

Tender No.

AIESL /HQRS/PPMM/2026/08

(Dated: 25th May 2026)

For

**E-Tender for Selection of Service Provider for Design,
Configuration, Testing, Commissioning, and Support of DNS &
VPN Infrastructure for AIESL**



**AIESL
AI ENGINEERING SERVICES LIMITED**

**Issued by:
AI Engineering Services Limited (AIESL), HQrs.
New Delhi-110003**

CAUTION: While every care has been taken to ensure that the contents of this Tender are accurate and up to date till date, the entities are advised to check the precise current provisions of extant law and other applicable instruction from the original sources. In case of any conflict between the provisions stipulated in this Tender and in the original sources. Such as GFR or the prevailing laws, the provisions contained in the extant law and the original instructions shall prevail.

DISCLAIMER

While this document has been prepared in good faith, AI Engineering Services Ltd. (AIESL) makes no representation or warranty, express or implied, as to the accuracy, completeness, or adequacy of the information contained herein. AIESL and its employees shall not be liable under any law, statute, regulation, tort, or otherwise for any loss, cost, or damage arising from the use of this Tender or reliance on any information contained herein. This Tender is not an offer by AIESL but an invitation to receive bids, and no contractual obligation shall arise unless and until a formal contract is signed and executed by duly authorized officers of AIESL and the selected bidder.

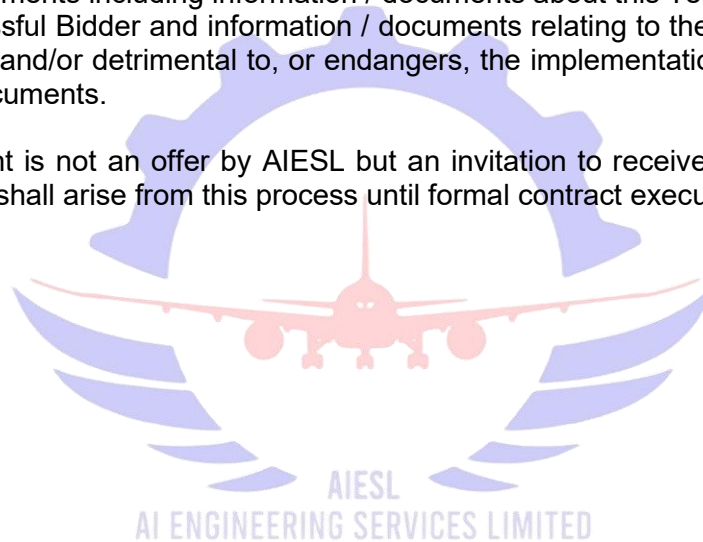
The information is provided on the terms and conditions set out in this Tender.

This Tender is not an agreement and is neither an offer nor an invitation by AI Engineering Services Ltd. to the prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and commercial offers according to this Tender.

AI Engineering Services Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise, caused arising from reliance of any or Bidder upon the statements contained in this Tender.

Any information / documents including information / documents about this Tender or subsequently provided to Bidders and/or successful Bidder and information / documents relating to the Bidding process; the disclosure of which is prejudicial and/or detrimental to, or endangers, the implementation is not subject to disclosure as public information/ documents.

This Tender Document is not an offer by AIESL but an invitation to receive offers from eligible bidders. No contractual obligation shall arise from this process until formal contract execution.



NOTICE INVITING TENDER (NIT)

AI Engineering Services Limited (hereinafter referred to as “AIESL”), a company incorporated under the Companies Act 1956, having its registered office at 2nd Floor, CRA Building, Safdarjung Airport Complex, Delhi - 110003, India invites online Bids (Single stage - Two Bid System with Part I - Technical Bid & Part II - Price Bid) from eligible Bidders (hereinafter referred to as “Bidders”) meeting the Technical Bid Evaluation Criteria mentioned at Section A of the Tender and also complying with other terms and conditions of the subject Tender, to appoint a competent service provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN.

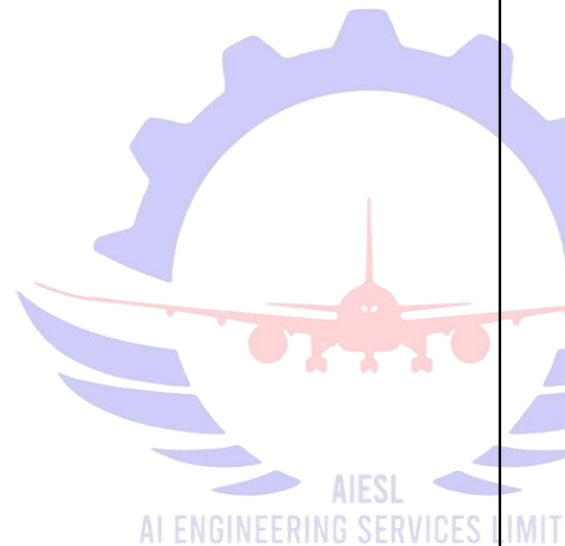
PURPOSE OF THE TENDER

AIESL, a Public Sector Undertaking and the largest DGCA-approved MRO in India, functions as a one-stop solution for comprehensive aircraft engineering and maintenance requirements across its pan-India footprint at Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, and Nagpur.

The purpose of this tender is to appoint a competent service provider for design, deployment, configuration, testing, commissioning, and support of DNS and VPN infrastructure on Microsoft Azure to ensure secure connectivity between on-premises locations and cloud infrastructure.

The selected Service Provider shall be responsible for the following key activities:

- Architecture Diagram
- IP Addressing Scheme
- VPN Configuration Document
- DNS Records Document
- Security Document
- SOP for operations
- Admin and User Manual



Note:

The Service provider for design, deployment, configuration, testing, commissioning, and support of DNS and VPN infrastructure on Microsoft Azure to ensure secure connectivity between on-premises locations and cloud infrastructure

Following terminology is used contextually throughout the document:

- 'Bidder' in the tendering and evaluation phase.
- 'Selected Bidder' once the evaluation is completed but contract not yet signed.
- 'Service Provider' only after the contract is signed and services begin.

SUMMARY OF BIDDING INFORMATION

TENDER SCHEDULE:

Date of Release : As per GeM Portal
2026 Last Date for Submission : As per GeM Portal
Opening of Technical Bids : As per GeM Portal
Contact Person :

BID DATA SHEET (BDS):

Bid Validity : 120 Days from the date of opening of the technical bid
EMD : Rs. 43,200/-
Performance Security : 5% of Contract Value
Submission Mode : Online submission through GeM portal



SECTION A - (GENERAL TERMS AND CONDITIONS)

TERMS AND CONDITIONS GOVERNING THE BID

1. DEFINITIONS

The following words, as used in the Tender shall have the meaning ascribed to them below:

- The term "AIESL", shall mean 'AI Engineering Services Limited', a company incorporated under Companies Act 1956.
- The term "AIAHL", shall mean 'AI Asset Holding Limited, a company incorporated under Companies Act 1956.
- The term "Bidder" shall mean the entity who has submitted the sealed/closed Bid for this Tender through its authorized signatory.
- The term "Contract" shall mean the agreement entered between AIESL and the Successful Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned therein.
- The term "Days" shall mean the working days of AIESL.
- The term "Services" shall mean the services to be provided by the Successful Bidder as mentioned in the Tender.
- The term "Successful Bidder" or the "Bidder" (SP) shall mean the Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.
- The term "L-1" means Bidder with the lowest quote, and "L-2" means Bidder with the second lowest quote.
- The term "Selected Bidder" shall mean the successful bidder selected post evaluation but prior to contract execution.
- The term "Service Provider" shall mean the selected bidder after the contract is signed.
- The term "Contract Value" shall mean the total value of the contract excluding applicable taxes.
- The term "Contract Period" shall mean the total duration of service including extensions if any.
- The term "User Department" shall mean the AIESL department responsible for monitoring service delivery.

2. SUBMISSION OF BIDS

- (i) Bidders must ensure online submission of the Technical Bid and the Price Bid proposals, clearly mentioning the Tender number and Bid type (Technical Bid or Price Bid).
- (ii) **PART I:** This shall be named "Technical Bid".
No Price Bid related information shall be mentioned in the Technical Bid.
- (iii) **PART II:** This shall be named "Price Bid" and shall comprise of Bill of Quantity and Price.
- (iv) If for some reason, the Bid Due Date / Time or the Bid opening date is declared a holiday, then the Bid Due Date / Time or the Bid opening date will automatically stand extended to the same timings of the next working day. In the event of the receipt of the Bid after the Due Date / Time, the Bid shall be

rejected. AIESL reserves the right to reject any Bid in part or full or annul the Tender process without assigning any reasons.

- (v) The Bid shall be furnished under Two Packet Bidding system i.e., Technical Bid and Price Bid, as mentioned in NIT. AIESL invites Bids from interested Bidders to provide on-line Bids on GeM Portal for the subject Tender, considering Least Cost Criteria (L-1) for selection. The complete Tender can also be downloaded from AIESL's official website.
- (vi) AIESL reserves the right to **itself to postpone and/or extend the date of receipt or to withdraw the Bid notice, without assigning any reason** thereof, entirely at its discretion. In such an event, Bidders shall not be entitled to any compensation, in any form, whatsoever.
- (vii) Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions.
- (viii) Vague and ambiguous replies and replies such as "Refer covering letter, conditions of Bid, etc. shall be avoided. Such replies shall be deemed to be incomplete and may prevent the Bid from being considered by the AIESL.
- (ix) The Bidders in their own interest are advised to be very careful while mentioning their rates in Price Bid in electronic form.
- (x) The Services covered by Bid specifications shall be executed strictly in accordance with the conditions specified in this Bid document. If any of the aforesaid condition is not clear to the Bidder, clarification may be sought from the AIESL before submission of its Bids. Bidder is advised to accept all the conditions specified in the Bid document, to facilitate early finalization of its Bids. Separate set of commercial conditions (such as Bidders' standard printed conditions) enclosed with the offer and any reference thereto may render the Bids liable to summarily rejection.
- (xi) The Bidders shall submit rate analysis / bifurcation of quoted price, if so desired by AIESL.
- (xii) The Bidders must submit their Bids online as mentioned in section 1 - Notice Inviting Tender (NIT) under Single Stage – Two Packet Bidding process i.e., Technical Bid and Price Bid. Selection will be based on Least Cost L-1 criteria.
- (xiii) Bids received through any other mode will not be considered.
- (xiv) Bids received late, or Bids that are incomplete or those, which are not in the prescribed format, will be rejected.
- (xv) Bids should be neatly filled / typed, all pages duly Numbered, **duly Signed and Stamped on every page by an Authorized Signatory of the Bidder**. Unsigned Bids will be rejected.
- (xvi) The rates quoted in the Price Bid should be clearly typed / written in figures and words, free from over typing or over writing. The corrections, if any, must be authenticated by the full Signature of the person, who has Signed the Bid.
- (xvii) The Price Bids should be in Indian Rupees (INR) only.
- (xviii) Conditional discounts / credits, if any, shall not be given any consideration in the evaluation.
- (xix) AIESL reserves the right to accept or reject, in whole or in part, any of the Bids, without assigning any reason whatsoever at any stage.
- (xx) All information related to the price quoted by the Bidders should be given only in the Price Bid format.
- (xxi) In case the price quoted is indicated in the Technical Bid, the Bid will be rejected, without any reference to the Bidder. No further correspondence will be entertained in this regard.

- (xxii) The Agreement would be signed between AIESL and the Bidder selected for award of the Contract. The Bidders must confirm its willingness to sign such Agreement containing the entire principal terms and conditions of this Tender document.
- (xxiii) AIESL reserves the right of not awarding Contract to any of the Bidders.
- (xxiv) No Bidder shall submit more than one Bid against this Tender document. In case more than one Bid is received, only the last submitted Bid would be considered by AIESL.
- (xxv) Determination of whether the Bid complies with the Tender requirements or not will be at the sole discretion of AIESL.
- (xxvi) No advance / pre-delivery payment term will be accepted by AIESL.
- (xxvii) Costs, if any, to be borne by AIESL in respect of the Project Implementation should be clearly indicated by the Bidders in the Price Bid giving the break-up thereof, element wise.
- (xxviii) The Price Bid must be complete in all respect and no representation whatsoever would be entertained by AIESL for inclusion of any other cost head / cost after the opening of the Price Bid. The prices quoted should remain firm / fixed for the entire term of the agreement excepting the minimum wage increases duly notified by the respective states. Withdrawal or unilateral modification of the Bids shall constitute a breach of terms of the Tender and the Bids shall be liable for rejection thereof. No representations from the unsuccessful Bidders shall be entertained with respect to the evaluation of their Bids by AIESL, whatsoever.
- (xxix) The Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions.
- (xxx) The Bidders are advised to study the Tender carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the e-Tender with the full understanding of its implications.
- (xxxi) The issue of this e-Tender does not imply that AIESL is bound to select a Bidder. Notwithstanding anything contained in this e-Tender, AIESL reserves the right to reject any Bid and to annul the Bidding process and/or reject all Bids at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof. If AIESL rejects or annuls all the Bids, it may, at its sole discretion, invite all eligible Bidders to submit fresh Bids hereafter.
- (xxxii) The Bidders shall bear their costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, delivery Fees, expenses associated with any demonstrations or presentations which may be required by AIESL, or any other costs incurred in connection with or relating to their Bids. All such costs and expenses will remain with the Bidders and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the Bidders in preparation or submission of their Bids, regardless of the conduct or outcome of this Tender process.
- (xxxiii) Bids prepared by the Bidders shall contain all requisite information along with supporting documents as per details provided in the Technical Bid.
- (xxxiv) The Price Bid of only those Bidders who are found technically suitable during technical evaluation would be opened. The opening date and time of Price Bids would be intimated to all the technically qualified Bidders to enable them to attend the Price Bid opening
- (xxxv) If there is an error in a total corresponding to the addition or subtraction of sub-totals, the subtotals shall prevail, and the total shall be corrected.
- (xxxvi) AIESL reserves the right to reject the lowest bidder (L1) if the rates quoted are found unreasonably low

compared to estimated cost or not viable.

3. OPENING OF BIDS

- (i) On the date of opening of Tender, only the Technical Bids will be opened.
- (ii) Price Bids of only those Bidders who are qualified after the evaluation of the Technical Bids will be opened. Intimation will be sent to only those Bidders who qualify after the evaluation of the Technical Bids. No correspondence in this regard will be entertained with the Bidders.

4. REJECTION OF BIDS

- (i) The Bid shall stand rejected if the Bidder submits an incomplete Bid, i.e. where only the Technical Bid or only the Price Bid is received.
- (ii) The Technical Bid should not contain any indication of the price related to the Price Bid. In case an indication of such price quoted is included in the Technical Bid, the Bid will be rejected without any reference to the Bidder. No correspondence will be entertained in this regard.
- (iii) The Bids received after Due Date / Time shall not be considered.
- (iv) The Bids are liable to be rejected forthwith, i.e. without being evaluated, on the following grounds:
 - a) If only the Technical Bid has been received and the Price Bid has not been received, and vice-versa.
 - b) If the Bids/Tender has not been signed by the Authorized Signatory of the Bidder. (Signed by any key managerial personnel or an officer of the company duly authorized by the Director / Partner / Proprietor on his/her behalf).
 - c) If the Technical Bid has been received without EMD / Bid Security Declaration, as the case may be and the EMD has been submitted in a mode other than as specified in the Tender document.
 - d) If the information given in response to the Tender is incomplete, ambiguous, without requisite supporting documents, unverified, unattested, and/or submission of illegible copies or unexplained materials and/or Bids not received as per the desired formats & Bidding instructions.
 - e) If the Price Bid indication has been provided in the Technical Bid response.
 - f) If the Bid response is not presented neatly and corrections if any are not duly authenticated with full authorized signatures of the person who has signed the Bid document. (Signed by any key managerial personnel or an officer of the company duly authorized by the Director / Partner / Proprietor in this behalf).
 - g) If the Bid has been received without the undertaking of acceptance of all terms & conditions
 - h) If the Bid (Technical Bid / Price Bid) is incomplete.
 - i) The above list is only illustrative and there can be other relevant grounds of rejection of Bids.
- (v) In case of any variation, in the documents / data submitted by the Bidder in support of the Technical Bid and in comparison, with the original documents during technical evaluation, the Bids of such Bidder would be out-rightly rejected / disqualified during technical evaluation and its EMD would be forfeited.
- (vi) If the price indicated in the Price Bid is conditional.
- (vii) In case the Bidder being an MSE unit as specified in Clause 12 of Section A, fails to submit a copy of the relevant MSE certificate and the required Bid Security Declaration Form along with the Technical Bid.

5. AMENDMENTS / CLARIFICATIONS AND EXTENSIONS

- (i) Amendments and Extensions, if any, to this Tender, will be hosted on AIESL portal at www.aiesl.in & on GeM portal at www.gem.gov.in . The Bidders are, therefore, advised to visit above mentioned websites regularly for the aforesaid amendments / updates / extensions as applicable, till the date of closing of the Tender. In case there is a change in Service Details / Requirements / Terms & Conditions after the release of the Tender but before it's 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 the final Bid.
- (ii) AIESL, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- a) suspend and/or cancel the Bidding process and/or amend and/or supplement the Bidding process or modify the dates or other terms and conditions relating thereto.
 - b) consult with any Bidder to receive clarification or further information.
 - c) retain any information and/or evidence submitted to the AIESL by, on behalf of, and/or concerning any Bidder;
 - d) independently verify, disqualify, reject, and/or accept all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- (iii) It shall be deemed that by submitting the Bid, the Bidder agrees and releases the AIESL, its employees, agents, and advisers, from any and all liability for claims, losses, damages, costs, expenses, or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection with the Bidding process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

6. TENDER FEE

Besides GeM portal, the Tender is also available for download free of cost basis from Tender section of the AIESL website. There is no fee for the Tender Documents.

7. VALIDITY OF BID, PRICES, GOVT. DUTIES / LEVIES, ETC.

- (i) The price quoted by the Bidders shall be valid for a period of 120 (One Hundred Twenty) days from the date of opening of the Technical Bid. Any Bid whose validity is less than 120 (One Hundred Twenty) days shall be summarily rejected.
- (ii) The price offered / agreed shall remain firm till the completion of the Contract and subject to the terms & conditions of the Tender / Contract.
- (iii) The Bidders should commit to passing on the benefit to AIESL of reduction in statutory taxes, etc., by the Government, during the period of the Contract.

- (iv) During the Contract Period, if for any reason there is a downward revision in the prices, the Successful Bidder shall pass on the benefits of the same to AIESL.

8. PERIOD OF CONTRACT

The Contract Period for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL redevelopment would be **03 (Three) years** from the date of execution of the Contract ("Contract Period").

9. MODIFICATION OF BIDS

- (i) The Bidders can modify or withdraw their Bids after the Bid submission but before the Due Date / Time of submission of the Bid on GeM portal. The last modification of the Bid as provided by the Bidder shall be considered their final Bid.
- (ii) No Bidder shall be allowed to modify/withdraw its Bid during the period after the Due Date / Time for submission of Bids and before the expiration of the period of Bid validity.
- (iii) Withdrawal / modification of Bid, during the time mentioned above, shall result in the forfeiture of the EMD submitted by the Bidder.

10. EARNEST MONEY DEPOSIT (EMD)

- (i) The Bidder shall submit an EMD of ₹43,200/- (Rupees Forty-Three Thousand Two hundred only) through Electronic Bank transfer to the AIESL Account Number and Bank Particulars, link given at AIESL website, www.aiesl.in. The acknowledgement of the payment shall be attached along with the Bid on GeM portal.
- (ii) EMD in any other mode other than what is specified above will not be accepted.
- (iii) It is hereby clarified that the EMD paid through cash and/or cheque shall not be accepted by AIESL.
- (iv) EMD will be interest free.
- (v) EMD Exemption applicable to MSEs only if they are registered in the same type of business. i.e The NIC Code mentioned in the Udyam Certificate must be relevant to the scope of work & services covered under this tender.
- (vi) EMD of the unsuccessful Bidders will be refunded within 45 days after completion of the Tender process and award of the Contract in favor of the Successful Bidder.
- (vii) EMD of the successful Bidder will be returned after receipt of Security Deposit or Bank Guarantee in lieu thereof as stated in the clause of Security Deposit. EMD will be forfeited in the event of Bidder withdrawing or modifying their Bid or fails to abide by any terms of the Tender, after opening of the Bids or deviates or derogates from the conditions of the Tender or if the successful Bidder declines / refuses to accept the Letter of Award (LOA) and execute the Contract, or declines to furnish the Security Deposit.
- (viii) If the Successful Bidder seeks exemption from submission of EMD, it must submit the relevant documents.
- (ix) If the Bidder is an MSE unit and claims exemption from submission of EMD, in such an event the Bidder shall submit a copy of the relevant MSE certificate at the address mentioned in the Tender along with the submission of the Technical Bid, for their Bid to be considered as per the Tender.

- (x) EMD of the Bidder will be forfeited if the Bidder withdraws or amends its Bid after the due date, impairs or derogates from the Tender in any respect, or declines to accept or honor the Contract if awarded in his favor within the Bid validity period. If the Successful Bidder fails to furnish Security Deposit within the specified period, its EMD is liable to be forfeited.
- (xi) AIESL reserves the right to reject / not consider the Bid if it has been received without EMD or proof of submission/details thereof or the EMD has been submitted in a mode other than as specified above, or a valid proof of exemption from submission of EMD has not been provided.

11. EXEMPTION / PREFERENCE TO MSE/ STARTUP UNITS

- (i) If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" (**i.e 50% in turnover and 1 year in experience**). In case any bidder is seeking exemption under the MSE category shall submit a valid Udyam Registration Certificate. The NIC Code mentioned in the Udyam Certificate must be relevant to the scope of work & services covered under this tender. In case of non-relevant NIC Code, MSE benefits/exemptions shall not be considered.
- (ii) If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". (i.e 50% in turnover and 1 year in experience). In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents (valid DPIIT Certificate) to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- (iii) As per Public Procurement Policy for Micro and Small Enterprises (MSEs) preference will be provided to MSEs as per the prevailing policy as formulated by the Ministry of Micro, Small and Medium Enterprise of Govt. of India. MSEs must be registered with any of the following to avail of the benefits / preference available vide Public Procurement Policy MSEs Order, 2012:
- a) District Industries Centers (DIC)
 - b) Khadi and Village Industries Commission (KVIC)
 - c) Khadi and Village Industries Board
 - d) Coir Board
 - e) National Small Industries Corporation (NSIC)
 - f) Directorate of Handicraft and Handloom
 - g) Any other body specified by the Ministry of MSE.
 - h) Udyog Aadhaar (UDYAM)
- (iv) MSEs participating in the Tender must submit the certificate of registration with any one of the above agencies indicating the details of the Tendered item along with their Bid.
- (v) The MSEs registered with District Industries Centers must submit the Acknowledgement of Entrepreneur Memorandum (EM) Part-II along with their Bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit a valid NSIC registration certificate along with their Bid.
- (vi) The registration certificate issued from any one of the above agencies must be valid as of the close date of the Tender. The Successful Bidder should ensure that the same is valid till the end of the Contract period.
- (vii) The MSEs, who have applied for registration or renewal of registration with any of the above agencies / bodies but have not obtained the valid certificate as of the close date of the Tender, are not eligible for exemption/preference.
- (viii) Security Deposit: The Successful Bidder (MSE / Non-MSE) will be required to submit the Security Deposit as applicable on the Contract value. However, in the case of MSE Bidders, the Security Deposit / Bank Guarantee can be submitted on a yearly basis, renewable every year.

12. PRICE PREFERENCE:

- (i) The MSEs registered with above mentioned agencies/bodies for the Tendered Service and quoting price within price band of L1+15% (fifteen per cent) shall also be allowed to supply a portion of requirement by bringing down their price to the price quoted by L1 in a situation where the price quoted by the L1 Bidder (the "L1 Price") is from other than a MSE and such MSE shall be allowed to supply total Tendered value/service. In case of more than one such MSEs are in the price band of L1+15% and matches the L1 Price, the 20% value shall be shared proportionately, if it can be divided, else the complete contract shall be allocated to the MSE unit.
- (ii) An MSE Unit will not get any purchase preference over another MSE Unit. MSEs will also be entitled to the payment terms of 45 days' credit.
- (iii) Note: Above policy of extending benefits is meant for the procurement of only goods produced and services rendered by MSEs and not for any trading activities by them.

13. SECURITY DEPOSIT / PERFORMANCE GUARANTEE

- (i) The Bidder who qualifies for the award of the Contract will have to deposit with AIESL a sum of rupees which is 5% (Five percent) of the total value of the Contract towards an interest-free Security Deposit, within 2 weeks of receipt of the Contract. The Security Deposit is to be paid by way of an Account Payee Demand Draft, Banker's Cheque, Bank Guarantee (BG) issued from any commercial bank, in favor of 'AI Engineering Services Limited', payable at Delhi.
- (ii) In case of submission of Security Deposit (SD) by Bank Guarantee (BG), it may please be noted that the original BG must be forwarded by the Bank directly to AIESL through registered AD (Acknowledgement) as per the detailed procedure which will be advised to the Successful Bidder. The expenses incurred towards submission of the Security Deposit / Bank Guarantee will have to be borne by the successful Bidder.
- (iii) Security Deposit if provided by way of Bank Guarantee shall be furnished on non-judicial stamp paper of appropriate value and in the prescribed format, as per Annexure-D.
- (iv) The Security Deposit / Bank Guarantee will be refunded/returned without interest within 60 days of the successful completion of services against the Contract after adjusting for damages, if any, that may be imposed under the terms of the Contract.
- (v) Validity of the SD/BG would be 60 days after the scheduled completion of all obligations under the Purchase Order / Contract.
- (vi) The SD/BG will apply to successful MSE Units also.
- (vii) In case of MSE Bidder, the Security Deposit can be deposited on a yearly basis, renewable every year. The second year Bank Guarantee should be valid for a period of 60 days beyond the Contract Period on successful extension of contract on mutual agreement.
- (viii) In case, Security Deposit is not deposited as per the terms of the Tender and the Contract, before the commencement of the Services, the bills presented by the Successful Bidder shall not be processed for payment till the time the Security Deposit is deposited by the Successful Bidder. In the event the Security Deposit is not deposited by the Successful Bidder within 45 days from the date of award of the Contract, AIESL reserves the right to terminate the Contract and re-issue a fresh Tender for providing the Services under the Contract at the sole risk and cost of the Bidder.
- (ix) In case of breach of Contract or violation of any terms of the Contract, the Security Deposit shall be forfeited / Bank Guarantee be invoked.
- (x) Such Security Deposit shall not bear any interest and shall be refunded without interest only on successful completion of the Contract and upon fulfillment of all Contractual obligations after a period of 3 months from the expiry of the Contract Period.

14. PRICE NEGOTIATION

As a general norm price negotiations are not carried out by AIESL with the Bidders. Negotiations, if at all, shall be an exception and may be held for better pricing with the L1 only.

15. ELIGIBILITY & EVALUATION CRITERIA FOR TECHNICAL BID (STAGE 1)

- (i) 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.
- (ii) In the event, the Bidder fails to provide any information or a document sought by AIESL, the Bid of that Bidder is liable to be rejected by AIESL. However, at its sole discretion AIESL reserves its right to seek any information/ document as it deems necessary. No correspondence in this regard shall be entertained.
- (iii) The Bidders who qualify as per the **Technical Bid evaluation criteria** as mentioned under Section C and Section D, and other requirements of the Tender, would be considered for the next stage of the Tender process of Price Bid evaluation and they would be duly intimated by email.

16. ELIGIBILITY CRITERIA:

- (i) The Bidder must be a Limited Company registered under Indian Companies Act, 1956/2013 or a partnership firm or a sole proprietorship firm or a LLP or a private limited company duly registered under the concerned acts applicable for conducting business in India. Please attach copy of the relevant Deed / Registration document, as applicable.

- (ii) **Experience:**

Bidder must have been in existence in Business of Supporting DNS & VPN Infrastructure to various companies in India for a period 3 years as on bid submission date. (Please attached copy of Certificate of Incorporation)

The Bidder must have successfully completed **at least one contract of Supporting DNS & VPN Infrastructure** and Maintenance services for any Central Government / State Government / Public Sector Undertakings (PSUs) / Subordinate Offices / Autonomous Bodies/ Private Limited Company , etc., during the last three (03) years, ending 31.03.2025.

The Bidder shall submit copies of work orders / contracts and completion certificates in support of the experience, must fulfilling any one of the following criteria:

- Three (03) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than **₹8.64 Lakhs**, or
- Two (02) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than **₹10.80 Lakhs**, or
- One (01) Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts with a value of not less than **₹17.28 Lakhs**.

- (iii) **Turnover:**

Average Annual financial turnover of the Bidder should not be less than **Rs 11 Lakhs** (Rs. Eleven Lakhs only) in last three financial years from 01.04.2022. Please furnish self-attested copies of audited accounts for the three financial years of 2022-23, 2023-24 & 2024-25. In case the accounts are not audited, kindly submit a CA certificate along with copies of the Income Tax Return (ITR), Profit & Loss Statement, and Balance Sheet for the respective financial year.

- (iv) The Bidder should have positive operating profit / net worth for the last three financial years (2022-23, 2023-24 & 2024-25)

- (v) The bidder should have minimum **of 25 full-time employees** on its payroll, working in the business unit as on bid submission date. (Certificate from the Head of HR Department or equivalent on bidding entity's letter head signed by authorized signatory)
- (vi) **IT Returns:**
IT Return pertaining to the last three Financial Years as mentioned above in (iii) to be provided by the Bidder. Please submit copies of the IT Returns for the above last three financial years.
- (vii) PAN and GST Registration are must. The Bidder shall submit the copies of the documents.
- (viii) An undertaking (self-certificate) that the bidder has not been blacklisted by any Central/State Government institutions and there has been no pending litigation with any Government department on account of execution of similar service.
- (ix) The bidder should furnish copies of MSME (UDYAM) registration,
- (x) GST registration, PAN/TIN of the firm (Please upload the scan copies)
- (xi) The Bidder must submit EMD or applicable exemption letter.

17. AWARD OF CONTRACT / AGREEMENT, ACCEPTANCE, COMMENCEMENT / EXECUTION

The award of the Contract shall be subject to fulfillment (in addition to eligibility criteria and the Undertakings as provided under the Tender) of the following conditions by the Bidder:

- (i) The Successful Bidder must counter-sign and return Letter of Award (LOA) / contract within 07 days of receipt of the same and provide their bank details with a canceled cheque.
- (ii) The Successful Bidder must commence the Services within 07 days after execution of the LOA.
- (iii) The Successful Bidder shall execute the Contract within 07 days of acceptance of LOA. The cost towards the preparation, negotiation, and execution of the Contract shall be borne by the Successful Bidder.

18. FRAUDULENT PRACTICES

- (i) AIESL requires that Bidders observe the highest standard of ethics during the Bidding process and execution of contracts. In pursuance of this, AIESL defines, for the purposes of this provision, the terms set forth below as follows:

“Corrupt practice” means the offering, giving, or soliciting of anything of value to influence the action of a public official in the procurement process or contract execution; and

“Fraudulent practice” means a misrepresentation of facts to influence a procurement process or the execution of a contract to the detriment of the AIESL and includes collusive practice among Bidders (before or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive AIESL of the benefits of free and open competition.

- (ii) Shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract.
- (iii) Shall declare a Bidder ineligible and blacklist such Bidder, either indefinitely or for a stated period if, at any time, AIESL determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.

- (iv) Shall rescind the Contract forthwith, in case of Successful Bidder adopting fraudulent / corrupt practices during the currency of the Contract.
- (v) Bid Security Declaration will be applicable, or the Security deposit shall be forfeited, as the case may be in addition to the above-mentioned remedies which AIESL shall have.

19. CONTRACT MANAGEMENT

The contract administration will be managed by PPMM department of AIESL.

20. CONTRACT SURVIVABILITY

In the event, the Successful Bidder is acquired by or merges with another company / entity / organization by operation of law or in any other manner, the terms and conditions of the Tender / Contract applicable to the Successful Bidder shall remain in full force, and effect on the new entity and the Successful Bidder shall at all times remain liable to AIESL, with regard to the obligations mentioned herein. AIESL shall, however, have the discretion and option to terminate the Contract in such an event.

21. ERRANT BIDDERS

In case, after Price Bid opening, if the L-1 Bidder does not accept the contract or is not awarded the Tender for reason solely attributable to such L-1 Bidder, for reasons as mentioned in this Tender, thereof leading to retendering, AIESL shall apply clauses of the Bid Security Declaration submitted by such Bidder and such Bidder shall be debarred for a period up to 01 (one) year from participation in the next Tender for the subject services as well as against any Tender inquiry for any service sought by AIESL and its sister concerns at all locations. AIESL reserves the right to blacklist the Bidder for a period of up to 03 (three) years.

22. JURISDICTION

Any Dispute whatsoever arising out of this Tender shall be subject to the exclusive jurisdiction of the courts of Delhi only.

23. ZERO DEVIATION

- (i) Bidders are advised to quote strictly as per the terms and conditions of the Tender and not to stipulate any deviation/exceptions. This is a zero-deviation Tender, and no deviation shall be permitted.
- (ii) Bidders are advised to note that taking a deviation from the following terms and conditions of the Tender may lead to the rejection of their Bids:
 - a) Firm / Quoted Price throughout the Contract Period and the extension period
 - b) EMD
 - c) Scope of Work
 - d) Special Conditions of Contract
 - e) Functional terms and conditions
 - f) Service Delivery / Completion Schedule
 - g) Period of Validity of Bid
 - h) Performance Bank Guarantee / Security Deposit
 - i) Arbitration / Resolution of Dispute
 - j) Service Level Expected (SLE)

- k) **Force Majeure:** Neither AIESL nor the Service Provider shall be liable for failure to fulfill obligations due to Force Majeure events including natural calamities, war, strikes, or government restrictions. The affected Party must notify the other within 5 days and resume obligations as soon as feasible. If Force Majeure continues beyond 90 days, either Party may terminate the Contract without penalty.
 - l) Statutory Compliance with Applicable Laws
 - m) Registration of PF & ESIC in the name of the Firm
- (iii) All the pages of the Tender must be mandatorily signed and stamped by the authorized signatory along with the supporting documents as asked in the Technical Bid. (Signed by any key managerial personnel or an officer of the company duly authorized by the Director / Partner / Proprietor on his behalf).
- (iv) All documents in support of the Tender must be submitted in accordance with the checklist as per the Check sheet attached in Section-F.
- (v) Any other condition specifically mentioned in the Tender elsewhere that non-compliance of the clause shall lead to rejection of the Bid.

24. PAYMENT TERMS

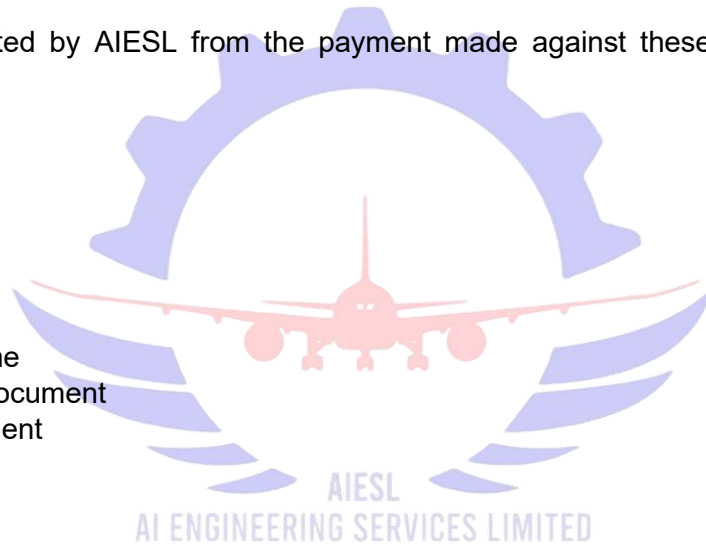
All payments to the Bidder for the subject services shall be made on a monthly basis, as quoted on the GeM portal, after successful completion of the work in accordance with the Scope of Work of the tender document.

- (i) The payment will be processed within 30 days after submission of the invoice.
- (ii) Payment will be made through ECS (Electronic Clearance Service) / NEFT etc.
- (iii) The successful Bidder is required to submit a duly verified Bank Mandate form along with a copy of the relevant cheque leaf, duly canceled to enable Accounts Department to make payment through ECS / NEFT, etc.
- (iv) TDS shall be deducted by AIESL from the payment made against these invoices, as per the applicable laws.

25. DELIVERABLES

Vendor must submit:

- Architecture Diagram
- IP Addressing Scheme
- VPN Configuration Document
- DNS Records Document
- Security Document
- SOP for operations



26. CONTRACT PERIOD

- **Initial Contract Period:** 03 (Three) Years.
- **Exit Clause:** Either party may terminate the contract by giving 03 (Three) months' prior written notice.
- **Knowledge Transfer:** The successful bidder shall ensure complete knowledge transfer and handover before exit/termination of the contract.

27. FALL IN PRICE CLAUSE

The successful Bidder shall pass on any benefits arising due to lower taxation or change in input cost by virtue of some exemption by the government or for any reason during the contract/order.

28. INDEMNIFICATION

- (i) The Bidder shall indemnify AIESL against all liability arising out of any claim, penalty, loss damages, or costs actually paid, suffered, or incurred by AIESL pursuant to any injury or death to any person or by reasons of any damage to any property (including but not limited to the Aircrafts) belonging to AIESL caused by the Bidder's personnel deployed for the Services. In case, any such amount is not deposited / paid to AIESL, the same shall be deducted from Security Deposit / Bills / Future payments due to the Bidder, without prejudice to the other rights available to AIESL under any applicable law.

29. CONFIDENTIALITY

- (i) The Parties (Bidder and AIESL) shall at all times keep confidential, all information acquired in consequence of this proposal, except for information which they may be entitled or bound to disclose under compulsion of law or were requested by regulatory agencies or to their professional advisers where reasonably necessary for the performance of their professional services.
- (ii) Vendor shall sign NDA and comply with AIESL confidentiality and data protection requirements.
- (iii) All information accessed during the engagement shall remain property of AIESL.

30. EXIT / TERMINATION OF CONTRACT

- (i) In case of unsatisfactory performance or breach of any of the clauses of the contract, AIESL shall issue a notice of 30 days to the Bidder to rectify the breach and improve the Performance failing which AIESL shall be at liberty to terminate this Contract by providing 30 days written notice to the Bidder. In such case, the Bidder shall not be entitled to any compensation whatsoever for costs incurred or to be incurred on this account.
- (ii) In the event of a breach of confidentiality, the Contract can be terminated by AIESL with a notice period of 1 (one) month.
- (iii) The Parties shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the Contract till the termination.
- (iv) Notwithstanding the above, AIESL shall also be at liberty to terminate the Contract for any reason including change in situation/circumstances, etc. by providing a 30-day prior written notice to the Bidder. The Bidder shall also be at liberty to terminate this Contract by providing AIESL with a 90-day prior written notice. In such an event, the terminated party shall have no right to claim compensation/damages, etc. from the terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.
- (v) In case the Bidder serves the termination notice before exhaustion of 40% of the contract value or, they will be debarred from participating in the immediate next Tender for that item/service.

31. CLAIMS FOR DAMAGE

- (i) AIESL shall notify the Bidder of any claims/deficiency on the part of the Bidder arising under/out of the Contract.
- (ii) In case the Bidder, having been notified by AIESL, fails to take remedial action within the stipulated time as advised, AIESL may take remedial action without any further notice, at the Bidder's sole risk and cost. AIESL shall also levy damages /terminate the Contract without prejudice to any other rights which AIESL may have under the Contract or any applicable laws.

32. FORCE MAJEURE

- (i) Neither the Bidder nor AIESL (collectively "Parties" and individually "Party") shall be in breach of any obligation under the Contract if it is unable to perform that obligation in whole or part because of the occurrence of a Force Majeure Event.
- (ii) Force Majeure Event means extraordinary events or circumstances beyond human control such as an event described as an act of God (like a natural calamity, or events such as a war, strike, or riots). The affected Party shall give immediate notice in writing of the occurrence of a Force Majeure Event as soon as it occurs (in any case not later than 5 days of information about the occurrence of such an event becoming known to such Party) and shall thereafter keep the other Party informed of the continuation or termination of such event as soon as possible (and in any event within three (3) days of the continuation or termination of such event).
- (iii) Notwithstanding the occurrence of a Force Majeure Event, the affected Party shall use its best reasonable efforts and due diligence to mitigate the economic and other effects of the event of Force Majeure and shall reasonably allocate its available resources, giving priority to its obligations under the Contract.
- (iv) The Party so affected shall take all reasonable steps to remedy the failure and reasonably allocate its available resources, giving priority to performing its obligations under the Contract and keeping the other Party informed of the steps being taken to mitigate the effects of an event of force majeure.
- (v) If the performance in whole or in part or any obligation under the Contract is prevented or delayed by any reason of subsistence of a Force Majeure Event for a period exceeding 90 (Ninety) days, either Party may at its option terminate the Contract without any financial repercussion on either side.
- (vi) Notwithstanding the punitive provisions contained in the Contract for delay or breach of Contract, the Bidder would not be liable for imposition of any such damages so long as the delay and/or failure of the Bidder in fulfilling its obligations under the Contract solely attributable to the occurrence of a Force Majeure Event.

33. RESOLUTION OF DISPUTES AND ARBITRATION

- (i) Any dispute arising between the Bidder and AIESL (Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation, or effect of the Contract or the validity or breach thereof (the "Dispute"), shall first be settled by mutual consultation between the authorized representatives of the Parties. If the Dispute remains unresolved after a period of 90 (ninety) days from the date when the mutual consultation has, the same shall be settled and finally resolved by arbitration.
- (ii) Such arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time, by a panel of three (3) arbitrators. The Parties shall appoint one (1) arbitrator each and the two (2) such appointed arbitrators shall, in turn, appoint the third (3rd) arbitrator as the presiding arbitrator.
- (iii) The arbitration award passed under the arbitration shall be final and binding on the Parties.
- (iv) The proceedings of the Arbitration shall be conducted in English language and the place of arbitration shall be Delhi.
- (v) Each Party shall bear their own cost concerning such arbitration.

34. INTERPRETATION

In the event of any difference in the interpretation of any of the clauses of the Contract, the clarification given by the competent authority of AIESL, Delhi shall be final and binding.

35. AMENDMENT

No amendment, modification, variation, or waiver of any provision of this Contract shall be binding or effective unless the same has been made in writing and signed by a duly authorized representative of each of the Parties hereto.

36. RATE REASONABLENESS

AIESL reserves the right to reject the lowest financial bid if it is found to be commercially unviable or abnormally low.

37. CONFLICT OF INTEREST

The bidder should not have any direct / indirect conflict of interest with AIESL employees or existing contracts that would impair impartiality. The bidder shall submit a duly signed Self-Certification that they are not related to any employee of AIESL involved in the tendering process.

38. GOVERNING LAW

This Contract shall be governed by, construed, and enforced in accordance with the laws of India.

39. PENALTIES

In case of delay in completion of any milestone or delivery of services beyond the stipulated timeline, attributable to the bidder, Liquidated Damages (LD) shall be levied at the rate of 0.5% of the value of the delayed portion of work per week or part thereof, subject to a maximum of 10% of the total contract value. The f shall be recovered from the payments due to the bidder or from the Performance Security. Levy of penalty shall not relieve the bidder from fulfilling contractual obligations, and extension of time, if any, shall be granted only with the approval of the Competent Authority and for reasons not attributable to the bidder

40. OTHER TERMS & CONDITIONS

- (i) Issue/submission of the Bid form does not necessarily mean that the Bidder is eligible.
- (ii) Bidder is advised to quote strictly as per terms and conditions of the Tender and not to stipulate any deviation/exceptions.
- (iii) Our Tender closes on the Due Date/ Time specified in the Tender. Bidders must submit their Bids well in time before the scheduled close date and time of the Tender to avoid any last-minute glitches such as internet / server or for any other reasons.
- (iv) AIESL will not entertain last-moment requests for an extension of the Due Date/Time and reserves the right to accept or reject such request for extension at its sole discretion.
- (v) The Due Date/Time of Tender may be extended at any time before the date of closing of Tender. The closing date of submission of Bids may be extended at any time including after the scheduled date of closing, at the sole discretion of AIESL.
- (vi) AIESL reserves the right to close the Tender / reject any / all Bids at any stage of the Tender at its sole discretion, without any additional cost to AIESL
- (vii) AIESL reserves the right not to consider the Bid of any Bidder, blacklist the Bidder for 3 years if it is determined / noticed at any stage during the Tender process or after Contract Period that the Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice to Bid/obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate actions as deemed fit, in AIESL sole discretion.

- (viii) AIESL reserves the right to reject/not consider at its sole prerogative the Bids of such Bidders who have been involved in any litigation with AIESL in the last 5 years / ongoing litigation or arbitration with AIESL or have been blacklisted/ debarred by any PSU, Govt. bodies.
- (ix) In the event of any Suppression / Misrepresentation of such facts, AIESL reserves the right, at its sole discretion, to take appropriate action as deemed fit including but not limited to disqualification of the Bidder and termination of the Contract.
- (x) Any clarifications sought by AIESL concerning the Bids submitted by the Bidders will be considered as a part of the Bid and AIESL reserves the right to seek clarifications at any stage of the Tendering process.
- (xi) All relevant documents required related to the Services to be provided under this Tender are to be submitted by the Bidders at their own cost.
- (xii) Conditional Bids shall not be accepted and are liable to be rejected.
- (xiii) The terms of the Tender and the Contract are CONFIDENTIAL, and anything contained in the Tender shall not be disclosed by the Bidders to any third party in any manner, whatsoever. Bidder will give the official mailing address, email, and contact No. (Land Line/Mobile) numbers to which all correspondences shall be sent by AIESL. Also, in the event the address of the Bidder is changed, the same shall be intimated to AIESL immediately by the Bidder.
- (xiv) AIESL reserves the right to annul the Tender process and reject any or all the Bids at any time before the award of the Contract without incurring any liability to the Bidders or without any obligation to inform the Bidders of the grounds of such annulment/rejection. AIESL further reserves the right to add/delete/modify any one or more of the terms and conditions contained in the Tender or any of the agreements proposed to be entered into by AIESL with the Successful Bidder.
- (xv) The Near Relatives of employees of the AIESL office who is likely to benefit the Bidder during the award/implementation of the Contract are prohibited from participation in this Tender. Near relatives are defined as:
- a) Members of a Hindu undivided family.
 - b) Their husband or wife
 - c) Relatives in the manner as father, mother, son(s), son's wife, daughter(s), Daughter's husband, brothers, brother's wife, sister, and sister's husband.

41. CORRECTION OF ARITHMETICAL ERRORS

- (i) The Bidder shall correct arithmetical errors on the following basis:
- a) If there is a discrepancy in the quoted rates in Price Bid 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.
 - b) Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with the same, shall result in the rejection of the Bid.

All rates shall be quoted on the proper form (i.e., the Price Bid format) of the Tender alone. Special care should be taken to write the rates in figures as well as in words and the amounts in figures only. The total amounts should be written in figures only. In the case of figures, the words Rs. or the rupee symbol should be written before the figures of rupees, and words paise after the decimal figures, e.g., Rs.2.15p, and in case of words, the word Rupees shall precede and the word "Paise" shall be written closely following the amount and it shall not be written in the next line.

Section B - (SCOPE OF WORK)

AIESL intends to appoint a competent service provider for design, deployment, configuration, testing, commissioning, and support of DNS and VPN infrastructure on Microsoft Azure to ensure secure connectivity between on-premises locations and cloud infrastructure

The specifications provided in this scope of work are general in nature, based on currently available information. AIESL reserves the right to make variations in the future, at its sole discretion, as may be deemed necessary. The detailed scope of work is given as below:

1. Scope of Work

The selected bidder shall be responsible for the following high-level activities

1.1 Cloud Environment Setup

- Creation and configuration of cloud networking components required for DNS and VPN services.
- Configuration of virtual network, subnets, IP addressing, and related network components.
- Creation/configuration of required cloud resources under organization subscription.

1.2 DNS Services

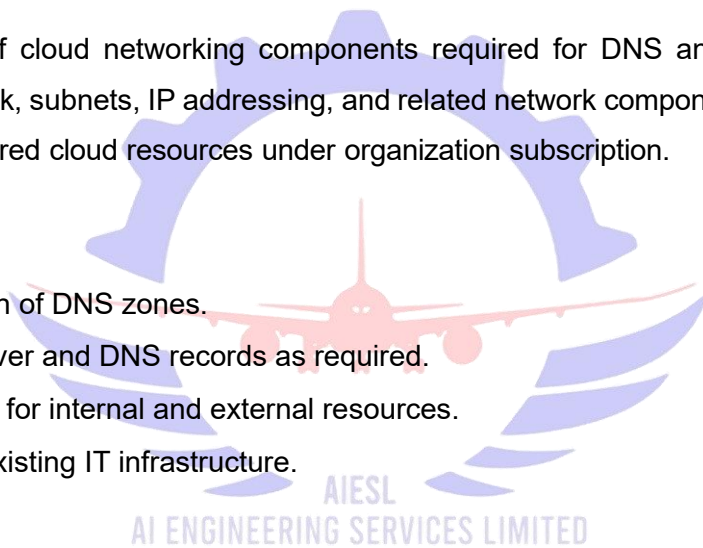
- Creation and configuration of DNS zones.
- Configuration of DNS server and DNS records as required.
- Enabling name resolution for internal and external resources.
- Integration of DNS with existing IT infrastructure.

1.3 VPN Services

- Creation and configuration of VPN gateway.
- Establishment of secure connectivity between cloud environment and on-premises locations
- / remote users.
- Configuration of VPN connections and security policies.

1.4 Testing and commissioning of VPN connectivity.

- Testing & Commissioning
- End-to-end testing of DNS resolution.
- Testing of VPN connectivity from all required locations.
- Rectification of issues observed during testing.
- Final commissioning after successful testing.



1.5 Documentation

- Preparation and submission of documentation covering:
- Network architecture
- VPN configuration
- DNS configuration
- Access details and administrative procedures

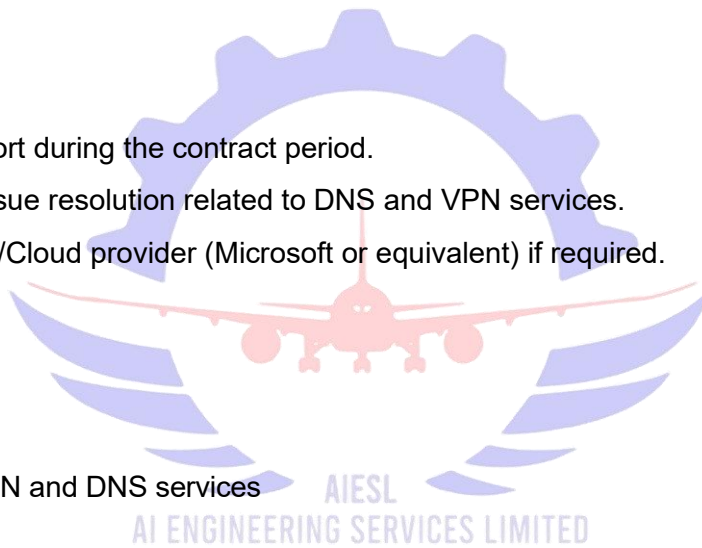
1.6 Support Services

- Provide technical support during the contract period.
- Troubleshooting and issue resolution related to DNS and VPN services.
- Coordination with OEM/Cloud provider (Microsoft or equivalent) if required.

1.7 Monitoring & Reporting

Vendor shall provide:

- 24x7 monitoring of VPN and DNS services
- Monthly uptime report
- Monthly usage and performance report
- Security incident report (if any)
- Consumption and billing report



1.8 Support & Managed Services

Vendor shall provide:

Support Level	Response Time	Resolution Time
Critical (VPN Down)	1 Hour	4 Hours
High	2 Hours	8 Hours
Medium	4 Hours	24 Hours
Low	1 Day	2 Days

Support availability: **24x7x365**

1.9 Deliverables

Vendor must submit:

- Architecture Diagram
- IP Addressing Scheme
- VPN Configuration Document
- DNS Records Document
- Security Document
- SOP for operations

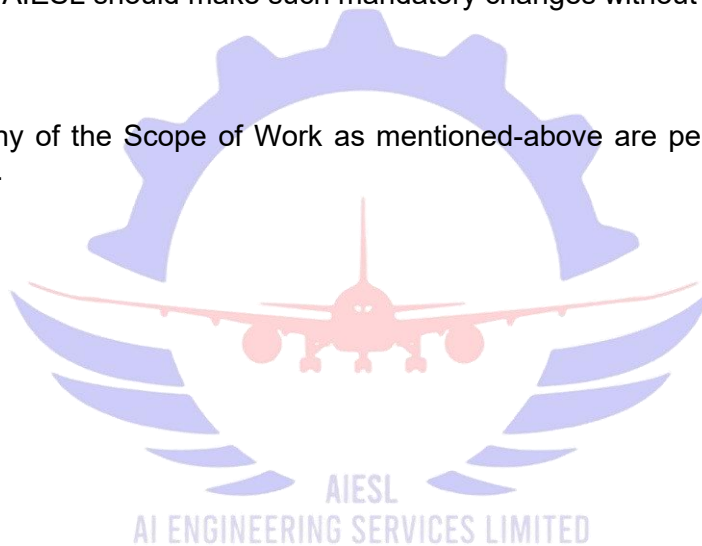
2 Important Tender Clause

Include this to avoid vendor lock-in:

All configurations, passwords, architecture diagrams, and administrative access shall remain with AIESL. Vendor shall not retain any exclusive administrative control. Complete documentation must be handed over. The AIESL should make such mandatory changes without any additional cost.

3 No Deviation

No deviations in any of the Scope of Work as mentioned-above are permitted until and unless agreed by AIESL in writing.



SECTION C - (ELIGIBILITY CRITERIA)

Eligibility criteria will be accessed by AIESL.

The confirmation of compliance shall be submitted by the Tenderers:

SN	Description	AIESL Requirement
01.	The Bidder must be a Limited Company registered under Indian Companies Act, 1956/2013 or a partnership firm/LLP or a sole proprietorship firm or a Private Limited Company duly registered under the concerned acts applicable for conducting business in India. (Please attach copy of the relevant Deed / Registration document, as applicable)	Must
02.	Bidder must have been in existence in Business of Supporting DNS & VPN Infrastructure to various companies in India for a period 3 years as on bid submission date. (Please attached copy of Certificate of Incorporation)	Must
03.	The Bidder should have positive operating profit / net worth for the last three financial years (2022-23, 2023-24 & 2024-25)	Must
04.	<u>Turnover:</u> The Bidder shall have a minimum average annual turnover of Rs. 11 Lakhs (Rs. Eleven Lakhs only), in three financial years starting from 01.04.2022 (2022-23, 2023-24 & 2024-25). In case the accounts are not audited, kindly submit a CA certificate along with copies of the Income Tax Return (ITR), Profit & Loss Statement, and Balance Sheet for the respective financial year. (Please attach self-attested copies of audited balance sheets & P&L Accounts)	Must
05.	The bidder should have minimum of 25 full-time employees on its payroll, working in the business unit as on bid submission date. (Certificate from the Head of HR Department or equivalent on bidding entity's letter head signed by authorized signatory)	Must
06.	The Bidder must have successfully completed at least one contract of Supporting DNS & VPN Infrastructure and Maintenance services for any Central Government / State Government / Public Sector Undertakings (PSUs) / Subordinate Offices / Autonomous Bodies, etc., during the last three (03) years, ending 31.03.2025.	Must
07.	<u>Experience:</u> The Bidder shall submit copies of work orders / contracts and completion certificates in support of the experience, must fulfilling any one of the following criteria: <ul style="list-style-type: none">• Three (03) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than ₹8.64 Lakhs, or• Two (02) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than ₹10.80 Lakhs, or• One (01) Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts with a value of not less than ₹17.28 Lakhs.	Must
08.	<u>Income Tax (IT) Return:</u> IT Returns pertaining to any three financial years from 01.04.2022 to be provided by the Bidder. (Please submit copies of the IT Returns for FYs 2022-23,2023-24 & 2024-25)	Must
09.	The Bidder must submit EMD or applicable exemption letter. (Please furnish EMD payment details)	Must
10.	The Bidder should not have been blacklisted/debarred by any Central/State Government/PSU's during last three (3) years, as on bid submission date. (Undertaking signed by CEO/ Country Head/ Authorized signatory of the company to be provided)	Must
11.	PAN and GST Registration are must. Please submit copies of the documents.	Must

SECTION D (PRICE BID FORMAT)

(To be submitted on Bidder's company letterhead)
(All pages must be signed and stamped with the company's seal)

Tender No: AIESL/HQRS/GM/2026/08

DATED 25th March 2026

Tender Name: E-Tender for engaging a Service Provider Design, Configuration, Testing, Commissioning, and Support of DNS & VPN for AIESL

Name of the Bidder / Co.	
Address	
Telephone No./ Fax No. / Mobile No.	
Name of Contact Person	

S. No.	Description of Services	Contract Period	Monthly Basic Rate (₹)	GST (%)	Monthly GST Amount (₹)	Monthly Total Amount Including GST (₹)	Total Amount for 03 Years Including GST (₹)
1	Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL	36 Months					

Grand Total:

Description	Amount (₹)
Monthly Total Amount Including GST (₹)	
Total Amount for 03 Years Including GST (₹)	

Note:

- Rates shall be quoted in Indian Rupees (INR) only.
- GST shall be indicated separately.
- Payment shall be made on a monthly basis after successful completion of services as per the Scope of Work.
- The quoted rates shall remain firm during the entire contract period.
- L1 bidder shall be determined based on the total value for 03 years including GST.

“We hereby certify that the above quoted prices are true, correct, and in accordance with the terms & conditions of the tender/GeM Bid.

We further confirm that the prices quoted are firm for the entire contract period and inclusive of all costs except applicable GST, which shall be charged as per Government norms.”

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____



SECTION E (Mandatory Forms)

A. BIDDER'S DETAILS

SN	Parameter	Bidder's Response (Attach documentary proof)
01.	Name of the Tender	E-Tender for Selection of Service Provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL
02.	Name of the Company / Establishment / Firm	
03.	Registered Office Address	
04.	Telephone No./ Mobile No.	
05.	Email address:	
06.	Fax Number, (if available)	
07.	Name of Contact Person	
08.	Name of the person signing the Tender	
09.	Telephone No./Mobile No. of the person signing the Tender	
10.	Designation of the person signing the Tender	
11.	Name & address of Bidders banker	
12.	RTGS / NEFT Registered form duly signed by Banker to be enclosed	
13.	Details of Earnest Money Deposit (EMD) submitted in AIESL payment gateway (available in AIESL web site, www.aiesl.in)	
14.	Is the Bid Security Declaration Form (duly filled & signed) attached/ enclosed along with the Technical Bid (for MSE Bidder)	
15.	If Bidder is MSE/MSE unit, please specify the details of theMSE registration certificate below:	
	Registration Certificate No.	
	Date of issue	
	Valid up to	
	Services covered under the Registration Certificate	
	Whether the MSE Unit is owned by an SC/ST. If yes, please attach documentary proof to substantiate the castestatus.	

B. TECHNICAL BID FORM

SN	Description	AIESL Requirement	Attached Yes/No (Remarks)
01.	The Bidder must be a Limited Company registered under Indian Companies Act, 1956/2013 or a partnership firm/LLP or a sole proprietorship firm or a Private Limited Company duly registered under the concerned acts applicable for conducting business in India. (Please attach copy of the relevant Deed / Registration document, as applicable)	Must	
02.	Bidder must have been in existence in Business of Supporting DNS & VPN Infrastructure to various companies in India for a period 3 years as on bid submission date. (Please attached copy of Certificate of Incorporation)	Must	
03.	The Bidder should have positive operating profit / net worth for the last three financial years (2022-23, 2023-24 & 2024-25)	Must	
04.	<u>Turnover:</u> The Bidder shall have a minimum average annual turnover of Rs. 11 Lakhs (Rs. Eleven Lakhs only), in three financial years starting from 01.04.2022 (2022-23, 2023-24 & 2024-25). In case the accounts are not audited, kindly submit a CA certificate along with copies of the Income Tax Return (ITR), Profit & Loss Statement, and Balance Sheet for the respective financial year. (Please attach self-attested copies of audited balance sheets & P&L Accounts)	Must	
05.	The bidder should have minimum of 25 full-time employees on its payroll, working in the business unit as on bid submission date. (Certificate from the Head of HR Department or equivalent on bidding entity's letter head signed by authorized signatory)	Must	
06.	The Bidder must have successfully completed at least one contract of Supporting DNS & VPN Infrastructure and Maintenance services for any Central Government / State Government / Public Sector Undertakings (PSUs) / Subordinate Offices / Autonomous Bodies, etc., during the last three (03) years, ending 31.03.2025.	Must	
07.	<u>Experience:</u> The Bidder shall submit copies of work orders / contracts and completion certificates in support of the experience, must fulfilling any one of the following criteria: <ul style="list-style-type: none"> • Three (03) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than ₹8.64 Lakhs, or • Two (02) Designing, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts, each with a value of not less than ₹10.80 Lakhs, or • One (01) Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Contracts with a value of not less than ₹17.28 Lakhs.. 	Must	

08.	<u>Income Tax (IT) Return</u> : IT Returns pertaining to any three financial years from 01.04.2022 to be provided by the Bidder. (Please submit copies of the IT Returns for FYs 2022-23,2023-24 & 2024-25)	Must	
09.	The Bidder must submit EMD or applicable exemption letter. (Please furnish EMD payment details)	Must	
10.	The Bidder should not have been blacklisted/debarred by any Central/State Government/PSU's during last three (3) years, as on bid submission date. (Undertaking signed by CEO/ Country Head/ Authorized signatory of the company to be provided)	Must	
11.	PAN and GST Registration are must. Please submit copies of the documents.	Must	

C. Details of Design, Configuration, Testing, Commissioning, and Support of DNS & VPN services provided by the Bidder during the last three financial years ending on 31st March 2025 along with a copy of contract / invoices of clients.

SN	Name Of Contract	Name & Address of Company	Period of Contract (From.... to.....)	Annual Value of Contract
01.				
02.				
03.				

For any other information which the Bidder may like to furnish, a separate sheet may be enclosed. In support of the above information self-attested copies of all Documents, wherever required be enclosed.

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

ANNEXURE A

(to be printed, signed & stamped on the Bidder's Letterhead)

To

DGM (PPMM), HQrs
AIESL
Safdarjung Airport Complex,
New Delhi - 110003

UNDERTAKINGS

In response to the fulfillment of the requirement for eligibility to Bid for Tender No. AIESL /HQRS/PPMM/2026/08 DATED 25th May 2026 (E-Tender for Selection of Service Provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL)

- (i) It is confirmed that the registrations and licenses under all the applicable local and central taxes and laws and to be specified separately under each applicable tax/law/act (i.e., GST/ Income Tax Act, etc.) shall be produced for verification/checking of AIESL or to a third party authorized by AIESL / Law abiding agencies of Govt. of India.
- (ii) I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Work scope, and Specifications governing the Tender.
- (iii) I hereby confirm that I am authorized to sign the Tender document that the information given in the Tender is true and correct to the best of my knowledge and belief and that nothing material is concealed.
- (iv) All the pages of the Technical Bid are signed, and any overwriting is signed.

Signature of Authorized Signatory _____

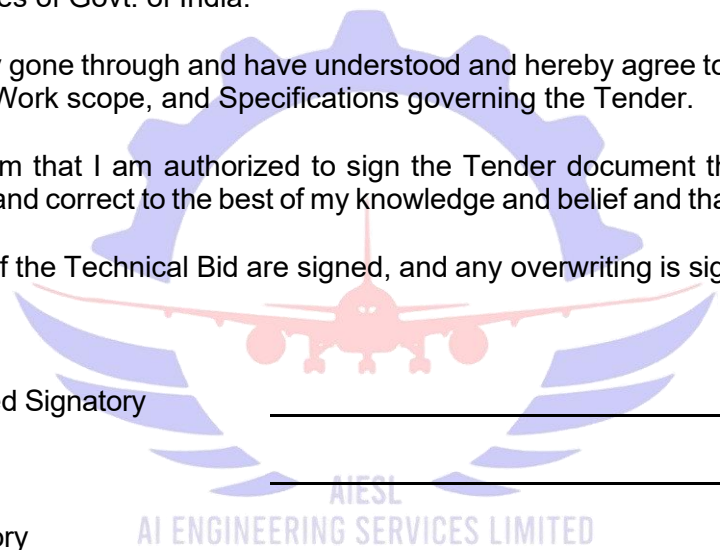
Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____



ANNEXURE B

(To be printed on Bidder's company letterhead and submitted along with Technical Bid)

To

DGM (PPMM), HQrs
AIESL
Safdarjung Airport Complex,
New Delhi - 110003

Bid for Tender No. AIESL /HQRS/PPMM/2026/08 DATED 25th May 2026 (E-Tender for Selection of Service Provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL)

ACCEPTANCE OF TERMS AND CONDITIONS

- (i) I/we hereby confirm that I/we am/are authorized to sign Bid documents and the information given in the Tender is true and correct to the best of my/our knowledge and belief and nothing material is concealed.
- (ii) Rates quoted by us in the Price Bid Format will remain firm for a period of 120 days from the date of opening of the Technical Bid.
- (iii) We confirm that the prices / rates as quoted by us in the Price Bid are final, excluding taxes, and no additional Cost shall be applicable to AIESL. We also confirm that there is no hidden cost to AIESL over and above those indicated in the Price Bid format.
- (iv) In case AIESL decides to place a contract on us, we agree to maintain our quoted rates firm till the completion of the Contract.
- (v) We confirm that the benefit of reduction in Statutory Taxes/Levies if any arising during the Contract Period, if awarded in our favor would be passed on to AIESL wherever applicable.
- (vi) I/we confirm that /we do not have any relative who is an employee of AIESL or its subsidiaries and is likely to benefit us during the Award/implementation of the Contract.
- (vii) I/we also indemnify that any subsequent detection of direct or indirect beneficiaries of any application/award of any contract to any employee of the organization may result in disqualification/termination. AIESL will have the sole discretion to do so, and such cases cannot be referred for arbitration.
- (viii) All the Pages of Sections A to E are duly stamped and signed.

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

ANNEXURE C

(To be printed on Bidder's company letterhead and submitted along with Technical Bid)

To

DGM (PPMM), HQrs
AIESL
Safdarjung Airport Complex,
New Delhi - 110003

UNDERTAKING FROM BIDDERS

Bid for Tender No. AIESL /HQRS/PPMM/2026/08 DATED 25th May 2026 (E-Tender for Selection of Service Provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL)

- (i) I / We _____ confirm that I/we do not have any relative, who is an Employee of AIESL and is likely to benefit us during the Award /Implementation of the Contract.
- (ii) I / We also indemnify that any subsequent detection of direct or indirect beneficiaries of any application/award of any contract to any employee of the organization may result in disqualification/termination. AIESL will have the sole discretion to do so, and such cases cannot be referred for arbitration.

Signature of Authorized Signatory _____

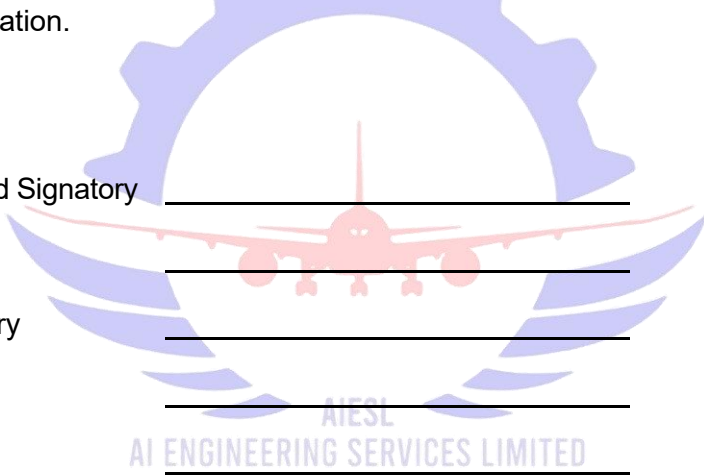
Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____



ANNEXURE D

To

DGM (PPMM), HQrs
AIESL
Safdarjung Airport Complex,
New Delhi - 110003

PERFORMANCE BANK GUARANTEE / SECURITY DEPOSIT FORM

WHEREAS _____ (Name and address of the Bidder) (Hereinafter called "the Bidder") has undertaken, in pursuance of contract no. _____ dated _____ to supply (description of services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that Bidder shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the Bidder such a bank guarantee.

NOW THEREFORE, we _____ Bank, hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the _____ day of _____ 2027.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Name & Address of the Bank Branch

ANNEXURE E

(to be submitted in Bidder's Company Letter Head duly signed and stamped)

To

DGM (PPMM), HQrs
AIESL
Safdarjung Airport Complex,
New Delhi - 110003

SECURITY DEPOSIT LETTER

Tender Ref : AIESL /HQRS/PPMM/2026/08 DATED 025th May 2026 (E-Tender for Selection of Service Provider for Design, Configuration, Testing, Commissioning, and Support of DNS & VPN Infrastructure for AIESL) declare that:

- (i) After qualifying for the award of Contract for Referred Tendered with AIESL. We will deposit 5% (Five percent) of the total value of the Contract towards an interest-free Security deposit, within 2 weeks of receipt of the Contract.
- (ii) The Security Deposit will be paid by way of an Account Payee Demand Draft, Banker's Cheque, Bank Guarantee (BG) issued from any commercial bank, from any Commercial bank, in favor of AI Engineering Services Limited (AIESL), payable at Delhi.

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

