



AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD
MRO COMPLEX, NEAR GATE NO. 3, RGI AIRPORT, SHAMSHABAD,
HYDERABAD-500108, TEL.NO: 23477516/519

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

Subject: Tender for Award of Rate Contract for Running of Staff Canteen- Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

AI Engineering Services Limited (AIESL), Hyderabad invites sealed tenders from licensed and registered vendors with 2 years experience as on **30.06.2022** to enter into rate contract to operate Staff Canteen - **Cooked in house at AIESL Canteen or Brought from Tenderer kitchen**, at AI Engineering Services Limited, MRO Complex, Near Gate No.3, RGI Airport, Shamshabad, Hyderabad.

The Contract will be for a period of **Two years and can be extended by One more year**, if required, on the same rates, terms and conditions. The tender is invited under Two Bid Systems (i.e. Technical Bid and Financial Bid/Price Bid). **Tender Form can be downloaded, on free of cost, from our website www.aiesl.in** Please keep referring the Tender on website till due date **10.08.2022** for any changes, amendments and modification to the tender.

Bids should be submitted in the Tender box kept at the following address:

Assistant Manager-Pers.,
 HR Dept., 1st Floor, AI Engineering Services Limited,
 MRO Complex, Near Gate No: 3, RGI Airport,
 Shamshabad, Hyderabad-500108
 Phone No. 040-23477516/519



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Date: 21.07.2022

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For clarifications, if any, you may contact Shri. BSSN Rao, Asst. Manager - Pers,
 Tel. No. 040-23477516/519, Email id - aieslhr.sr@aiesl.in

Last date and time for submission of Tender: 10.08.2022 by 1500hrs.

(Signature)
General Manager-Engineering, Hvd
महा प्रबंधक (इंजी.)/General Manager (Engg.)
एआई इंजीनियरी सर्विसेस लिमिटेड
AI Engineering Services Limited
एम.आर.ओ. कॉम्प्लेक्स आर जी आई एयरपोर्ट
MRO Complex, RGI AIRPORT
गेट सं. 3, के पास/Near Gate No.3, शमशाबाद/ Shamshabad
हैदराबाद/Hyderabad-500 108 तेलंगणा/ T.S.



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

Subject: Tender for Award of Rate Contract for Running of Staff Canteen - Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

I. INVITATION OF BIDS:

AI Engineering Services Limited (AIESL), Hyderabad is proposing to enter into a rate contract for a period of **Two years** extendable by one more year, **if required, on same rates, terms and conditions** for operating the AI Engineering Services Limited Staff Canteen at MRO Complex, Near Gate No: 3, RGI Airport, Shamshabad, Hyderabad-500108 for the employees of AI Engineering Services Limited, Air India Limited and its subsidiary companies from the licensed/registered vendors, having an office at HYDERABAD.

The Tender is under Two-Bid System i.e. Technical Bid and Commercial/Financial Bid.

Tender Form can be downloaded from our web site www.aiesl.in from Tender Date.

II. ELIGIBILITY CRITERIA:

1. **Experience:** Tenderer shall have registration, licensed and have Head Office or Branch Office at HYDERABAD, with an experience of 2 Years as on **30.06.2022** in the field of operation of staff canteen.
2. **Average Turn Over of the firm in any of the TWO financial years during last 4 years:** The firm should have average annual turnover of **Rs.15 lakhs** or above in any of the TWO financial years during **2018-19, 2019-20, 2020-21 & 2021-22**. Financial Balance Sheets to be enclosed duly attested by Chartered Accountant/ Cost Accountant.
3. **Works executed in any TWO years during the last 4 years:** The Bidding Firm (or) Company (or) Tenderer must have had rendered the subject services to Govt. Departments, PSU, Institutions, Corporate or Reputed Organizations (or) Firms in any TWO years during the last 4 years as on **30.06.2022** and successfully completed the contract. The self attested copies of Service Contract (or) Purchase Orders (or) Working Certificates are required to be enclosed with the Technical Bid.
Note: Any of the TWO years during last FOUR years is considered taking into account the Covid-19 scenario.

III. SUBMISSION OF BIDS:

1. The Tender is under Two-Bid System i.e. Technical Bid and Commercial Bid.
2. **Technical Bid:** Technical Bid Contains: Scope of Works, Bidder/Company Details and Technical Pre-Qualification Criteria etc. - **Should NOT contain Commercial/ Price Details.**
3. **Commercial Bid/Price Bid/Financial Bid:** Should be **submitted mandatorily in a separate Sealed Envelope**. Only those Vendors (or) Bidders (or) Tenderers who are Technically Qualified under (or) against the Pre-Qualification Criteria of the Technical Bid would be eligible for participation in the Commercial Bid opening and Evaluation.
4. The Bid Documents shall be submitted in different Envelopes as under:

A. Envelope-1: Technical Bid - Should contain the following.

- i. The duly filled in Technical Bid strictly as per the format provided.
- ii. The Technical Bid pages should be duly signed and stamped by the authorized representative.
- iii. All the mandatory supporting documents asked for in the Technical Bid.
- iv. EMD of Rs.5000/- to be submitted along with Technical Bid.
- v. The Technical Bid Envelope should be sealed and Super-scripted as “Technical Bid for: HYE/IR/CANTEEN/2022/711 Date: 21.07.2022 for providing staff canteen services at AI Engineering Services Limited, Hyderabad”.
- vi. Technical Bid Should NOT contain your Price Bid /Commercial Bid details (or) Indication.
- vii. If the Commercial/Price Details are indicated, mentioned or found in an open condition inside the Technical Bid, then your Bid will be disqualified and your neither the Technical Bid nor the Commercial Bid will be considered.

B. Envelope-2: Commercial Bid/Financial Bid/Price Bid - Should be mandatorily Sealed and contain the following.

- i. Only Financial/Price Details/Bid should be kept in this envelope.
- ii. The Financial Bid pages should be signed and stamped by the authorized representative.
- iii. The Financial Bid offer **should be strictly in the format provided. Non-Compliance of this condition would lead to disqualification and rejection of your offer/bid.**
- iv. The envelope containing duly filled in Financial Bid should be sealed and super-scripted as “Financial Bid/Price Bid for: HYE/IR/CANTEEN/2022/711 Date: 21.07.2022 for providing staff canteen services at AI Engineering Services Limited, Hyderabad”.
- v. **If the Commercial/Financial Bid/Price Bid is received /put in an open condition inside the Technical Bid or the Master Envelope, then your Bid will be disqualified** and neither your Technical Bid nor the Commercial Bid will be considered.
- vi. Quotes should be **in numerals and in words**. In case of any discrepancy between the two (Figures/Words), **those written in words shall take precedence** unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

Note: Technical & Commercial Bids: Bidders should initial all corrections; sign all pages of the tender/bid document and all the enclosures accompanying their bid document before submission.

C. Envelope-3: (Master Envelope) should contain the following, independently sealed :

- i. Envelope-1 (Technical Bid)
- ii. Envelope-2 (Commercial/Financial/Price Bid)
- iii. Envelope-3 must be super-scripted as “HYE/IR/CANTEEN/2022/711 Date: 21.07.2022 for providing staff canteen services at AIESL, Hyderabad”.
- iv. Bids should be submitted on or before due date & time i.e., **10.08.2022 at 1500** hours at the following address:

Assistant Manager-Pers.,
HR Dept., 1st Floor, AI Engineering Services Limited,
MRO Complex, Near Gate No: 3, RGI Airport,
Shamshabad, Hyderabad-500108
Phone No. 040-23477516/519

- v. Opening of Technical and Financial Bids will be held in the above referred office.

IV. IMPORTANT DATES:

Closing date/time for submission of tenders	On (or) before 1500 hrs of 10.08.2022
Date/Time for opening of Technical Bids	At 1530 hrs on 10.08.2022
Date/Time for opening Financial Bid	Will be intimated only to the Technically Qualified parties/bidders.

V. **EXTENSION OF TENDER DUE DATE:**

Due date of the tender may be extended, at the sole discretion of AI Engineering Services Limited, at any time during the tendering process, including after the declared date of closing of the tender and before opening of bids.

Extension of tender due date, amendments and clarifications, if any, to this tender will be hosted on the website of AI Engineering Services Limited at www.aiesl.in and AI Engineering Services Limited will not intimate the Tenderers individually of the same. The Tenderers are, therefore, advised to visit AI Engineering Services Limited website regularly till the date of closing of the tender. The last amendment, if any, will be hosted a minimum of seven days before the closing date of the tender.

VI. **REJECTION OF BID:**

1. Non submission of Bid Security Declaration Form along with Technical Bid is liable to be rejected.
2. AI Engineering Services Limited reserves the right to close the tender at any stage of the tendering process at its sole discretion.
3. Bids/Quotations received after the due date/time, received by Fax, Email, received unsigned, Price Bid in unsealed or open condition, would be rejected.
4. Incomplete and Conditional Bids and offers liable to be rejected.
5. Prospective bidder has to quote for all the services i.e. all the line items, as per price bid format failing which their bids liable to be rejected.
6. Tender in which both Technical Bid and Price Bid in open condition are found in the same envelope would be rejected.
7. AI Engineering Services Limited reserves the right Not to consider the bid of a bidder and blacklist such bidder for 3 years, if it is found (or) determined (or) noticed at any stage during the tendering process or after release of Contract that the bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid (or) obtain the contract. This will also have an impact on other Contracts / POs, the bidder may have with Air India Limited where too AI Engineering Services Limited reserves the right to take appropriate action as deemed fit.
8. AI Engineering Services Limited reserves the right to reject/not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AI Engineering Services Limited in the last 5 years/ongoing litigation or arbitration with AI Engineering Services Limited.
9. AI Engineering Services Limited reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been blacklisted/debarred by any PSU (or) Government Institutes/agencies.
10. The Annexures and documents submitted should be neatly presented. Corrections, if any, should be duly authenticated with full signature of the person who has signed the Bids, failing which such Bids are liable to be rejected.

VII. **SUBMISSION OF DOCUMENTS:**

All documents submitted in support of the requirement of the tender should be in English or Hindi or Telugu only. Documents in other Indian languages can be submitted along with a translated copy in English or Hindi or Telugu duly notarized failing which the bids may not be considered.

VIII. **CANTEEN TARIFF AND PAYMENT TO SERVICE PROVIDER:**

a. **TARIFF FOR LISTED STAFF**

Service provider to swipe/ record the ID details of the staff availing menu food and payment will be settled between AIESL and Service provider as per the swipe records generated. No tariff to be collected from the Category of staff as per the list provided by AIESL from time to time.

b. **TARIFF FOR OTHERS**

For others, not covered in the list as mentioned above, the SERVICE PROVIDER CAN COLLECT THE TARIFF RATES AS PER THE PARTY'S TENDER, directly at the counter, based on approval from AIESL.

c. Total number approximately is 700 Breakfast and 600 Lunch per week i.e., Average of 650 per week. The details are given in Annexure –I. Any reduction below 25% from the above Average numbers of 650 for reasons not associated with quality of Canteen services, for consecutive two months, the Service Provider will have option to negotiate with AIESL for increase in the Tariff rates up to maximum of 10% for subsequent month. The increase rates if any will be effective only after approval from AIESL.

d. Day wise Menu/M meal Service, list of items to be prepared with details of weight, indicative requirement is given in the Annexure - II & III.

e. The refreshment materials and items other than those in the menu approved by AIESL can be sold by Service Provider against cash on Cost to Cost basis Like fresh fruit juices/fruit bowl and Amul Products (Ice Creams / Curd / Yogurt / Butter Milk) and other branded FSSAI items like Biscuits etc. to be provided by Service provider in the canteen at the prevailing markets rates. Non-branded items shall not be sold.

f. The Service Provider shall submit their monthly bills for the service provided by them during the previous month (1st to end of the month). After providing service, a statement of consumption including the names of employees to whom the service was provided and a summary of the service provided for the day should be submitted in triplicate to the designated authorities for verification and certification, which will form the basis for payment of the monthly bills submitted by the Contractor. If any other additional service was provided, a separate bill shall be raised. The bills in triplicate towards the service rendered shall be submitted to HR Dept, AIESL, Hyderabad along with the certified copies of the daily summary/statements on or before 7th of the following month enclosing therewith a copy of proof of remittance of ESI / PF contributions and Salary disbursements or alternatively a certificate to that effect, for scrutiny, certification and onward dispatch to Executive (Finance), AIESL, Hyderabad – 500108 for payment action.

g. **Payment Terms:**

Payment will be made within 60 days from the date of submission of the Bills in original. The payment to MSME vendor shall be made within 45 days from the receipt of original invoice.

IX. **PENALTIES:**

a. Hygienic, prompt, punctual, efficient, safe and courteous services are the essence of this contract, lapses due to service provider will be viewed seriously and penalties will be

imposed on the service provider. The following penalty clause would be operative during the period of contract against the conditions mentioned in the table below:

Sl. No.	DESCRIPTION	PENALTY per occurrence
1.	<p>Manpower- The contractor shall make his own arrangement for the preparation and service of the aforesaid food items at the counters and shall engage minimum required number of supervisors, cooks, service boys, assistants, drivers, cleaners, sweepers, etc., at his own cost and expenses to maintain services at various timings mentioned at Annexure I to III. However, a minimum of work men comprising of Manager/ Supervisor (For Overall Supervision) - 01 during service time or Shift Spot Service Boys – 02 during service time or shift Cleaner & Sweepers – 03 during service time or shift</p> <p><u>Note : Workers engaged in wash area should not be used for other works.</u></p>	Any short engagement in the minimum manpower will attract a penalty of Rs.500/- per person per day
2.	Washing of kitchen area daily and dining hall twice a day.	Rs.1000/-
3.	Cleaning of tables, service area and wash area after every service. The floor of the service area has to be cleaned with hot water after every service.	Rs.500/-
4.	Cleaning of fans, lights, doors, window panes, netting and floor, wall and roof of the entire canteen premises & removing cobweb every fortnight.	Rs.500/-
5.	The drainage has to be cleaned and kept free of choking- Unhygienic or Delayed disposal of canteen waste.	Rs.750/-
6.	The contractor shall provide uniform to his workmen at his own expenses and ensure that the said workmen are in a neat and proper uniform when on duty in the canteen.	Rs.100/- per person
7.	Unhygienic/ stale OR spoiled food or using Expired raw materials	Rs.5000/-
8.	Reduced quantity of food OR not procuring branded items listed	Rs.1000/-
9.	More than 15 min delay from AIESL canteen timings	Rs. 500/-
10.	Any unclean vessels, utensils, glass, plates, cooking machinery OR non availability of washed plates and spoon	Rs. 500/-
11.	Non Display of Menu of the day OR rates applicable for others directly collected at counter	Rs. 500/-
12.	Smoking, Chewing PAN or similar items in canteen OR without mask , head/hair cap , hand gloves OR lack of personal Hygiene	Rs. 500/-

- b. Category of penalty will be decided by General Manager (Engineering), AIESL, Hyderabad or the Officer so authorized by him and decision taken accordingly will be final and binding.
- c. In case of failure to carry out the services to the satisfaction of the company, AIESL will be at liberty to get service done by any other agency at the cost and risk of the Service Provider and Security Deposit provided by the Party will be forfeited.

- d. The contractor shall run the canteen in the said premises at his own risk and they alone shall be responsible for all the dealings with his suppliers in respect of business of the canteen run by them and they shall pay the bills of merchants and others and pay income tax, sales tax and all other liabilities and undertake to keep the Company fully secured and fully indemnified in respect of the same from all costs and consequences arising there from.

X. **SPECIFIC TERMS AND CONDITIONS:**

1. HYGIENIC, PROMPT, PUNCTUAL, EFFICIENT, SAFE, COURTEOUS AND GOOD QUALITY SERVICE IS THE ESSENCE OF THIS CONTRACT. The Contractor shall keep the Canteen Dining Hall open for service every day during the service timings.
2. In case it is found at any stage, the information provided are not true, the tender/ order/ agreement shall be cancelled and appropriate damages shall be claimed from the Tenderer/ party besides forfeiture of Security Deposit.
3. The contractor shall also conform to the requirements of the Health Department and other authorities.
4. During the Term of the contract, request for increase in contractual amount will not be entertained for any reason, other than reason mentioned in VIII-c.
5. AI Engineering Services Limited shall provide space for running of Staff Canteen (Kitchen/Store Room/Dining hall) at MRO Complex, Near Gate No.3, RGI Airport, Shamshabad, Hyderabad and the Contractor shall pay a nominal license fee of Re.1/- (Rupee One only) per month. Food items shall be prepared at tenderers kitchen and brought to MRO at his own expenditure or prepared at the kitchen provided by AI Engineering Services Limited for timely service and the canteen is run on "SELF SERVICE BASIS". The contractor shall supply the individual food items mentioned in Annexure – II/III during every service at the tariff mentioned in the Agreement.
6. The Contractor shall install Canteen Management Software together with necessary Hardware to Swipe Cards of employees, Hand held/Fixed Swipe Card readers, etc. and create statements/reports/summary in computer. The stationery required for the above purpose should be provided by the contractor at his own cost. For swipe cards the service provider shall make proper arrangements for electricity power back up and also electronic data backup.
7. AI Engineering Services Limited WILL PROVIDE ELECTRICITY AND WATER, FREE OF CHARGE. However, in the event of disruption of water supply on account of power failure, etc., the contractor shall make his own arrangement for storage of water in the canteen for smooth running of the canteen. Use of free electricity from AIESL is restricted only for Lights, Fan, Aqua guard, Geyser, Fridge, Water Cooler, PESTO-O-FLASH, Grinders, Food warmer and Mixie only and the free Electricity not to be used for cooking food. During disruption of any nature, the service Provider should make alternate arrangements so that the canteen services are not affected. In case the Service provider fails to make alternate arrangement, AI Engineering Services Limited will make such arrangement as may be required and the **expenditure will be deducted from the Bills payable** to the Service provider.
8. At MRO, the Contractor shall be provided with furniture, fixtures, fittings, equipment, wet grinders and available utensils, crockery and cutlery etc., free of charge and when the contract comes to an end, the contractor shall return the above said furniture, fixtures, fittings and equipments etc. in the **same condition** as was at the time of handing over to the contractor, subject to normal wear and tear.

9. The Contractor shall keep the equipment, utensils and other items provided to him in usable condition and carry out day to day **maintenance or minor repairs** in respect of such items at his own cost, excepting the electrical & gas installations equipment.
10. In case of breakage, loss or damage to any of the items supplied by AIESL, the contractor shall immediately replace the said items of the same make, size and quality and ensure smooth and unhampered service. In case the said items are not made serviceable, the company shall undertake such repairs, the actual cost of which shall be recovered from his dues.
11. The Contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the canteen and shall pay all taxes, debts and or levies as may be levied by the appropriate Government/Local Bodies and other authorities in this regard. The Contractor shall indemnify AI Engineering Services Limited, against all claims loss, damage and cost thereof, in case of any breach of any of the Acts, Laws, Rules and Regulations, as may be agreed to between the parties.
12. AI Engineering Services Limited shall not be liable for debts, liabilities or losses, incurred by the contractor.
13. The Contractor shall prepare and serve vegetarian dishes, snacks, tea, coffee etc. as per the menu at Annexure - II and III only to employees of AIESL and subsidiaries or associated vendors/ parties. The list of eligible Diners will be furnished by AIESL. The canteen is exclusively for employees of AI Engineering Services Limited and its subsidiaries only. Food items prepared in the canteen should not be carried /taken out of the AI Engineering Services Limited premises.
14. The contractor shall not alter or revise in any manner the quantity as per menu fixed by the Company. The quality of the items served in the canteen shall be approved by the Company before being served.
15. The tenderer shall have food license under GHMC/Municipality/Health Department or equal authorities.
16. **Branded Items:** The Contractor shall use only Standard materials **acceptable to AIESL** for preparation of food and other items. All items should be procured from any leading Brand and using Standard materials with AGMARK OR ISI or FPO (w), FSSAI.

NOTE: USE OF BAKING SODA OR ANY CHEMICAL PRESERVATIVES ARE STRICTLY PROHIBITED

An indicative list of items with Brand name to be used is given below:

Rice	- Sona Masoori Fine variety of minimum 1 year aged
Oil	- Vijaya/Priya/GoldDrop/Freedom-sunflower or Rice bran oils DoubleRefined
Tea	- Brooke Bond Red label/TATA.
Coffee	- BRU super strong/Brooke Bond Green label.
Assorted Dal	- First quality, Fine Standard quality Branded items.
Wheat flour	- Annapurna/Aashirvad/Pillsbury
Masala	- Swastik/ ITC/TATA
Salt	- TATA/ITC or equivalent
Curd	- Branded/in-house
Pickle	- Branded/in-house
Ginger Garlic	- Branded/in-house
Papad	- Lizzat/Ganesh/Annapurna
Bread	- Modern/Spencer/Heritage
Jam	- Kissan Jam
Butter	- Amul/Vijaya
Milk	- Vijaya/Heritage/Jersey/Amul

17. Copy of purchase invoices for materials procured to be submitted or emailed to Assistant Manager - Pers., for quality control.
18. Fresh Vegetables of good quality on day to day basis should be procured. The source of supply should be disclosed.
19. The AIESL designated official has the right to check the quality and reject any materials which are substandard.
20. AI Engineering Services Limited has **01** LPG connection with **12** commercial cylinders at MRO Complex, Shamshabad, Hyderabad. The Contractor can make use of these LPG Connections to meet the Cooking Gas requirement at MRO only, at their cost. However the Contractor should always ensure regular supply of cooking gas in the Kitchen.
21. The contractor alone shall be responsible for all the dealings with the suppliers in respect of business of the canteen. The Contractor shall place necessary orders with the Suppliers in connection with the running of the canteen in his own name and ensure that adequate stock of provisions are kept at all times, at his own cost. Stock of raw materials for a minimum period of one week should be ensured.
22. The contractor shall ensure that the canteen store room and canteen premises at MRO or at the premises of contractor are FREE of Rats, cockroaches and other pest. Contractor shall at all times equip and maintain the kitchen, the pantry and the canteen, surroundings in general in thoroughly neat and tidy condition by cleaning the fans, tube lights, floor, glass tiles, dining hall, Dining Tables/Chairs etc. from time to time.
23. AI Engineering Services Limited shall be at liberty to carry out regular and/or surprise inspection of the kitchen and other facilities/services at any time during the currency of the contract either by the Competent Authority and/or any Authorized Representative.
24. The Contractor shall not install any electrical appliance/equipment to replace use of gas cylinders without written prior concurrence of AI Engineering Services Limited.
25. The Contractor shall keep and maintain a complaint book easily accessible to the staff members of AIESL and its Subsidiaries, for recording their complaints and shall be kept open for inspection by the Competent Authority or the designated officials. Notice to this effect will be displayed in canteen.
26. The Contractor shall not display any advertisement or sign boards except after obtaining the proper approval in writing of the Authority. Contractor shall prominently display the Menu of the day and the Rates applicable for others that would be collected directly at counter.
27. Tenderer must have held License issued by Regional Labour Commissioner (C) concerned, if he is/was carrying out similar work in any other establishment on contract basis and was deploying 20 or more than 20 workmen. On award of this Contract, he should obtain and produce Labour License issued by Regional Labour Commissioner (C) concerned within 15 days or before commencement of work whichever is earlier.
28. The Service Provider will deploy Personnel with adequate experience required to run the canteen as per the Menu and the level of service and take into account the quantity to be produced for each meal, etc. furnished in the Scope of Works. The Service Provider will cover all the jobs involved in preparation and distribution of all/any the food items as per the Menu and as per the timings furnished therein including the spot service wherever required (please refer Annexure- II and III).
29. The Service Provider should provide Supervisors round the clock to ensure proper performance of the job and to coordinate with designated officials of AI Engineering Services Limited and furnish statements related to deployment of Personnel to the representative of



AI Engineering Services Limited as and when called for. The Supervisor so provided shall have mobile number to communicate with AIESL officials in English or Hindi.

30. The Service Provider will be solely responsible for complying with various labour laws as applicable from time to time in respect of persons so engaged by them and for any breach or violation of any or all of the provisions of the labour laws as applicable from time to time.
31. Bidders are required to declare if they have any on-going legal disputes with any government agencies such as Income Tax, EOW etc. Suppression / Misrepresentation of such facts whenever it comes to light would invite disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.
32. Health Certificate of Contractor workers- Shall not employ any workers with contagious diseases or any illness that can affect others. Health certificate of the workers should be produced from a Doctor/Agency specified by AIESL every 6 months and at the time of newly joining. The workers should be vaccinated as per Government Covid-19 Regulations.
33. The contractor shall not make any additions or alterations in the canteen premises without the written permission of the Company.

XI. COMPLIANCE OF SAFETY REGULATIONS:

1. Use of cell phones and other mobile electronic devices (including hands-free devices) in the work spot and while rendering services is prohibited.
2. Service provider employees working on AIESL premises must wear appropriate personal protective equipment. Strict adherence to all required Personal Protective Equipment (Like Head cap, Mask, Gloves, Safety Shoes etc.,) is mandatory.
3. Fire-fighting, emergency shutdown devices, and life-saving equipment, should not be blocked by the Service provider/employees and access to the path to this equipment should be maintained at all times.
4. Only approved equipment should be used where flammable mixtures are present.
5. Smoking is not allowed in work area.
6. It is the responsibility of the contractor to understand and use the appropriate Work Permits and to verify any permit requirements at the location. Service provider must make necessary arrangements with their Representative to acquire appropriate authorization to perform those operations at the site.

XII. COMPLIANCE OF SECURITY REGULATIONS :

1. The Service Provider shall have a system to issue/ retrieve PIC (Photo Identity Card) to their Employees while they report / leave the AIESL premises, so as to ensure that it is not misused. The Service Provider shall have a system to surrender the Expired/Lapsed PIC and also that of the Terminated Employees to the Issuing Authority.
2. The Service Provider shall ensure that all the safety and security regulations of AIESL, BCAS (Bureau of Civil Aviation Security) or any other agency associated with Airports activity are strictly adhered to and complied with by Personnel deployed.
3. The Service Provider should ensure verification of character and antecedents of his Personnel by Police (PVC / PASSPORT) before deployment. Every Employee's photograph, copy of Police verification of character and antecedents and Service Provider's undertaking to be furnished to the HR Department of AIESL.
4. Any lapse noticed on the part of Service Provider or Service Provider's Employee involvement in theft / pilferage / malpractice/ illegal activities shall be inquired into by AI Engineering

Services Limited, Security / other officials, and suitable action including legal proceedings initiated for breach of Contractual liability and also it will attract penal provisions of law. AIESL reserves the right to impose penalty on the Service Provider apart from legal provisions.

XIII. PERSONNEL TO BE DEPLOYED BY THE SERVICE PROVIDER:

1. A list of minimum workmen to be deployed in the canteen, comprises of Manager /Supervisor - 01 (For Overall Supervision), during service time or Shift, Spot Service Boys – 02 during service time or shift, Cleaner & Sweepers – 03 during service time or shift.
2. Employees/ workers of the service provider shall not be less than 18 year of age.
3. Should be physically/medically fit for the specified jobs. Hygiene measures like wearing head caps, masks, gloves, while cooking as well as serving food at counters to be ensured.
4. They shall be well mannered and courteous and while on duty, wear proper uniform provided by the Contractor at his own cost which should be clean and should have their photo identity card pinned thereon.
5. **The Cooks engaged by the Service Provider should be preferably a Diploma (or) Degree holder from recognized Institute of Hotel Management with minimum 3 years of experience. The Cooks preferably be specialized in South Indian Cuisine. AIESL reserves the right not to allow any person to be a Cook if he is not up to standards.**
6. Must be insured against all risks by the Service Provider.
7. Should display the ID card issued to them whenever they require to enter and/or exit the premises.
8. The Service Provider shall be the Employer for the workers deployed by him for the above activity. AIESL will not be held partially or fully responsible for any dispute that may arise between the Service Provider and the workers.
9. The Service Provider will comply with all the statutory regulations such as PF, Minimum Wages Act, Bonus Act, Factories Act etc. and obtain requisite approvals from the Local Health Authorities as may be required and as are in force or that may become applicable in future and from time to time in all matters touching this service and all matters there from. He should also maintain the registers and records to that effect, which should be produced before the designated officer at periodical interval.
10. The contractor shall be liable to pay all the taxes in force presently, or imposed in future by the appropriate Government authorities and local bodies and discharge their obligations towards canteen employees as per laws framed by the Government or other authorities from time to time. The Tenderer should take all these factors into account while quoting their rates in the PRICE BID.
11. The contractor and its employees shall observe and carry out all the directions given to him by AIESL as regards working hours of the canteen.
12. The contractor shall be responsible for recruitment, retention and retrenchment of the workmen deployed for the contract by them and settlement of disputes arising out of the terms and conditions of the services all the workmen deployed by them.

XIV. GOODS & SERVICE TAX (GST) REGISTRATION & COMPLIANCE :

1. Service provider shall mention their GSTIN registration number in all their invoices and invoices shall be in the format as specified/prescribed under GST laws. Invoices shall necessarily contain invoice number (in case of multiple numbering system is being followed for billing like SAP invoice no., commercial invoice no. etc., then the Invoice No. which is

linked/uploaded in GSTN network shall be clearly indicated), item description as per PO, Quantity, Rate, Value, applicable taxes with nomenclature (like SGST & CGST) separately, HSN (Harmonized System of Nomenclature)/SAC (Services Accounting Code) code, etc.

2. All invoices shall bear the HSN /SAC Code.
3. A declaration to the effect that all invoice particulars are/were uploaded in the GSTN network/ portal & all tax liability as per GST rules and regulations have been and will be discharged shall be mentioned in the invoice. If not mentioned in the invoice, a separate declaration shall be submitted as per the requirement of AIESL.
4. In case of discrepancy in the data uploaded by supplier in the GSTN portal or in case of any shortages or rejection in the service, then AIESL will not be able to avail the tax credit and will notify the Service provider of the same. Service provider has to rectify the data discrepancy in the GSTIN portal or issue credit note (details to be uploaded in GSTN portal) for the shortages or rejections in the Service providers, within the calendar month notified by AIESL.

[For any such delay in availing of tax credit for reasons attributable to Service provider (as mentioned above), interest (calculated @ SBI Base Rate + 6%) along with Penalty if any will be deducted for the delayed period i.e., from the month of receipt till the month tax credit is availed, from the running bill, at the discretion of AIESL Management.]

XV. CONDITIONS RELATED TO THE WELFARE OF LABOURS:

1. The Service provider has to remit PF/ESI as per the existing Government guidelines.
2. The Service provider has to produce the PF Registration Code for his workers as per the Government rules while submitting the first bill. The first bill will be processed only on production of the above code. For subsequent bills, the PF/ESI remittance challan for the engaged Labour has to be submitted for bill processing.
3. AIESL will not be liable for any medical attention, injury / loss of life of the persons engaged by the Service provider during the work inside the AIESL premises as per the contract. A suitable insurance coverage (ESI / Group Insurance) for the employees shall be arranged by the service provider at his own cost from the first day of operation, towards medical treatment and compensation of any loss/ in capacitance of their employees arising out of accident etc., as per legal provisions.
4. The Service provider shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The Service provider shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
5. The Service provider shall employ such personnel who are medically fit and above the age of 18 only. The company has the right to direct the Service provider to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically found to be unfit.
6. The Minimum Wages (with applicable DA) as prescribed by the State Government from time to time should be paid to Workers and the Wage and Attendance Registers should be produced to HR Section every month. However, on implementation of New Wage Code in April 2021, the minimum wages (and DA) payable may be as prescribed by the Central Govt. The Service Provider shall take into consideration of the same while giving their quote.
7. The Service provider should be fully aware of safety measures and observe all safety precautions during work. The Service provider should also make his own arrangements to provide requisite safety devices to the workers, based on the nature of work. Any accident/incident occurring to his workers in AIESL premises should be reported in writing by the Service provider to authorities concerned immediately. The Service Provider shall be fully responsible for any accident/incident for his workers.

8. The Service provider has to disburse the salary/wages for their workmen only through Bank (RTGS). The relevant Bank statement/proof for Bank payment should be produced along with PF and ESI and challans to HR Section every month.
9. Minimum Bonus, as applicable shall be paid by the Service provider to his employees as per the Payment of Bonus Act 1965.
10. The Service provider shall in respect of labour employed by him, inter alias, comply with the following statutory provisions, rules & regard to all matters provided therein.

XVI. GENERAL TERMS AND CONDITIONS

1. Abbreviations used :

- AIESL as used in the Tender document means “AI Engineering Services Limited”.
- EMD means Earnest Money Deposit.
- SD means “Security Deposit” for performance of services rendered under contract.
- DD means “Demand Draft”.
- BG means “Bank Guarantee”.
- LOI means Letter of Intent.
- The ‘Tenderer’ / ‘Bidder’ and /or ‘Party’/ ‘Service Provider’/ ‘Contractor’ used in the Tender document, shall mean the one who has signed the Tender Document and submitted the bid/ quotation in response to the Tender.

2. Period of Contract:

- a. The Tender is for operating of AI Engineering Services Limited Staff Canteen at MRO Complex, RGIA, Shamshabad, Hyderabad for the period of TWO YEARS and extendable by ONE MORE YEAR, at same rates, terms and conditions. AI Engineering Services Limited reserves the right to extend the contract by 3 months at same rates, terms and conditions on ending of validity of contract.
- b. In case the contractor desires, Termination within 1 year of awarding contract without mutual Consent, AIESL reserves the right to penalize the contractor as per Contract Extension/Termination clause.

3. The tender is non-split-able or non-dividable.

4. Validity of Bids, Prices, Govt. Taxes / GST:

- a. The Bids (Technical Bid and Price Bid) submitted by the bidder/Tenderer should be valid for a period of 90 days from the date of opening of the Technical Bid.
- b. GST or any levies on Services given to AIESL shall be reflected in the space provided in the Price Bid. The price offered should remain firm till completion of contract period and no request for increase in price shall be entertained during the contract period. There will not be any form of separate payment to the contractor towards rendering services.
- c. Increase in GST or any new levies on Services, if any, imposed by the Govt. of India / State Govt./ Local Bodies, after the submission of bids by the bidders, will be borne by AI Engineering Services Limited, if requested for by the successful bidder. However, such request will be considered only if it is substantiated with copies of valid documentary proof and only if the bidder has quoted their rate giving the break-up of Government duties and levies in their price bid.
- d. Any reduction in GST and/or any other Statutory levies etc., of the Govt. of India / State Govt./ Local Bodies etc., should be passed on to AI Engineering Services Limited by the successful Bidder.
- e. Rates quoted by Service Provider shall be inclusive of all costs including GST price of packed raw material, wages and other statutory payments to be made to workmen, transportation of

materials from market to canteen premises and from the canteen Premises of AI Engineering Services Limited to place of service, preparation and service of food items to employees at Dining hall and Spot Service, transportation of food items from the canteen premises at AIESL, MRO Complex, Shamshabad, Hyderabad for service / spot supply and other overheads.

5. Variation of Quantity/Option Clause:

The quantity indicated is average 650 per week and may vary depending on actual utilization/consumption. AIESL may not utilize the indicated quantity. The quantity to be ordered could vary by +/- 25% from that as indicated in the tender in order to accommodate fluctuations in demand. The bidder has to maintain the quoted/contractual price for this variation in quantity during the contract period.

6. Amendments/Extensions:

AIESL reserves the right to amend any part / terms and conditions of the tender / extend the due date at its sole discretion. Amendments, corrigendum, if any, and any extensions of the due date of opening of the Bids, as per the requirements of AIESL, will be intimated by hosting the same on AIESL website only i.e., www.aiesl.in No separate NIT (Notice Inviting Tender) would be published in newspapers/print media. It is the Bidder's responsibility to visit the said website regularly for the aforesaid updates/extensions as applicable.

In case there is change in any Details/ Requirement / Terms & Conditions after release of the Tender but before its Due Date/Time, the Bidders who have submitted their Bids shall have an option to re-submit their Bids, if they choose to do so, within the extension period as may be specified by AIESL. For avoidance of doubt, it is hereby clarified that the last Bid submitted by the Bidder will be considered as the final Bid.

7. Purchase Preference to MSME:

Preference Will be given to eligible Tenderer as per the as per Public Procurement Policy for Micro Small and Medium Enterprises (MSMEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India and Vendors registered and obtained valid Udyog Aadhaar Number (UAN).

MSME vendor, submit the registration certificate/ Udyog Aadhaar Number issued and certificate must be valid as on close date of the tender. The successful bidder should ensure that the same is valid till the end of the contract period.

The MSEs who have applied for registration or for UAN or renewal of registration, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/preference.

8. Benefits to Start-up-companies:

- a. In line with GOI policy to encourage start up units (whether MSME or Non-MSME), AI Engineering Services Limited would relax by 50% the prior Experience and prior Turnover criteria to such units having "Certificate of Recognition" i.e. Start up units will be given relaxation of 50% from the stated experience and Turnover criteria as mentioned in the tender document.
- b. Please note that the Start-up company should have a valid 'Certificate of Recognition' issued by the relevant ministry, as on close date of the tender. Bidders who have applied for or if their certificate is under process will not be eligible for this relaxation.

9. Bid Security Declaration:

Bid Security Declaration Form must be submitted along with the Tender Document prescribed in **Annexure – X**, any Tenderer who fails to submit Bid Security Declaration Form will be disqualified.

- 10. EMD (Earnest Money Deposit):** An EMD of **Rs.5,000/-**(Five thousand only) must be paid to AI ESL in the form of DD in favour of “AI Engineering Services Limited, payable at HYDERABAD”, may be returned back for unsuccessful bidder. It will be either returned or adjusted in the bills payment to the successful tenderer.

11. Security Deposit / Performance Bank Guarantee:

- a. The Bidder/s who qualifies for award of Contract will have to deposit with AI Engineering Services Limited **3%** (Three percent) of the total net value of the Contract, as Security Deposit (SD) within 2 weeks of receipt of the Contract. This SD will be free of interest. In case, the SD is not deposited in time, the bills shall not be processed for payment till the SD is paid.
- b. The SD is applicable to all bidders including MSME's. The Security Deposit is to be paid by way of NEFT transaction, Account Payee Demand Draft, Banker's Cheque, ECS, Bank Guarantee issued from any Commercial Bank, Fixed Deposit Receipt from any Commercial Bank for an equivalent amount in favour of the “AI Engineering Services Limited, payable at HYDERABAD”.
- c. It may please be noted that the original BG has to be forwarded by the Bank directly to AIESL through registered AD as per the detailed procedure which will be advised to the successful bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder/s.
- d. In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- e. Security Deposit / Bank Guarantee is to be furnished on non-judicial stamp paper of value not less than Rs. 100/- (Rupees One hundred only) and in the prescribed format, which will be provided to the successful bidder/s.
- f. The Security Deposit / Bank Guarantee will be refunded / returned without interest after adjusting for penalties and applicable deductions, if any, that may be imposed under the terms of the Contract.
- g. Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.
- h. The SD is applicable to all bidders including MSME's. The SD/BG will be taken on yearly basis, renewable every year. The second year SD/BG should be valid till 60 days beyond the contract period/ warranty period.

12. Bids Evaluation Criteria:

- **Technical Bids:** The Technical Bids would be first evaluated for compliance. AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidder as it may consider necessary for the purpose of evaluation of the bids.

Note: Please ensure that Prices should not be mentioned in the technical bid. If it is found that the prices are submitted in the technical bid, the quotation / bid would be "Disqualified" and will not be considered.,

- At any point of time during the tender process or after award of contract, if the details given by the tenderer in the Technical Bid are found to be incorrect, the Tenderer will be barred from participating further in the tender process/ the work order shall be cancelled besides for feature of EMD as the case may be.
- The bids of only those bidders whom AIESL considers qualified at this stage would be considered for opening of Price Bids.

- **Price Bids:** The Price Bids of only those bidders, who qualify as per the requirements of Technical Bid, would be opened. The date and time of opening of the Price Bids would be intimated in advance to the bidders who have qualified in the Technical Bid evaluation and their authorized representatives only would be permitted to participate in the opening of the Price Bids.

13. Inspection Clause:

Inspection of bidders' facilities at the time of evaluation of the Technical Bids: AIESL reserves the right to inspect at its cost the facility/facilities of the bidders in order to assess their capability to render subject services as indicated in this tender. The decision of AIESL in such case shall be final and binding.

14. Method of arriving at overall L1 bidder and Contract Award Criteria:

- The tenderer whose net price on a common platform such as the landed cost for all the line items works out to be the lowest will be determined as the overall **L-1** bidder.
- In case the quoted rates in any line item by the overall L1 bidder are higher than the rates quoted for that particular line item by other bidder(s), it is expected from the overall **L-1** bidder to match the lowest rates received for that particular line item.
- MSMEs quoting price within price band overall L1+15% (fifteen percent) may be determined as **L-1** bidder and contract will be awarded as per public procurement policy 2012 for MSMEs.
- **Un-conditional Discounts, if any offered, will also be duly taken into consideration while arriving at the lowest landed cost. However, conditional discounts, if any, will not be taken into consideration while arriving at the lowest landed cost of the item.**
- **The contract will be awarded to overall L-1 Bidder.**

15. Price Negotiation:

As it is not the general norm for AIESL to carry out price negotiations following evaluation of the Price bids, the bidder are advised to submit their best quotes in response to this tender. AIESL, however, reserves the right to carry out negotiations in exceptional cases with the bidder who has been evaluated by AIESL as having offered the overall lowest bid in response to the tender.

16. Commencement of Contract:

The successful Tenderer, after completing the formalities as listed above, should commence the service on finalization of tender, within 15 days from the date of issue of the Letter of Intent (LOI) /Contract. And the LOI/Contract shall be confirmed within three days (3Days) of its receipt.

17. Sub-contracting:

The successful bidder shall not sub-contract the work or any part thereof, to any other person, concern, firm or company. Sub-contracting will result in termination of the contract with immediate effect without any liability on "AIESL" and also without prejudice to any other rights which "AIESL" may have against the Bidder under the Contract. The Service Provider shall not transfer or assign or sub-let any part of the service or any share of interest in any manner or degree, directly or indirectly, to any third party whatsoever.

18. Recovery from service provider:

Whenever under this contract, any sum of money is recoverable from the service provider; AIESL shall be entitled to recover such sum by appropriating in part or full from the unpaid bills and then if need be from the Security Deposit, deposited by the Service Provider.

In the event of said Security Deposit being insufficient, the balance or the total amount recoverable, as the case may be, shall be deducted from any sum due to the Service Provider, under this, or any other contract between the Service Provider and AIESL. Should this amount be insufficient to cover the said full amount recoverable, the service provider shall pay to AIESL the balance amount, if any, within 30 days of the demand by AIESL.

If any amount due to the Company is so set off against the said Security Deposit, the Service Provider shall have to make good the said amount so set off to bring the Security Deposit to the original value immediately, and in any event, not later than 10 days of the depletion of the original value and advise sent to service provider by AIESL for replenishment.

19. Indemnity:

The Service Provider shall indemnify AIESL against any claims, damages, loss or penalty including costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him.

The Service Provider shall indemnify AIESL against any claims, damages, loss or penalty including costs thereof arising out of any breach or violation of any of the provisions of all the laws, including labour laws as applicable from time to time governing the Employees employed by the Service Provider.

20. Blacklisting Conditions:

Adopts fraudulent practices and against errant bidders as detailed above, withdraws after award of the contract / LOI and fails to commence within the specified stipulated period and perform the contractual obligation during the currency of the contract, the bidder will be debarred from participating in next tender.

21. Interpretation:

In the event of any difference in the interpretation of any of the clauses of the Service Agreement and/or the Tender documents, the clarification given by General Manager (Engineering), AIESL, Hyderabad, shall be final and binding.

22. Contract Extension/ Exit/Termination clause:

- a. The validity of the agreement comes to an end IPSO FACTO by efflux of time unless otherwise renewed/terminated.
- b. The contract may be terminated under the following circumstances:
 - i. In the event of unsatisfactory performance during the contract period, contract shall be terminated with one month's advance notice. If there is change in AIESL requirement, contract shall be terminated with three month's advance notice.
 - ii. In the event of the Service Provider failing to comply with any of the terms and conditions of the agreement, AIESL shall be at liberty to terminate the Contract WITH IMMEDIATE EFFECT besides forfeiting the Security Deposit and recover any amount of additional expenditure incurred by AIESL for getting the contract work done through another Third Party.
 - iii. The Contractor/Service Provider can terminate contract after 1 year, by giving **90 days** notice in writing to AIESL. However, AIESL, reserves the right to terminate/cancel the Contract within one year partially or fully without notice and without any liability to AIESL.
- c. Upon expiry of the agreed period of contract, AIESL reserves the right to extend the Agreement for a period of **90 days** at the same rates, terms and conditions.

23. Errant Bidders:

In case after price bid opening the **Lowest Evaluated Bidder (L-1)** is not awarded the Contract for any mistake committed by them in bidding or withdrawal of bid or varying any



term in regard thereof leading to re-tendering, such bidder shall be debarred from participation in re tendering of the same work(s) as well as against any tender enquiry for any service sought by AIESL or its subsidiaries at all locations. EMD will be forfeited accordingly.

24. Arbitration:

Any dispute or difference, whatsoever, arising out of this service agreement shall be referred to the sole arbitration of the General Manager (Engineering), AIESL, Hyderabad or the person appointed by him whose decision shall be final and binding on the parties.

25. Force Majeure:

Neither party hereto shall be liable for failure to perform or for delay in performing any of its obligations under the agreement, if such failure or delay is caused or results from a condition of Force Majeure.

The term Force Majeure as used in this agreement means Accidents, Act of God, War, Revolt, Riot, Fire Tempest, Flood, Earthquake, Lightning, direct or indirect consequences of war (declared/undeclared), sabotage, hostilities, National emergency, Civil disturbances, Natural calamities, Commotion, Embargo (Blockage) or any law or promulgation ordinance or Executive order whether Central or state or Local or Municipal Authorities.

26. Novation:

AIESL reserves the right to "NOVATE" this contract to AIAHL/AIASL/AAAL or any other subsidiaries at same rates, terms and conditions and the same shall be binding upon the service provider. In the event of any merger or acquisition of AIESL transferred its activity to another undertaking, the contract on approval from the appropriate authority of the new entity shall continue in the name of such new entity / successor entity with the same rates, terms and conditions.

27. Jurisdiction and Governing laws:

In respect of any matter relating to the contract or any matter pertaining to such arbitration, the Courts of Law in Hyderabad shall have the exclusive jurisdiction.

28. Return of disqualified bids:

Financial bids of the "Technical Bid/ Pre-qualification Bid" disqualified bidders would be returned to them after finalization of the contract under intimation and against acknowledgement from the bidders, in sealed condition itself.

In case a bidder fails to collect the financial bid within the stipulated 30 days time, the bid shall be shredded in "as is where is" condition after expiry of 30 days time.


General Manager – Engineering

महा प्रबंधक (इंजी.)/General Manager (Engg.)
एअर ईंजीनियरी सर्विसेस लिमिटेड
AI Engineering Services Limited
एअर.आर.ओ. कॉम्प्लेक्स आर जी आई एयरपोर्ट
MRO Complex, RGI AIRPORT
गेट नं. 3, के गेट/Near Gate No. 3, शमशाबाद/ Shamshabad
हैदराबाद/Hyderabad-500 108 तेलंगणा/ T.S.

29. DOCUMENTS TO BE SUBMITTED TO HR/WELFARE:

Sl.No.	Document Type	Scheduled Date	Periodicity	Remarks
1	PF Registration code	On Award of contract/ on production of First bill	One time/as and when required by AIESL	
2	ESI/ Group Insurance Code	On Award of Contract	One time/as and when required by AIESL	
3	Form VI – A & VI – B under Contract Labour Regulation and Abolition (CLRA) Act	On Commencement and yearly once	yearly once	Form VI – A to be submitted to Labour authorities and a copy to submitted to AIESL. Form VI – B to be submitted to AIESL
4	Labour Licence	To be obtained immediately from Labour Authorities in case of engagement of 20 or more contract workers	One time/ on renewal of License/ as and when required by AIESL	
5	Bio Data form with proper ID proof, AADHAAR, Police Verification/Passport& Latest two Photographs	To be submitted for all employees immediately on award of contract and as and when new employees are engaged	One time/as and when required by AIESL	Required for providing ID cards to enable entry into AIESL premises and for record purpose
6	Attendance Register	To be submitted on or before 5 th of every month	Monthly	To be endorsed by the contractor and AIESL authorized executive/Line Executive
7	Wage Register	To be submitted on or before 5 th of every month	Monthly	To be endorsed by the contractor and AIESL authorized executive/Line Executive
8	PF remittance challan & PF – ECR	To be submitted on or before 5 th of every month	Monthly	
9	ESI remittance	To be submitted on or before 5 th of every month	Monthly	
10	Monthly Entry Format	To be submitted on or before 25 th of each month	Monthly	

*** The above documents is indicative, the contractor is obliged to produce any other document required, in compliance with extant statutes and practice, as and when required.**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

SCOPE OF WORKS

ANNEXURE - I

INDICATIVE REQUIREMENT OF VARIOUS MEAL SERVICES

Day	Early Morning Tea	Breakfast Including Tea/ Coffee	Lunch	Evening Snacks Including Tea/ Coffee	Dinner	Spot Service Tea in Hangar (Afternoon)
MON	30	110	95	15	Dinner for Hangar staff will be arranged as per instructions of GM(E), Hyd. <u>Average of 25 dinner per Week whenever required</u>	50
TUE	30	110	95	15		50
WED	30	110	95	15		50
THU	30	110	95	15		50
FRI	30	110	95	15		50
SAT	30	110	90	15		50
SUN	30	40	35	10		10
Total	210	700	600	100		310

TOTAL QUANTITY FOR A WEEK

- Early Morning Tea : 210Nos
- Breakfast : 700Nos
- Lunch : 600Nos
- Evening Snacks : 100Nos
- Spot Service : 310Nos
- Dinner : 25Nos whenever required

Note:

The above figures are only indicative in nature and the actual consumption may vary from time to time, Similarly the timings shown above only indicative and may vary from time to time. The approximate consumption details has been furnished to enable the Service Provider to get a rough idea about quantity of food items required to be prepared for each meal service and accordingly the Service Provider can formulate his/her quotes.

However the PAYMENT WILL BE MADE only on actual consumption of food by the employees.

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

ANNEXURE - II

MEAL SERVICES MENU TO BE PROVIDED DAILY

Menu to be approved from AIESL HR on weekly basis

NOT TO REPEAT SAME ITEM IN THE WEEK

BREAK FAST	<p>Any one item 1 to 6 as below - MONDAY to SATURDAY</p> <ol style="list-style-type: none"> 1. Poori – 3Nos. with Chutney- chana, Potato Kurma 2. Idly 3 Nos. Chutney- chana, Sambar 3. Vada-2Nos. Chutney- chana, Sambar 4. Set Dosa- 2Nos. Chutney – Palli, Sambar 5. Pongal- Chutney – coconut, Sambar 6. Dosa – 2Nos. Chutney- Coconut , Sambar 7. Upma Chutney - Coconut ,Sambar 8. Sweet Kesari- only on Sunday 	<ol style="list-style-type: none"> 1. Tea & Coffee 2. Bread 3. JAM or BUTTER (alternate day)
LUNCH	<ol style="list-style-type: none"> 1. DRY/FRY Curry (Any one): Brinjal, Cauliflower, Bhendi, Ridge guard, Carrot, Beetroot, Cabbage, Snake guard, Pumpkin, Banana, Drum Stick, Bitter gourd. 2. DAL (Any one) - Toor dal, Moong dal, Chana dal, Rajma, preferably with leafy vegetables/tomato 3. FRIDAY ONLY: Chapathi - 2Nos. Fried Rice/ Veg Biryani, Dalcha OR Veg Kurma, Curd Raita, SWEET 	<p>(Except on FRIDAYS)</p> <ol style="list-style-type: none"> 1. Chapathi-2Nos. 2. Plain Rice 3. Sambar with Vegetables - 4 days 4. Rasam - 2 days 5. Curd 6. Papad - 1No 7. Pickle
EVENING SNACKS	<p>Any one item 1 to 6 as below- MONDAY to SUNDAY</p> <ol style="list-style-type: none"> 1. Masala vada – 2Nos., Chutney –coconut 2. Onion Pakaoda, Chutney 3. Bread Pakoda – 2Nos.,Chutney 4. Upma, Chutney- Coconut 5. Mirchi/Banana/Potato Bajji – 2Nos., , Chutney 6. Alloobonda/Bonda – 2Nos., 	<ol style="list-style-type: none"> 1. Tea & Coffee 2. Bread 3. JAM or BUTTER (alternate day)
SPOT SERVICE	<p>Early Morning - Coffee Afternoon - Tea</p>	
DINNER	<p>As in LUNCH (Not to repeat Lunch curry items of the day)</p>	

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

SCOPE OF WORKS

ANNEXURE - III

LIST OF ITEMS REQUIRED TO BE PREPARED AND ITS WEIGHT/ QUANTITY/ VOLUME

DESCRIPTION	QUANTITY
Tea	100 ml
Coffee	100 ml
Bread Slices	3 slices
Jam	15 gms sachet
Butter	10 gms cubes
Idly	50gms each
Vada	50gms each
Masala vada	50gms each
Upma	200gms
Poori	25gms each
Set Dosa	50gms
Dosa	50 gms
Pongal	200gms
Kesari	150gms
Sambar	100 ml
Chutney	50gms
Raitha	100ml
Chapathi-2 nos	50gms each
Rice / Fried Rice/ Veg Biryani	300gms
Dry /Fry Curry	50gms
Dal Curry	50gms
Papad - 1No.	Medium Size
Rasam	50ml
Curd	100 ml cup
Pickle	20gms
Sweet	50 gms
Evening snacks	50 gms

• MEAL COUNTER TIMINGS:

Service	Timing
Spot Service	0400 - 0430 Hrs in Line Maintenance
Breakfast	0730 – 1000 Hrs
Lunch	1230 – 1430 Hrs
Spot Service	1445 - 1500 Hrs in Hangar
Evening Snacks	1530 – 1700 Hrs
Dinner	2000 – 2100 Hrs

Note: The canteen timings are subject to change from time to time depending up on Operational requirement.



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

Subject: Tender for Award of Rate Contract for Running of Staff Canteen- Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

**ANNEXURE - IV
TECHNICAL BID**

1.	Tender for		Running the AIESL Staff Canteen at MRO Complex, RGIA, Shamshabad, Hyderabad			
2.	Name of the Company / Establishment					
3.	Full Address of Registered Office					
4.	Full Address of Branch Office at Hyderabad					
5.	Name of Authorized Signatory					
	Telephone No.					
	Mobile No.					
	E-mail ID					
6.	Nature of Company [Whether Proprietorship Firm/ Partnership Firm /Private Limited Company /Public Limited company /Corporation / Any other to be Specified]					
6.1	If you are an MSME vendor, submit the registration certificate/ Udyog Aadhaar Number issued and certificate must be valid as on close date of the tender. The MSEs who have applied for registration or renewal of registration, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/ preference.		YES/NO		If NO, The tender is not eligible for exemption/ preference.	
7.	Particulars of Statutory Registration – Issued in the name of the Tenderer. (to enclose self- attested copies of the same) (Must Condition)					
	Details	Number	Date of Issue	Valid Up to	Tenderer Response	Disqualification Criteria
7.1	PAN No. (Must Condition) Submit the copy along with the Technical Bid				Yes/No	If NO, bid will be disqualified
7.2	GST Registration No. (Must condition) Submit the copy along with the Technical Bid				Yes/No	If NO, bid will be disqualified
7.3	PF Registration					
7.4	ESI Registration					
7.5	Any other social security scheme for workers :(Like Group Insurance, Personnel Accidents, Pension etc.)					
8.	FSSAI Registration Number/ Licence Submit the copy along with the Technical Bid				Yes /No	If NO, bid will be disqualified
9.	Whether having minimum two years experience as ‘Service Provider’ in the field of operation of staff canteen during any 2 years during last 4 Years as on 30.06.2022. (Must Condition) (Submit the copies of documentary proof along with the technical bid)				Yes /No	If NO, bid will be disqualified
10.	Works executed in any 2 years during the last 4 years as on 30.06.2022 (Must Condition) (Submit the copies of documentary proof along with the Technical Bid)				Yes /No	If NO, bid will be disqualified
11.	Whether having working office in Hyderabad. To enclose self attested copy of Lease agreement/Electricity bill/Telephone bill. (Must Condition) (Submit the copies of documentary proof along with the Technical Bid)				Yes /No	If NO, bid will be disqualified

<u>Continuation... Annexure- IV TECHNICAL BID</u>			
12.	The average annual turnover of Rs.15 lakhs or above in any of the TWO financial years during 2018-19, 2019 -2020, 2020-21& 2021-22. (Must Condition) . To self attested scanned copy of relevant pages of Balance Sheet and P&L account, duly authenticated by CA, should be submitted along with the Technical Bid.	Yes /No	If NO, bid will be disqualified
	12.a. Turnover for any of the above two Financial Years be specified	20__-20__ 20__-20__	Rs...../- Rs...../-
13.	The Tenderer must submit self-attested Income Tax Return for the two Financial Year furnished in 12.a above, with their Technical Bid. (Must Condition) .	Yes /No	If NO, bid will be disqualified
14.	Is any of your Director/Employee or his/her Immediate Relative on the payroll of 'AIESL' (if Yes, give details)	Yes /No	If YES, bid will be disqualified
15.	Has any Director/Partner/Proprietor been convicted any time by court of law? (if Yes, give details)	Yes /No	If YES, bid will be disqualified
16.	Agree to all the terms and conditions of this tender (Must Condition)	Yes /No	If NO, bid will be disqualified

18. Undertaking: (To be agreed & signed by the Tenderer):

All the provisions of the Contract Labour Regulation and Abolition (CLRA) Act and rules made there under shall be complied with, if the same are applicable to the successful Tenderer

It is confirmed that in case Contract / LOI is awarded by 'AIESL' to the successful tenderer, payment of all statutory obligations especially – Minimum Wages/ESI/PF/GST etc shall be the responsibility of the Service Provider. In case, WCT becomes applicable on these services any time during the contract period, the Service Provider shall obtain WCT registration if not obtained earlier and submit a copy to 'AIESL' within 90 days of receipt of intimation from 'AIESL'. (Applicable, in case the Tenderer is not having WCT registration at the time of application of the tender).

It is confirmed that the Contract for "Running of Staff canteen at AIESL, MRO complex, RGIA, Hyderabad" **will be commenced within 15 days from the date of receipt of LOI** (Letter of Intent)/Contract.

It is confirmed that the registrations and licenses under all the applicable local and central taxes, laws and to be specified separately under each applicable tax/law/Act (i.e. GST Act/Work Contract Act/Provident Fund Act/Income Tax Act/Shop & Establishment Act/ESI Act etc.) shall be produced for verification/checking of AIESL or to a third party authorized by 'AIESL' / agencies of Govt. of India.

It is confirmed that the requisite works as per enclosed Work Scope would be commenced and executed to the satisfaction of 'AIESL'.

It is confirmed that Financial Bids submitted are valid for a period of 90 days from the date of opening of the Technical Bids. AIESL may extend this period if required.

It is confirmed to have carefully gone through, have understood and hereby agree to abide by all the Specific/General Terms & Conditions, Work scope and Specifications governing the tender.

It is confirmed that the information given in the tender is true and correct to the best of my knowledge and belief and nothing material is concealed and authorized to sign the tender document.

Date: Signature of Auth. Signatory:
Place: Name of Auth. signatory:
Designation of Auth. signatory:
Company Name & Seal:

CHARTERED ACCOUNTANT 'S CERTIFICATION

I,C.A(Name)_____MembershipNumber_____have verified the above details as per the documents /records submitted for verification and hereby certify that the above statement is correct.

Signature of C.A _____ & Seal



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

Subject: Tender for Award of Rate Contract for Running of Staff Canteen- Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

ANNEXURE - V

CHECK LIST

Tenderers are required to fill up the check list below. Kindly Tick at the appropriate place

1.	Have you filled and signed all the pages of Scope of Works, Terms (Annexure I, II and III) and Specific Conditions and General Terms & Conditions	YES	NO
2.	Have you filled, signed, enclosed Technical Bid (Annexure IV) and obtained certification from Chartered Accountant.	YES	NO
3.	Have you filled and signed in covering letter (Annexure VII).	YES	NO
4.	Have you filled and signed in covering letter (Annexure VIII).	YES	NO
5.	Have you filled and signed Bid Security Declaration Form (Annexure X).	YES	NO
6.	Have you enclosed EMD for Rs.5000/- along with Technical Bid.	YES	NO
7.	Have you filled and signed Price Bid Form (Annexure VI).	YES	NO
8.	Have you enclosed all the above Annexures viz Annexure I to VIII and Bid Security Declaration in Cover 1 .	YES	NO
9.	Have you enclosed Price Bid (Annexure VI) in Cover 2 .	YES	NO
10.	Have you put both Covers 1 and 2 in a Master envelope in Cover 3 .	YES	NO

DATE:

TENDERER'S NAME

**TENDERER'S SIGNATURE
& SEAL**



**AI ENGINEERING SERVICES LIMITED
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ANNEXURE - VI

PRICE BID

Please go through IMPORTANT NOTES furnished here under.

1. Please complete the format in all respects with signature and Official stamp on each page.
2. The rates quoted should be for menu contained in “Annexure - I to III” AFTER TAKING INTO ACCOUNT THE MENU GIVEN, scope of service including the Spot Supply and General/ Specific terms and conditions.
3. Selection/Ranking of the bidders in financial bid (part II) will be based on the Weightage Methodology. In this method, the weightage shall be assigned to each Line/Combos. The least bidder in the total weighted price and including GST shall be declared as **L1**.
4. Rates quoted by Service Provider shall be inclusive of all costs including GST price of packed raw material, wages and other statutory payments to be made to workmen, transportation of materials from market to canteen premises and from the canteen Premises of AI Engineering Services Limited. GHIAL levy, if any, will be reimbursed upon production of Proof of remittance. Please read terms and conditions carefully before filling up this format. The GST or any levies on Services given to AIESL shall be indicated separately in the space provided in the Price Bid.
5. The rate quoted should be valid for two years and, or extendable from the date of commencement of contract.
6. The standard for preparation of items and standard weight/ quantity/ volume for each item as prescribed in the tender documents should be taken into consideration while quoting the rates.
Please submit your quotation in a sealed cover super scribing on the envelope
“TENDER NO: HYE/IR/CANTEEN/2022/711 Date: 21.07.2022 - PRICE BID”.
7. The tenderer should quote only the rates required for supply of the services individually in the following format.
8. No alteration or correction while filling up this Price Bid. **In case of any corrections/ alterations, each should be countersigned and company seal to be affixed.**
9. The contract shall be awarded to overall Lowest Quoted Vendor (**L-1**) and overall **L-1** vendor shall agree to match **L-1** rates.
10. **Arithmetical Errors**
 - a) If there is any discrepancy between the unit price and the total price that is obtainable by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected by the purchaser accordingly.
 - b) If there is any error in the total corresponding to the addition or subtraction of subtotals, the subtotal shall prevail and the total shall be corrected accordingly.
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

MOST IMPORTANT

- **L-1 WILL BE ARRIVED AT BASED ON THE GRAND TOTAL (INCLUDING TAXES) OF WEEKLY OUTFLOW CALCULATED BASED ON THE RATE QUOTED BY THE TENDERER.**

(Signature, Name, Date and Seal of the Tenderer)

Contd... **Annexure- VI**

Continuation... Annexure- VI

**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

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Subject: Tender for Award of Rate Contract for Running of Staff Canteen- Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

ANNEXURE - VI**PRICE BID**

Sl. No	Service (Please refer to Annexure- I to III for the Menu etc.)	Total Quantity required for a week	Rate Quoted excl. Taxes (IN RUPEES per scope in Annexure I, II & III).		Weightage	Total Weighted Price
			In figure	In words		
a	b	c	d	e	f	g = (c x d x f)
1	Early Morning Tea	210			10%	
2	a) Breakfast excluding Tea/Coffee	700			30%	
	b) Tea or Coffee both					
3	Lunch	600			30%	
4	Evening Snacks Including Tea or Coffee	100			20%	
5	Dinner	25			5%	
6	Spot Service	310			5%	
TOTAL - A						

Please indicate the % of GST and also the amount on which it is applied.

B. % CGST in Rs.-/- (In words).

C. % SGST in Rs.-/- (In words).

GRAND TOTAL (Inclusive of Taxes) = (A+B+C) =

Rs.-/- (Rupees.....
.....Only)

(Signature, Name, Date and Seal of the Tenderer)



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

ANNEXURE - VII

COVERING LETTER

FORMAT OF COVERING LETTER WITH WHICH DULY FILLED-IN TENDER DOCUMENTS ARE TO BE SUBMITTED BY THE TENDERER ON THE LETTER HEAD OF THE TENDERER (TO BE SUBMITTED ALONG WITH TECHNICAL BID)

To:

General Manager (Engineering)
AI Engineering Services Limited,
MRO Complex, Near Gate No.3, RGI Airport,
Shamshabad, Hyderabad 500108.

Dear Sir,

Subject: Tender for Award of Rate Contract for Running of Staff Canteen- Cooked in house at AIESL Canteen or Brought from Tenderer kitchen, at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

Ref. No.: Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

We have gone through the Tender documents posted by you on the website consisting of covering letter and Terms and Conditions and are pleased to submit Technical Bid and Price Bid.

We agree to accept the terms and conditions as stipulated.

Thanking you,

Yours faithfully,

Company Seal

Signature

Phone No.

Name

Fax No.

Designation

E-Mail.

Name of Company

Address:

Duly signed tender in sealed cover to be submitted in person at the following address on or before **1500 hrs on 10.08.2022.**

Assistant Manager - Pers.,
HR Dept., 1st Floor, A I Engineering Services Limited,
MRO Complex, Near Gate No: 3, RGI Airport,
Shamshabad, Hyderabad-500108
Phone No. 040-23477516/519



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

ANNEXURE - VIII

(To be submitted along with Technical Bid)

UNDERTAKING FROM BIDDERS

I / We
confirm that I / we do not have any Director/Employee or his/her Immediate Relative, who is an Employee of AIESL or its subsidiaries and is likely to benefit us during the Award / Implementation of the contract /PO.

I / We also indemnify that any subsequent detection of direct or indirect beneficiary of any application / award of any contract to any employee of the organization may result in disqualification / termination as the case may be. AI Engineering Services Limited, Air India Limited or its subsidiary will have the sole discretion to do so and such cases cannot be referred for arbitration.

SIGNATURE:

SEAL OF THE COMPANY:



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

ANNEXURE - IX

(To be submitted along with Technical Bid)

LETTER OF AUTHORIZATION FOR BID OPENING

To
HR Department,
AI Engineering Services Limited,
MRO Complex, RGI Airport, Shamshabad,
Hyderabad-500108

Subject: Authorization for attending Bid opening

Tender No. _____ Closing Date: _____

Opening Date _____ Opening Time _____

The following person(s) are hereby authorized to attend the bid opening for the tender mentioned above on our behalf.

Sl. No	Name	E-Mail id	Contact No.	Signature
--------	------	-----------	-------------	-----------

I.

II.

Authorized Signatory

Signature:

Seal of the company:

Note:

1. Permission for entry to the hall where bids are opened may be refused in case Authorization as prescribed above is not received.
2. The Authorized Representatives, in their own interest, must reach the venue of bid opening well in time.
3. The Authorized Representatives must carry a valid Photo Identity Card.



**AI ENGINEERING SERVICES LIMITED
HR DEPARTMENT: HYDERABAD**

Tender No: HYE/IR/CANTEEN/2022/711

Date: 21.07.2022

ANNEXURE – X

BID SECURITY DECLARATION FORM
(On Company Letter Head)

To (Insert complete name and address of the Buyer/ Purchaser)

I/We the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification. If I am/ we are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail to execute the contract, if required, or (ii) fail to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I/ am/we are not the successful bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder: or (ii) thirty days after the expiration of the validity of my/ our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the Bid Security Declaration)

Name: (insert complete name of person signing the Bid Security Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Date on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)