

Corrigendum III

Tender Number - AIESL/Corporate Office New Delhi/17/220658

Date – 16.01.2023

Subject - Hiring a Service Provider for Installation/Maintenance of all Hardware and software along-with IT Help desk Services at AIESL

1. **Section 1 Notice Inviting Tender, Page 5, Point 1** – The clause “Tenders through GEM portal/ sealed physical bids (tender published on website and GeM portal) are invited from eligible and qualified bidders for INSTALLATION/MAINTENANCE OF ALL HARDWARE AND SOFTWARE ALONG-WITH IT HELP DESK SERVICES” shall be read as follows:

Sealed physical bids (tender published on website and GeM portal) are invited from eligible and qualified bidders for INSTALLATION/MAINTENANCE OF ALL HARDWARE AND SOFTWARE ALONG-WITH IT HELP DESK SERVICES”. Bids sent on GeM portal or AIESL’s website will not be considered.

2. **Section 1 Notice Inviting Tender, Page 6, Place of receipt of tenders** – The clause “Either through e-tendering portal GeM <https://gem.gov.in> or in hard copy, sealed and sent to AIESL corporate office” shall be read as follows:

“Through only sealed bids in hard copy, sealed and sent to AIESL corporate office”. AIESL will not be responsible for BID’s not received in time, lost in transit, or mislaid.

3. **Section 1 Notice Inviting Tender, Page 6, Time, and date of opening of tender’s part 1 technical bid:**

Technical bids will be opened on 27th January 2023, Friday at 02:30 PM.

4. **Section 5.2, Instructions for online bid submission:** The clause “The Technical Bid and Price Bid is to be submitted on-line at GeM Portal <https://gem.gov.in> or sent as hard copy sealed as mentioned in section 1 Notice Inviting tender. The bidders are required to submit soft copies of their bids electronically on the GeM Portal, using registered GeM user ID. The instructions for Seller’s registration, User creations, Bid Participation Manual are available on GeM Portal under Training Module” shall be read as follows:

“The Technical Bid and Price Bid is to be submitted as hard copy sealed as mentioned in section 1 Notice Inviting tender.”

5. **Section 5.8, Online submission:** The clause “Financial Bid shall be submitted in Electronic Form on the GeM portal or sent as hard copy sealed as mentioned in section 1 Notice Inviting tender” shall be read as follows:

“Financial Bid shall be sent as hard copy duly sealed in a envelop as mentioned in section 1 Notice Inviting tender”.

6. **Section 5.1, Opening and evaluation of bids by AIESL:** The clause “Bidder(s) can view Bid opening event on the GeM portal <https://gem.gov.in> or over online call at their end” shall be read as follows:

“Bidder(s) can view Bid opening event at AIESL premises or over online call at their end”. Bidders, if they so desired, can attend the bid opening event at the time, venue mentioned in the tender document. For this authorization letter from the bidding company on their letter head be provided to AIESL.

7. **Section 6.7, Antivirus/Cybersecurity Management:** The following clause shall be included: “Antivirus for all EUD’s shall be provided by the Service provider. The proposed solution will be hosted on cloud (Azure). The successful bidder must provide this service including installation/upgradation of Antivirus solution at all EUD’s currently and in future. The solution shall be finalized in consultation with AIESL once successful bidder has been onboarded.”

8. **Section 6.10, Helpdesk support/Ticketing management system:** The clause “The helpdesk shall provide L1(Localized) and L2(Centralized) support to all AIESL locations as per location specific business hours for any kind of troubleshooting/ operational support” shall be read as follows:

“Local service desk shall be setup at each of the 11 major locations as per major locations list provided in Annexure 1 EUD details. The service desk setup will perform all service desk functionalities for the region as well as outstations dedicated to the region. A list indicating delegation of outstations to respective major regions is provided below. The proposed total minimum manpower is inclusive of service desk manpower. Service provider will have the flexibility in assigning of proposed manpower in consultation with AIESL. All SLA’s will be monitored strictly.

If in future, due to any circumstances, AIESL requires reduction of manpower (reduction in business requirements etc.) the same shall be reduced by successful bidder and cost for the same, reduced as per mutually agreed existing rates at that time.

Similarly, if AIESL requires additional manpower due to any circumstances, service provider must provide the same and cost will be borne by AIESL as per mutually agreed existing rates at that time.

Service provider shall, always, provide required manpower including passes required for the same to ensure seamless service to AIESL. In no circumstances, lack of pass issuance would be considered as reason for not providing service”.

Table indicating outstations which will be monitored through respective major locations:

Line station	Region	Line station	Region	Line station	Region	Line station	Region
Amritsar	Northern Region - DEL T3	Gauhati	Eastern Region - CCU Hangar	Ahmedabad	Western Region - BOM NEC	Visakhapatnam	Southern Region - BLR
Bhopal	Northern Region - DEL T3	Bhubaneswar	Eastern Region - CCU Hangar	Jamnagar	Western Region - BOM NEC	Vijayawada	Southern Region - BLR
Chandigarh	Northern Region - DEL T3	Agartala	Eastern Region - CCU Hangar	Vadodara	Western Region - BOM NEC	Tirupati	Southern Region - BLR
Jammu	Northern Region - DEL T3	Gaya	Eastern Region - CCU Hangar	Goa	Western Region - BOM NEC	Belagum	Southern Region - BLR
Jaipur	Northern Region - DEL T3	Ranchi	Eastern Region - CCU Hangar	Aurangabad	Western Region - BOM NEC	Mysore	Southern Region - BLR
Jodhpur	Northern Region - DEL T3	Dibrugarh	Eastern Region - CCU Hangar	Surat	Western Region - BOM NEC	Gulberga	Southern Region - BLR
Kullu	Northern Region - DEL T3	Dimapur	Eastern Region - CCU Hangar	Pune	Western Region - BOM NEC	Hubli	Southern Region - BLR

Lucknow	Northern Region - DEL T3	Imphal	Eastern Region - CCU Hangar	Rajkot	Western Region - BOM NEC	Mangalore	Southern Region - BLR
Pantnagar	Northern Region - DEL T3	Bagdogra	Eastern Region - CCU Hangar	Nagpur	Western Region - BOM NEC	Coimbatore	Southern Region - BLR
Srinagar	Northern Region - DEL T3	Durgapur	Eastern Region - CCU Hangar	Jagdalpur	Western Region - BOM NEC	Kochi	Southern Region - BLR
Udaipur	Northern Region - DEL T3	Aizawl	Eastern Region - CCU Hangar	Raipur	Western Region - BOM NEC	Trivendrum	Southern Region - BLR
Varanasi	Northern Region - DEL T3	Port Blair	Eastern Region - CCU Hangar	Indore	Western Region - BOM NEC	Madurai	Southern Region - BLR
Khajuraho	Northern Region - DEL T3	Patna	Eastern Region - CCU Hangar			Tiruchirappalli	Southern Region - BLR
		Tezpur	Eastern Region - CCU Hangar			Kannur	Southern Region - BLR
		Silchar	Eastern Region - CCU Hangar			Kozhikode	Southern Region - BLR

9. **Section 7.1, Pre-Qualification criteria, point 2:** The clause shall be read as “The bidder should have an average annual financial turnover of at least Rs50 Crore for the last three financial year’s viz. 2019-20, 2020-21, and 2021-22.

The following clause will be a part of **pre-qualification criteria:**

The bidder should have company security clearance certification from BCAS (Bureau of Civil Aviation Security) for providing airport entry passes for service engineers at airport terminals Pan India.	Certificate of security clearance issued by BCAS, Ministry of civil aviation
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10. **Section 7.2, Technical Functional Evaluation framework, point 2:** The clause shall be read as follows:

Turnover of the bidder	The bidder must have min. Annual turnover of Rs. 50 Cr. in preceding three completed financial years ending 31st March 2022.	Scanned copies of relevant pages of printed and Audited balance sheets and P&L account OR duly certified CA Certificate mentioning UDIN, as per Annexure 11 (i.e., 2021-22, 2020-21, 2019-20	10	>INR 100 Crs:10 Marks >INR 75 Crs to INR 100 Crs: 9 Marks INR 50 Crs to INR 75 Crores: 8 Marks
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“Similar work” definition shall be read as supplying and providing maintenance services of infrastructure covering the following:

- Hardware (only servicing component)

- Software (Operating System etc.)

11. **Section 8.11, Force Majeure, Paragraph 2:** The term “Act of God” shall include all natural calamities including Earthquake, flood, tempest, lightening, epidemic, pandemic etc.

12. **The following clause is added** as a part of contracting terms:
 “In case of corporate restructuring involving Business Transfer, all the Qualifying Criteria / Technical Scoring Criteria (or any other criteria pertaining to bidder's credentials) can be met by the bidding entity itself, or by the bidding entity's parent company (if the bidding entity is 100% owned subsidiary of the parent company) or by fellow subsidiary company (which is 100% owned by the parent company). Supporting documents of the parent company's / fellow subsidiary company's credentials shall also be acceptable for all the Eligibility Criteria/Technical Scoring and any other criteria requiring bidder's credentials to qualify. Form 12C has been provided for in the bidding document for the same”.

13. **Annexure 1 EUD's list:** Proposed manpower for Hyderabad region is reduced from 2 to 0.

Additional manpower for telecommunication exchange management must be provided as per list provided below.

City	office	Address	Telephone Technicians required
NEW DLEHI	T2 - Avionics Complex (including JEOC)	New Avionics Complex, Terminal 2, IGI Airport, Opposite New Custom House, New Delhi, Delhi 110037	1
	T1 - Engg/Training School	Training Manager, Maintenance Training Organization-Group A, Terminal T1, Palam, Delhi 110037	0
	T3 - Engg	C28, Maintenance shell AIESL T3, Near Air India Security Office	0
	T3 - EMF	General Manager-Engg EMF ENGG Building, IGI Airport, New Delhi-110037	0
Kolkata	NTA	New Technical Area, Dum Dum, Engineering Complex, NSCBI Airport, Kolkata-700052.	0
	Hangars	Hangar Area, Engineering Complex, NSCBI Airport, Kolkata-700052.	0
Mumbai	NEC	AI Engineering Services Limited NEW ENGG COMPLEX, BAMANWADA, ANDHERI EAST, MUMBAI-400099	0

	Terminal 2	Department of Information Technology, Level 3, T2 Chhatrapati Shivaji Maharaj International Airport, Sahar, Andheri East, Mumbai 400099	0
	OAP	AI Engineering Services Limited Gate No.1 Engineering Complex OLD AIRPORT, KALINA, SANTACRUZ(E), Mumbai 400029	2
Nagpur	MRO NAG	AI Engineering Services Limited Plot No.1, Sector 9, Notified Area of SEZ, Near Khapri Station, MIHAN , Nagpur 441108	1
Hyderabad	Shamshabad	General Manager(E) AI Engineering Services Ltd. & Station Head, Air India Ltd, Hyderabad. Engineering MRO Complex. RGIA Airport, Near Gate No. 3, Shamshabad. HYDERABAD - 500108	1
Bengaluru	BLR	First Location: Dy GM-AIESL, 2nd floor Alpha #3 Building, KIAL, Bangalore Second Location: a) SIC office, AIESL, 2nd floor RCC building, KIAL, Bangalore. b) Front Line Stores, AIESL, Ground Floor, RCC Building, KIAL, Bangalore.	0
Chennai	MAA	DY. GENERAL MANAGER (ENGG.) AIESL, NEW ENGINEERING HANGAR INTEGRATED SERVICE COMPLEX MEENAMBAKKAM CHENNAI - 600 016	1
Thiruvananthapuram	MTO	AI Engineering Services Ltd. Maintenance Facility (Hangar) Opp: KSEB, Near Trivandrum International Airport, Chackai, Trivandrum Kerala - 695007	0
	Hanger	Maintenance Training Organisation, AI Engineering Services Limited, Next to Mascot Hotel, Palayam, Thiruvananthapuram 695 033 Kerala.	0