand draft against tender fee should be posted / couriered / given in person to the concerned officials, received latest by the last date of bid submission or as specified in the tender document. The details of demand draft / any other accepted instruments, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time.

CRETICAL DATA SHEET

Sl. No.	Activity	Date & Time (IST)
1	Publishing Date	29.04.2022 at 17:00 Hrs.
2	Bid Document Download / Sale Start Date	29.04.2022 at 17:05 Hrs.
3	Clarification Start Date	29.04.2022 at 17:10 Hrs.
4	Clarification End Date	05.05.2022 at 18:00 Hrs.
5	Bid Submission Start Date	06.05.2022 at 09:30 Hrs.
6	Bid Submission End Date	27.05.2022 at 18:00 Hrs.
7	Last date and time of <i>physical submission</i> of DD against EMD, Tender Fee, Signed hard copy of IAA Unconditional Acceptance Letter to Assistant Manager (IT), IAA, Vasant Kunj, and New Delhi-110070.	02.06.2022 at 18:00 Hrs.
8	Bid Opening Date: Envelope-I (PQQ & Technical)	03.06.2022 at 11:00 Hrs.
9	Bid Opening Tentative Date: Envelope-II (Financial)	05.06.2022 at 15:00 Hrs.
10	Tender Fee	Rs. 1180/- Non- Refundable
11	Earnest Money Deposit (EMD)	Rs. 1,06,453/-

2. Bid Submission:

Bids shall be submitted online only at CPP portal website: <http://etenders.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the **Guidelines to Bidder** for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3. Not more than one tender shall be submitted by one contractor or contractors 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.
4. Tenderer who has downloaded the tender from Central Public Procurement Portal (CPPP) website <http://etenders.gov.in/eprocure/app>, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with Indian Aviation Academy.
5. Following 2 covers shall be submitted through online at CPP portal by the bidder as per the following schedule: -

(A) Envelope-I: - Containing qualifying requirements of Contractor /Firm: -

- i) Agency should have Permanent Account Number (PAN), GST Registration.
- ii) Should have valid Registration on the date of issue of tender in appropriate class of CPWD/MES/P&T/Railways/State PWD/PSU/ Municipal Corporations & Development Authorities of Delhi, Mumbai, Chennai and Kolkata or Agency specialized in similar nature of work and Registered with Registrar of Companies / Firms / Central Govt. / State Govt. entity in India.

And
- iii) Should have satisfactorily completed (Phase/Part completion of the scope of similar work in a contract shall not be considered. However, predetermined phasing of the work may be accepted) **Three works**, each of INR **7,09,686.00** or **Two works**, each of INR **8,87,107.00** or **One work** of INR **14,19,372.00** in single contract of similar nature of works **in a single work order of amount mentioned above for each work** during last seven years ending on 31.03.2022.
- iv) **Similar nature of work shall only mean work of Development, Hosting and Maintenance of Learning Management System (LMS).**
- v) Client certificate for experience should indicate the nature of work done, the value of completed work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work dully supported by Award letter, Schedule of Quantities.
- vi) “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.”

- vii) **Firms showing work experience certificate from non-government/non-PSU organizations should submit copy of tax deduction at sources certificate in support of their claim for having experience of stipulated value of work**
- viii) a) Should have annualized average financial turnover of **Rs. 5,32,264.00/-** against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of Abridged Balance Sheet and Profit and Loss Account Statement of the firm should be submitted along with the application. Firms showing continuous losses during the last three years in the balance sheet shall be summarily rejected.
 - b) Also net worth certificate of 15% of estimated cost i.e. **Rs. 7,98,397/-** as per Annexure-VI of the Tender Document should be submitted by agency.
- ix) **All documents related to financial certificates i.e. turnover, copy of Abridged Balance Sheet and Profit and Loss Account Statement and net worth certificate of the firm must be submitted with a unique document identification number (UDIN). UDIN was introduced by “The institute of chartered accountants of India” for the members of the institute to curb the malpractice of false certificate/attestation by the unauthorized person & to eradicate the practice of bogus certificates.**
- x) **If the submitted Documents of agency are without UDIN number the bid of the agency shall be summarily rejected.**
- xi) PQ Performa as per duly filled and signed (Checklist / Annexure-B).
- xii) Earnest Money Deposit (EMD), Tender Fee and Unconditional Acceptance of IAA’s Tender Conditions and Digitally Signed Tender Documents.

Original/Hard copy of the same is required to be submitted to the *Assistant Manager (IT), Indian Aviation Academy, Vasant Kunj, New Delhi-110070* on or before 02.06.2022 at 18:00 Hrs. *The bidder who fails to submit the original DD towards Tender fee, DD towards EMD Declaration and Unconditional Acceptance letter before the stipulated time or are not meeting IAA’s tender conditions then their tender shall be rejected outrightly. Any postal delay will not be entertained.*

And

(B) 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 bidders. Bidders are required to download the BOQ file, open it and complete the white colored (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.

6. Concessions to Indian Micro & Small Enterprises (MSMEs) Units and Start Up India: -

As per the provisions given by Ministry of Micro, Small and Medium Enterprises vide F. No. 24./02/2013-Fin.1 dated 02.08.2016 for order for relaxation on prior experience and prior turnover will be given to all

Startups(MSME or otherwise) companies in the similar nature of work under the service sector. required document.

As per the provisions (para-10) of public Procurement Policy for MSE's Order 2012, MSEs (Micro & Small Enterprises) registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and Handloom etc. Only following concessions shall be applicable and extended to the MSE's of same specifications under which they are register equaling tender scope of work.

- i) **Tender Document Fee:** MSMEs Bidders seeking exemption and benefits should upload digitally signed self-attested scanned copy of valid Registration Certificate, giving details of such validity, stores / services etc. in **Envelope-I (Fee)**, failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSME's. The benefits to MSMEs shall be available only for the goods/Services produced and provided by MSEs for which they are registered.

- ii) **(a) Exemption of Earnest Money Deposit (EMD):** Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)" are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit Bids for tenders with Indian Aviation Academy.
(b) Implementation of micro, small and medium enterprises development (MSMED) Act, 2006.

It has been clarified that benefit to MSMEs shall not be extended to construction work as it cannot be treated as service rendered or supply of goods.

Further, it is also clarified that benefits to MSME shall be available only for the goods/ services produced and provided by MSME for which they are registered as mentioned clearly in their MSME/NSIC.

(c) Tenderer(s) fulfilling eligibility criteria and having valid registration with National Small Industries Corporation (NSIC) are exempted from tender fee and earnest money deposit (EMD). Bidder(s) having valid NSIC registration certificate for relevant scope of work are required to upload NSIC certificate in Envelope-I (Fee folder) to qualify for exemption of tender fee and EMD, while submitting the online tender.

Note - During bid evaluation EMD exemption shall be granted to NSIC registered bidder firm. In case NSIC registration certificate is found invalid during evaluation, the bid of such bidder shall be rejected.

- iii) For this tender MSMEs Bidders seeking exemption for tender fee and EMD must submit the MSMEs certificate which clearly mention that the certificate is issued for the "***work of Development, Hosting and Maintenance of Learning Management System (LMS) or of similar nature***", **If it was found that the certificate is not issued for these works it will presumed that the bid is submitted without tender fee and the bid of the agency shall be summarily rejected.**

7. Bids Opening Process is as below: -

Envelope-I:

Containing documents for PQQ & Technical bid (uploaded by the contractors/firms) shall be opened as per **CRITICAL DATA SHEET**. The intimation regarding acceptance/rejection of their bids will be intimated to the contractors/firms through e-tendering portal. Financial bid opening date shall be mentioned in **CRITICAL DATA SHEET** (any changes in the date shall be intimated through CPP Portal)

If any clarification needed from the bidder about the deficiency in his uploaded documents in Envelope-I, he will be asked to provide it through CPP portal. The bidder shall upload the requisite clarification/documents within time specified by IAA, failing which tender will be liable for rejection.

Envelope-II:

The financial bids of the contractors / firms found to be meeting the qualifying requirements and technical criteria shall be as per **CRITICAL DATA SHEET**. (Depending on technical Bid evaluation the date shall be intimated through CPP portal).

Date of opening of Envelope-II shall be intimated via CPP portal.

(Depending on pre-qualification, any changes in the date shall be intimated through “CPP Portal” section). If any clarification is needed from the bidder about the deficiency in his uploaded documents in Envelope – I and he will be asked to provide it through the CPP portal. The bidder shall upload the requisite clarification /documents within time specified by IAA, failing which tender will be liable for rejection.

The financial bids of the contractors/firms found to be meeting the qualifying requirements and technical criteria shall be opened and date of opening shall be communicated via CPP Portal. (Depending on Envelope-I Evaluation, any changes in the date shall be intimated through “CPP portal” section).

8. IAA reserves the right to accept or reject any or all applications without assigning any reasons. IAA also reserves the right to call off tender process at any stage without assigning any reason.
9. IAA reserve the right to disallow issue of tender document to working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary/Permanent debar by any department of IAA. **IAA reserve the right to verify the credential submitted by the agency at any stage (before or after the award the work). If at any stage, any information / documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the firm then IAA shall take the following action:**
 - a) **The agency shall be liable for debarment from tendering in IAA, apart from any other appropriate contractual /legal action.**
10. Consortium/JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
11. Purchase preference to Central Public Sector Undertaking shall be applicable as per the directive of Govt. of India prevalent on the date of acceptance.
12. **If the entity participating in any of the tenders is a private or public limited company, partnership firm or proprietary firm and any of the Directors/Partners/Proprietor of such company is also a**

director of any other company or partner of a concern or a sole proprietor having established business with IAA and has outstanding dues payable to the Authority, the said entity shall not be allowed to participate in IAA Tenders.

**Assistant Manager (IT),
Indian Aviation Academy
Vasant Kunj New Delhi**