e-Tender Participation Guide

1. Registration and Profile Approval Process

To participate in the tender, vendors are required to complete the registration and profile approval process as outlined below:

1.1 Visit the e-Procurement Portal: https://aisats.procuretiger.com/EPROC

1.2 Click on "Register".

1.3 Complete the online registration form by providing all required details.

1.4 Accept the Supplier Code of Conduct and click "Next" to submit the registration.

1.5 Upon successful registration, contact the Procuretiger support team for profile activation using the details below:

Email: ptsupport@procuretiger.com

Contact Numbers:

+91 6352631968, +91 7859800621, +91 9265562819,

+91 6352632098, +91 6352631766, +91 6352632310,

+91 9825027089, +91 7859800610

Note: Profile activation is mandatory before participation in any e-RFP, e-RFQ, or online bid submission process.

2. Instructions for Participation in Electronic Bidding Process:

To participate in the e-RFP/e-RFQ and submit your bid, please follow the steps below:

2.1 Visit the e-Procurement Portal: https://aisats.procuretiger.com/EPROC

2.2 Log in using your registered credentials.

2.3 Navigate to **RFX Tender → Search RFX Tender** to view the live e-RFQ/Sealed Bid details.

2.4 Select the relevant tender and click on **Dashboard**.

2.5 Download and carefully review the tender documents to understand the scope, requirements, specifications, and terms & conditions.

2.6 Click **"I Agree"** to confirm your participation in the tender.

2.7 Click **"Fill"** against each bidding form and provide the required information.

2.8 After completing all fields and entering the necessary remarks, click **"Save"**

2.9 Upload the required supporting documents by selecting **"Upload"** or **"Map Documents"**.

2.10 Review and verify all information entered, along with the uploaded documents, before submission.

2.11 Upon successful verification, click **"Final Submission"** to submit your bid.

3. Password Reset Procedure

3.1 Open the https://aisats.procuretiger.com/EPROC Website.

3.2 Click on Login link (Right side at top of the home page)

3.3 Click on Forgot Password link into login popup box.

3.4 Enter your registered user/e-mail ID then click on Check Email ID button

3.5 and follow the below:

3.6 If you know the Hint answer – Fill necessary details and click on Submit button (Or)

3.7 If Forgot the Hint answer – Click on Click here to Reset password link by click on (i) button next to Hint answer.

3.8 Check your mailbox of registered mail ID where you got the link of Reset Password, click on that link to change the password at your end.

4. Additional Instructions

4.1 The Technical Bid must not contain any price-related information. Inclusion of pricing details in the Technical Bid may result in disqualification of the bid.

4.2 Bidders are advised to submit their bids well before the closing date and time. Avoid waiting until the last few minutes or seconds for submission to prevent

issues arising from internet connectivity, network congestion, system malfunction, or power failure.

4.3 Submission of bids during the last minutes is entirely at the bidder's risk. Neither Air India SATS Airport Services Private Limited (AISATS) nor the e-Procurement Service Provider shall be responsible for any delay, failure, or inability to submit bids due to technical or connectivity-related issues encountered by the bidder.