

“Hiring of System Integrator for Implementation of Ramco Version 5.9 on Private Cloud (SaaS) along-with old data migration from existing Ramco landscape” on Turnkey basis at AIESL locations

1. Notice Inviting Tender (NIT)	5
2. Disclaimer	7
3. Preamble and Abbreviations	8
3.1 Preamble	8
3.2 Abbreviations	8
4. Introduction	10
4.1 Vision & Mission	10
4.2 Future planning	10
5. Instruction to Bidder	11
5.1 General Instructions	11
5.2 Instructions for online bid submission:	11
5.3 Assistance to Bidders:	11
5.4 EMD/ Bid Security Declaration:	12
5.5 Clarification of Bidding Documents:	12
5.6 Amendment of Bidding Documents:	12
5.7 Bid Offer Validity:	13
5.8 Online Submission:	13
5.9 General Instructions:	13
5.10 Opening and Evaluation of Bids by AIESL:	14
5.11 Examination of Bids and Determination of Responsiveness:	14
5.12 Evaluation and Comparison of Bids:	14
5.13 Award Criteria & AIESL's Right to accept/ reject any or all Bids	15
5.14 Fraudulent Practices	15
6. Scope of Work	16
6.1 Objective / Purpose:	16
6.2 Current ERP landscape of AIESL	16
6.3 Project Scope:	16
6.4 Training:	21
6.5 Implementation Methodology:	22
6.6 Prepare phase:	22
6.7 Explore phase:	23
6.8 Realize phase:	24
6.9 Integration Test:	24
6.10 User Acceptance Test (UAT):	25
6.11 Deploy phase:	25
7. Bid Evaluation and Eligibility Criteria	28
7.1 Pre-Qualification Criteria	28
7.2 Technical Functional Evaluation Framework	29
7.3 Financial Evaluation	32
8. General Condition of Contract	34
8.1 General terms of Tender	34

8.2	Pre-Bid Meeting	36
8.3	Modification of Bids	36
8.4	Earnest Money Deposit:	36
8.5	Exemption / Preference to MSE units:	37
8.6	Security Deposit / Performance Bank Guarantee	38
8.7	Evaluation Criteria for Technical Bid (Stage 1)	38
8.8	Evaluation criteria for Price Bid (Stage 2)	38
8.9	Award of Contract/agreement, Acceptance, Commencement / Execution	38
8.10	Fall in price clause	39
8.11	Force Majeure Event	39
8.12	Resolution of Disputes and Arbitration	39
8.13	Subcontracting	39
8.14	Recovery Of Sums Due	40
8.15	Intellectual Property	40
8.16	Assignment	40
8.17	Non-Waiver	40
9.	Special Condition of Contract	41
9.1	Definitions	41
9.2	General Scope of Work	41
9.3	Project Plan	41
9.4	Resource Planning and Deployment	42
9.5	Service Window	42
9.6	Resource Replacement	42
9.7	Deliverables Acceptance Procedure	43
9.8	Inspection	43
9.9	Conflict of Interests	43
9.10	Liquidated Damages	43
9.11	Limitation of Liability	43
9.12	Change Management	44
9.13	Introducing a Change	44
9.14	Confidentiality	44
9.15	Exit Management Purpose	45
9.16	Exit Management Plan	45
9.17	Indemnification	46
9.18	Representations and Warranties to Be Given by The Successful Bidder	46
10.	Service level Agreement	47
10.1	Definitions	47
10.2	Interpretations	48
10.3	Duration of the Service Level Agreement (SLA)	48
10.4	SLA Monitoring	48
10.5	System performance requirements	49

10.6	Service levels requirements	50
	Submission of documents/ deliverables for entire Contract duration	50
	Training Feedback	50
	Service level requirements during operation and maintenance period	50
	System application availability and performance	51
	Helpdesk Performance	52
10.7	Violations and associated penalties for system application availability and performance	53
11.	Payment Schedule	54
11.1	Payment Schedule / Terms	54
12.	Forms and Format	55
	Form- 01: DECLARATION	55
	Form- 02: Letter of Application	56
	Form- 03: Undertaking by Bidder towards Anti-profiteering Clause of GST Act / Rules	57
	Form- 04: Format for declaration by the Bidder – Bank Insolvency	58
	Form-05: Team Deployment Plan	59
	Form 06: Format for Self-Declarations for Manpower (Employee Strength)	60
	Form 07: Format for self-declaration on “No Conflict of Interest”	61
	Form 08: Financial Proposal Format	62
	Form 9: (Self-Declaration by the Bidder)	63
	Form 10: EVALUATION CRITERIA - PRE-QUALIFICATION BID	64
	Form 11 A: PRE-QUALIFICATION BID	65
	Form 11 B: BIDDER’S COMPANY INFORMATION	66
	Form 12: EVALUATION CRITERIA - TECHNICAL BID	67
	Form 12 A: TECHNICAL BID	68
	Form 13: EVALUATION CRITERIA - COMMERCIAL BID	69
	Form 14: Formats for Certificates and Undertakings	70
	Form 14 A: Format for Certificate C-4	70
	Form 14 B: Format for Certificate C-5	71
	Form 14 C: Format for Certificate C-6	72
	Form 14 D: Format for Certificate C-7	73
	Form 14 E: Format for Certificate C-8	74
	Form 15: PRE-BID QUERY - TECHNICAL BID	75
	Form 16: PRE-BID QUERY - COMMERCIAL BID	76
	Form 17: DEVIATION FORM	77
	BIDDING FORMS CHECK-LIST	78
	FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD	79
	Annexure 1 – Functional Requirement Specifications	80

1. Notice Inviting Tender (NIT)

Tender Sl. No. AIESL/Corporate Office New Delhi/17/220659 dated 23-12-2022 [Hiring of System Integrator for Implementation of Ramco Version 5.9 on Private Cloud (SaaS) along-with old data migration from existing Ramco landscape on Turnkey basis at AIESL locations]

E-tenders through GeM portal/AIESL website are invited from eligible and qualified bidders for implementation of **Ramco Version 5.9 on Private Cloud (SaaS) along-with old data migration from existing Ramco landscape on Turnkey basis.**

Schedule No.	Brief Description of Goods/ services	Earnest Money (in Rs.)	Remarks
1	Tender document for hiring a System Integrator for implementation of Ramco Version 5.9 on Private Cloud along-with old data migration from existing Ramco landscape	Rs2,00,000	Bidders must submit the Earnest Money Deposit (EMD) (in INR) along with Pre-Qualification Bid (PQB) as mentioned in Instruction to Bidder in Section 5

Table 1: Notice inviting tender

Criteria	Description
Type of tender QCBS	National Competitive Bidding (NCB), Single Stage Two Bid System with Part I - Technical Bid & Part II - Financial Bid
Authority in whose favour all tender related financial instruments (DD, Banker cheque etc.) are to be made.	"AI Engineering Services Limited" Payable at Delhi
All Financial Instruments to be payable at:	Delhi
Date of issue of tender documents:	23.12.2022, Friday, 06:00 PM

Criteria	Description
Place and time of Pre-Bid Conference	03.01.2023, Tuesday, 03:00 PM (Remotely or in person) AI Engineering Services Ltd. (AIESL), 2nd Floor, CRA Building, Safdarjung Airport Complex, New Delhi-110003. 011-24600777
Place, Time, and date before which Written queries for Pre-bid conference must be received.	All pre-bid queries by bidders may be sent in written sandeep.dungriyal@aiesl.in & raj.gupta@aiesl.in by 03.01.2023 before 02:00 PM as per the format specified in the RFP. Any verbal queries other than the written ones pre-submitted will not be entertained during the pre-bid meeting. The bidders may visit AIESL location before pre-bid meeting to make any assessment relating to site preparation and other requirements. For such visits, requests may be sent to sandeep.dungriyal@aiesl.in and raj.gupta@aiesl.in with complete details of the organization and team members visiting the site for getting necessary prior approvals.
Closing date and time for receipt of tenders	13.01.2023, Friday up to 12:00 PM
Place of receipt of tenders	Either through e-tendering portal GeM https://gem.gov.in or in hard copy, sealed and sent to AIESL corporate office (address mentioned below).
Time and date of opening of tenders Part 1- Technical Bid Time, and date of Opening of Price (Financial) bid would be intimated later only to the bidders shortlisted in Part I.	13.01.2023, Friday at 12.00 PM
Officer to be contacted for clarifications/ help:	sandeep.dungriyal@aiesl.in and raj.gupta@aiesl.in

2. Disclaimer

1. The information contained in this tender document (hereinafter referred to as the “Tender”) or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by AIESL – AI Engineering Service Limited (hereinafter referred to as “AIESL”) shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AIESL prior to award of the tender.
2. The purpose of this tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/bids (hereinafter referred to as “BID(S)”) in response to this tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL do not purport to contain exhaustive /all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
3. Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender and shall obtain independent advice from appropriate sources at no cost to AIESL.
4. The information provided in this tender to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. AIESL also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance by any applicant/bidder upon the statements contained in this tender.
6. AIESL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender, from time to time till the close date of the tender.
7. The tender does not imply that AIESL is bound to select a bidder or to appoint the selected bidder and AIESL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time.
8. The bidder shall bear all its costs associated with or relating to the preparation & submission of its bids including but not limited to preparation, copying, postage, 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 in bids. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the bid, regardless of the conduct or outcome of the bid selection process as contained herein.

3. Preamble and Abbreviations

3.1 Preamble

AIESL is interested in selection of reputed System Integrator (SI) /Implementation Partner (IP) for implementation of Ramco Version 5.9. The proposed solution will be hosted on cloud with Software as a service (SaaS) model and would include data migration.

3.2 Abbreviations

S. No		
1.	AMC	Annual Maintenance Contract
2.	BG	Bank Guarantee
3.	BIS	Bureau of Indian Standards
4.	CA	Competent Authority
5.	CPPP	Central Public Procurement Portal
6.	CVC	Central Vigilance Commission
7.	DFP	Delegation of Financial Power
8.	ECS	Electronic Clearing System
9.	EMD	Earnest Money deposit
10.	EUR	Euro
11.	EOI	Expression of Interest
12.	EPFO	Employees Provident Fund Organization
13.	ESIC	Employees State Insurance Corporation
14.	FM	Force Majeure
15.	GeM	Govt e-Marketplace
16.	GTC	General Terms & Conditions
17.	INR	Indian Rupees
18.	IP	Integrity pact
19.	MSME	Micro, Small and Medium Enterprises
20.	NEFT	National Electronic Fund Transfer
21.	NIT	Notice Inviting Tender
22.	NSIC	National Small Industries Corporation
23.	OEM	Original Equipment Manufacturer
24.	PAC	Proprietary Article Certificate
25.	PBG	Performance Bank Guarantee
26.	PO	Purchase Order
27.	PQC	Prequalification Criteria
28.	PR	Purchase Requisition
29.	PVC	Price Variation Clause
30.	QAC	Quality Assurance Certificate
31.	RA	Reverse Auction
32.	RC	Rate Contract
33.	RFx	Request for Quote/Information
34.	RTGS	Real Time Gross Settlement
35.	SD	Security Deposits
36.	AD	Airworthiness Directive
37.	ADF	Acceptable deferred Defect
38.	AMC	Annual Maintenance Contract
39.	AMM	Aircraft Maintenance Manual
40.	AMP	Aircraft maintenance Program

41.	AOG	Aircraft on ground
42.	C of A	Certificate of Airworthiness
43.	CAMO	Continuous Airworthiness Management Organization
44.	CMM	Component Maintenance Manual
45.	DFP	Dirty fingerprint
46.	EO	Engineering Order
47.	FH/FC	Flying Hours/Flying Cycles.
48.	IFSD	Inflight shut down
49.	IPC	Illustrated Parts Catalogue
50.	JEOC	Jet Engine Overhaul Shop
51.	LLP	Life Limited Parts
52.	MCM	Modification committee Meeting
53.	MEL	Minimum Equipment List
54.	MIREP	Maintenance reported defect
55.	MOQ	Minimum Ordering Quantity
56.	NHA	Next Higher Assembly.
57.	NIS	Nil In Stock
58.	OEM	Original Equipment Manufacturer
59.	PBH	Power By Hour
60.	PIREP	Pilot reported defect
61.	PRR	Premature Removal rate
62.	SB	Service Bulletin
63.	UOM	Unit of Measurement
64.	SI	System Integrator
65.	MAF	Manufacturer Authorization Form
66.	FMS	Facility Management System
67.	ITSM	Information Technology Service Management
68.	SaaS	Software as a Service
69.	ITB	Instruction to Bidder

4. Introduction

AI Engineering Services Ltd (AIESL) a biggest DGCA (Directorate General of Civil Aviation) approved MRO Set up in India that can serve as a one-stop-shop for all engineering requirements at major Airports with pan India footprint i.e., Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, Nagpur etc.

With a great skill set, huge professional experience and competency, AIESL manages and maintains Airbus, Boeing & ATR's fleet with the Technical Dispatch Reliability of more than 99%. With major hangars and bases located at all the major metros, AIESL is maintaining fleet comprising 76 Airbus 320 family aircraft (20 A319, 09 A320, 27 A320 NEO & 20 A321), 72 Boeing aircrafts (24 B737, 04 B747, 17 B777, 27 B787), and 18 ATR (18 ATR-72).

Our Facilities includes Hanger Facility, Line and Base Maintenance, Engine Overhaul, Avionics Accessories shops and components shops, Structural Repairs, Cabin and seat Repair Facility, Landing Gear, Engineering Support Service, and many Specialized services. Our dedicated support team for AOG requests provides highly coordinated troubleshooting and engineering support round the clock.

The financial performance of your company during FY (Financial Year) 2020-21 was as under:

- The operating revenue has decreased from Rs. 1402.83 crores in the previous year to Rs. 1160.02 crores in the current year and the total revenue decreased from Rs. 1427.59 crores to Rs. 1185.54 during the period i.e., a decrease of approx. Rs. 242.05 crores (17%).
- As against this, the total expenditure of the company decreased from Rs. 1320.38 crores (restated) to Rs. 1195.12 crores in the same period with a decrease of approx. Rs. 125.26 crores (9.48%).
- The company has earned a net profit of Rs.11.94 crores in FY 2020-21 as compared to net profit of Rs. 24.24 crores in FY 2019-20.

4.1 Vision & Mission

- To provide best in class and timely quality services to the customers by maintaining highest standards of regulatory and safety compliance.
- Maintaining all aircraft of the captive workload of the fleet of Air India in a continuous state of airworthiness by the system of preventive and corrective maintenance to secure a high level of safety.
- Provide a "One Stop" solution to the customer.
- Faster Turn Around Time.
- To capture maximum Third-Party work from in and around India
- To get DGCA approval under CAR 147 approval.
- To obtain FAA and EASA approval for all its establishment and facilities.
- Aggressive Marketing policy for more and more third-party work.
- It needs to Department centric so, every Departmental Heads need to be responsible for the deliverables to fulfill the overall vision.
- Continuous monitoring of Quality through quality audit etc.
- Constant endeavor to upgrade the services, delivering highest customer satisfaction in terms of Quality, Service and Cost effective and ensuring long term strategic relationship.
- All-out effort to be the world class MRO without compromising the quality standard.
- Updating and enhancing the capability through training of the personnel and equipment of latest technology.
- Multiskilling of the personnel through cross training to enhance the productivity.
- Optimizing operational cost

4.2 Future planning

The company is planning to improve revenue generation by way of providing MRO services pertaining to Existing Capabilities to third parties (through aggressive marketing) and acquiring new Capabilities. AIESL plans to acquire EASA Base Maintenance Capability to capture Aircraft Redelivery Business. It intends to expand on its MRO Services to the Defense sector such as DRDO/IAF/Indian Navy. To acquire EASA certifications for our Landing Gear overhaul Capability and CFM 56-5B Engine overhaul Capability, as also to upgrade ATEC Shop to service various components of A320 NEO Family Aircraft.

5. Instruction to Bidder

5.1 General Instructions

The bid shall be furnished under single stage-two-part bidding basis i.e., Technical-bid and Financial Bid through GeM portal and AIESL's website. AIESL invites interested bidders for selection of a System Integrator for implementation of Ramco Version 5.9 on private cloud (SaaS) model on Open Tender considering Quality cum Cost Based Selection (QCBS) criteria for selection as per enclosed Bill of Quantity & Price. The complete tender can be downloaded from GeM Portal <https://gem.gov.in> and AIESL's website.

The Tender Document comprises of documents listed below and addenda issued if any:

- Section I – Notice Inviting Tender.
- Section II – Disclaimer.
- Section III – Preamble and Abbreviation.
- Section IV – Introduction.
- Section V- Instruction to bidder.
- Section VI- Scope of Work.
- Section VII- Bid Evaluation and Eligibility criteria.
- Section VIII- General Condition of Contract.
- Section IX- Special Condition of Contract.
- Section X – Service Level Agreement.
- Section XI – Payment schedule.
- Section XII- Forms and Formats.
- Annexure 1 – Functional Requirement Specifications

*This will supersede the 'General Terms and Conditions (GTC)' available on GeM Portal.

5.2 Instructions for online bid submission:

The Techno-commercial 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.

5.3 Assistance to Bidders:

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the relevant contact person indicated as below:

Mr. Raj Kumar Gupta
AI Engineering Services Limited (AIESL)
CRA Building, Second floor, Safdarjung Airport Complex
New Delhi-110037
India
Tel: 9818392630
Email: raj.gupta@aiesl.in

All bids to be sent to above mentioned address.

Note: Bidders are requested to kindly mention the URL of the Portal and BID No. in the subject while emailing any issue along with the Contact details.

- i) Bidder may visit FAQ Section of GeM Portal to find answers to common queries put forth by other Buyers, Sellers & System Integrators at <https://gem.gov.in/userFaq>

ii) For any technical queries please call at **GeM Portal Helpdesk Number (Toll Free):** 1800419-3436; 1800-102-3436

E-mail: helpdesk-gem@gov.in

If so desired, a representative of Bidder may be present at the time of opening of tenders. The representative must carry an authority letter from the Bidder's authorized signatory for participation in the tender opening. The name of the representative may also preferably be directly sent to AIESL in advance of the date of opening of the tenders by e-mail as under:

E-mail: raj.gupta@aiesl.in

A pre-bid conference, which will be held on 03/01/2023, Tuesday, 03:00 PM at AIESL, 2ndFloor, CRA Building Safdarjung Airport, New Delhi-110003 –INDIA. Bidder can join the meeting remotely or in person. A maximum of two representatives of each prospective Bidder Shall be permitted to attend the pre-bid conference. The representative(s) must carry an authority letter from the company's authorized signatory for participation in the pre-bid conference. The name(s) of the representative(s) for the pre-bid conference may also preferably be directly sent to AIESL in advance of the date of pre-bid conference by e-mail as under:

E-mail: raj.gupta@aiesl.in

The Technical bid, and commercial Bid opening venue will be at the office AIESL, 2nd Floor, CRA Building Safdarjung Airport, New Delhi-110003 –INDIA.

Bids of only those Bidders who are meeting the Eligibility Criteria as mentioned in this document will be considered for evaluation and award of the Contract. Bidder will submit requisite supporting documents and testimonials with their Bids to prove their credentials and claim of meeting the eligibility criteria.

5.4 EMD/ Bid Security Declaration:

As per provisions made in Gem portal, bidders must pay the amount required to download the tender document. EMD of or Rs 200000 shall be furnished in one of the following forms:

- a) Account Payee Demand Draft
- b) FD

Any other mode of payment will not be accepted in any case. The demand draft shall be drawn on any scheduled commercial bank in India in favor of “AI Engineering Services Limited” payable at Delhi. EMD will be returned through e-payment system without interest to all unsuccessful bidders. The earnest money (EMD) shall be valid for a period of 45 days beyond the validity period of the tender.

EMD of unsuccessful bidders during first stage i.e., technical evaluation will be returned within 30 days of declaration of result of first stage itself i.e., technical evaluation. Earnest money of successful bidder shall be returned within 30 days after receipt of Performance Security or adjusted with it accordingly.

5.5 Clarification of Bidding Documents:

A prospective Bidder requiring any clarification of the bidding documents may notify to contact person by e-mail at the address indicated in the ITB. AIESL will respond to any request for clarification received prior to the Pre-Bid date as indicated in GeM Bid. AIESL response will be published on the GeM portal <https://gem.gov.in> and AIESL's website including a description of the inquiry, but without identifying its source. AIESL shall not be obliged to respond to any request for clarification received later than the above said period. Further, the mere request for clarification from the bidder(s) shall not be a ground for seeking extension in the deadline for submission of bids.

5.6 Amendment of Bidding Documents:

Before the deadline for submission of bids, AIESL may for any reason, whether at its own will or in response to a clarification requested by a prospective Bidder, modify the bidding documents by issuing addenda.

Any addenda/ corrigenda issued prior to submission of bids would be put up on the GeM portal <https://gem.gov.in> and AIESL's website. Any addenda/ corrigenda/ clarifications thus issued shall be part of the bidding document. The prospective bidders must check aforesaid portal for any amendment/ corrigenda/ clarifications periodically and before submission of their bids. All prospective bidders are presumed to have examined all amendments/ corrigenda/ clarifications published on the website and have submitted their bids accordingly.

To give prospective Bidders reasonable time in which to take an amendment into account in preparing their bid, AIESL shall extend as necessary the deadline for the submission of bids.

5.7 Bid Offer Validity:

The Proposal shall be valid for a period of ninety (90) calendar days from the last date of submission of Proposal.

Prior to expiry of the validity period of the Proposal, AIESL may request the Bidders to extend the validity period of the Proposals. The request and the response thereto shall be made in writing. A Bidder agreeing to the request shall not be permitted to modify its Proposal but shall be required to extend the validity of its Proposal. All the terms of the RFP shall continue to be applicable during the extended period of validity.

5.8 Online Submission:

Part-I: This shall be named **“Technical Bid or Techno-Commercial Bid”**. No bid price related information shall be mentioned in the Technical Bid. Techno-commercial Bid shall comprise:

- a) Documentary evidence in support of the qualification criteria
- b) Declaration regarding Insolvency and Bankruptcy Code 2016 as per Form 4
- c) Form of Declaration and Bid Proforma as per format appended in Section 12
- d) Summary of Information on Proposed Manpower as per Form 5
- e) Undertaking by Bidder towards Anti-profiteering Clause of GST Act/ Rules as per format appended in Section-12, Form 3
- f) Goods and Services Tax Registration No., PAN, EPF Registration No*
- g) Other Supporting documents as per the tender requirement are to be uploaded and attached with the tender.

Part-II: It shall be named **“Financial Bid or Price Bid”** and shall comprise of Bill of Quantity and Price.

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. Submission of the “Financial Bid” by any other means shall not be accepted by AIESL in any circumstances.

5.9 General Instructions:

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.

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.

The bidders in their own interest are advised to be very careful while mentioning their rates in price bid in electronic form.

The services covered by this Bid Specification 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 Employer before submission of bids. Bidders are advised to accept all the conditions specified in the Bid document, to facilitate early finalization of bids. Separate set of commercial conditions (such as bidders' standard printed conditions) enclosed with the offer and any reference thereto may render the Bid liable to summarily rejection.

The bidder shall submit rate analysis of quoted price if so desired by the AIESL.

Any addition, deletion or substitution in the bid document is not permitted. Failure to do so may render the bid liable for summarily rejection. The Contract shall be for the whole Works, based on the 'Bill of Quantity and Price' submitted by the Bidder.

5.10 Opening and Evaluation of Bids by AIESL:

AIESL/ Authority inviting Tender will open the bids received at the time, date and place specified in the bid. Bidder(s) can view Bid opening event on the GeM portal <https://gem.gov.in> or over online call at their end. In the event of the Specified date for the opening of bids being declared a holiday for AIESL, the Bids will be opened at the appointed time and location on the next working day.

Online Technical Bids (i.e., Part-I) shall be opened first.

Part-I i.e., Technical Bids shall be evaluated for establishing eligibility of the bidder as well as techno-commercially responsiveness as per bid conditions, and a list will be drawn up of the responsive bids whose financial bids are eligible for consideration.

The Part-II i.e. Financial Bid of only of those Bidder(s), who are found to be meeting the eligibility criteria as well as techno-commercially responsive for the subject Works shall be opened thereafter. The date of opening of the Financial Bid shall be notified separately to all the eligible & techno-commercial responsive Bidder. Bidder(s) can view Bid opening event on the GeM portal <https://gem.gov.in> or over online call at their end.

The Financial Bids of Bidder(s), who are not considered eligible and techno commercial responsive, shall not be opened. The decision of AIESL will be final and binding in this regard.

5.11 Examination of Bids and Determination of Responsiveness:

During the detailed evaluation of "Technical Bids or Techno-Commercial Bid", AIESL will determine whether each Bid:

- a. Meets the eligibility criteria defined in Section 5 ITB
- b. Has been properly signed
- c. Is accompanied by the required bid securities declaration
- d. Is **substantially responsive** to the requirements of the bidding documents. During the detailed evaluation of the "Financial Bids", the responsiveness of the bids will be further determined as per remaining bid conditions, i.e., Bill of Quantity and Price, Technical Specifications, if any.

A substantially responsive "Bid" is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one:

- a. Which affects in any substantial way the scope, quality, or performance of the Works.
- b. Which limits in any substantial way, AIESL's rights, or the Bidder's obligations under the Contract.
- c. Whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids or
- d. Which is inconsistent with the bidding documents,

If a **"Bid" is not substantially responsive**, it will be rejected by AIESL and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

During Technical qualification/ Commercial Bid evaluation, AIESL may, at its discretion, ask any Bidder for a clarification of its Bid. The request for clarification and response shall be in writing or e-mail or through the GeM portal, however, no change in the price or substance of the Bid shall be sought, offered, or permitted. Reply shall be submitted by Bidder within a stated reasonable period. If Bidder does not provide clarifications of the information requested by the date and time set in AIESL's request for clarification, its Bid may be rejected.

5.12 Evaluation and Comparison of Bids:

AIESL will evaluate and compare the submitted bids on **Quality and Cost Based Selection (QCBS)** criteria through GeM portal or received as hard copy whose bids are determined to be substantially techno-commercially responsive in accordance with Section 5 of ITB.

5.13 Award Criteria & AIESL's Right to accept/ reject any or all Bids

AIESL will award the Contract to the Bidder who has offered the lowest evaluated Bid price on Quality cum Cost Based Selection (QCBS) criteria, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of Section 7 Bid evaluation and eligibility criteria; (b) determined substantive responsive and (c) who has offered the lowest Evaluated Bid Price on QCBS criteria.

AIESL reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders. However, the Bidder(s) who wish to seek reasons for such decision of cancellation/ rejection shall be informed of the same by AIESL unless its disclosure reasonably could be expected to affect the sovereignty and integrity of India, the security, strategic, scientific, or economic interest of the state or lead to incitement of an offence.

The bidder whose bid has been accepted will be notified of the award by AIESL prior to expiration of the Bid validity period through the "Letter of Acceptance/ Letter of Award", which will state the sum that AIESL will pay to the Contractor in consideration of the execution, completion by the Contractor as prescribed by the Contract.

The notification of award will constitute the formation of the Contract until the Formal Agreement is signed. The successful bidder shall execute Contract Agreement and sign the Integrity Pact (wherever applicable) with AIESL on non-judicial paper of appropriate value as per Stamp Act in the format appended within 28 days from the date of issue of Letter of Acceptance/ Letter of Award.

5.14 Fraudulent Practices

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:

- a. **"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 in contract execution.
 - b. **"Fraudulent practice"** means a misrepresentation of facts to influence a procurement process, or the execution of a contract deemed to be detrimental to AIESL and includes collusive practice among Bidders (prior to 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.
- I. 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.
 - II. 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.
 - III. Shall rescind the Contract forthwith, in case of Successful Bidder adopting fraudulent / corrupt practices during the currency of the Contract.
 - IV. EMD or Security deposit shall be forfeited in addition to the above-mentioned remedies which AIESL shall have taken.
 - V. Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions. However, any deviations required must be provided in the format specified in Section 12. AIESL will have the final right in accepting or rejecting any such deviations for the purpose of this contract.
 - VI. Bidders are advised to note that taking deviation to following terms and conditions of Tender shall lead to rejection of their Bids:
 - a. Firm/Quoted Price throughout the Contract Period and the extension period
 - b. EMD
 - c. Period of Validity of Bid
 - d. Performance Bank Guarantee / Security Deposit
 - e. Arbitration / Resolution of Dispute
 - f. Force Majeure
 - g. Statutory Compliance to Applicable Laws
 - h. Registration of PF & ESIC in the name of Firm

- VII. Payment will be made through **ECS (Electronic Clearance Service)**.
- VIII. Successful bidder is required to submit duly verified Bank Mandate form along with copy of relevant cheque leaf, duly cancelled to enable Accounts to make payment through ECS.
- IX. **TDS shall be deducted by AIESL** from the payment made against these invoices, as per the applicable laws.

6. Scope of Work

The broad objectives of this proposed engagement are defined below:

- i. To successfully migrate data from Air India RAMCO landscape and to implement new AIESL setup RAMCO Version 5.9/ latest version on private cloud (SaaS model).
- ii. The implementation should also include linking third-party Interfaces (SAP S/4 HANA, customs, Spek 2K etc.) with RAMCO system.
- iii. It should also include efficient data migration, linking of all third-party interfaces including carving, cleansing and migration from existing RAMCO landscape (including all third-party applications used) to new AIESL RAMCO landscape on cloud. The scope of this contract is to install, implement, and support RAMCO solution across all AIESL locations.

6.1 Objective / Purpose:

AIESL intends to implement RAMCO version 5.9 (latest) on private cloud (SaaS Model) along-with old data migration to address key business challenges and share the data across various functional areas which can make its business processes efficient, more robust, and reliable to meet the present and future challenges.

All licenses required for successful implementation will be arranged and provided timely by S.I. and will not be a part of the scope of work for AIESL. This includes licenses required for all third-party applications such as Customs and Spec 2K. The solution is required broadly for the following:

- i. One common centralized Enterprise Resource Planning (ERP) system for better control and consolidated information.
- ii. To integrate / automate to avoid human error (mistake, missing, duplication) and increase efficiency.
- iii. Central Master data management (vendor, etc.)
- iv. To cater to internal and external audit needs.
- v. To digitize and integrate business processes and systems across the organization that will empower employees to access information and provide services through an intuitive and integrated interface, with the aim to improve the service experience for the passenger and increase operational efficiency.

6.2 Current ERP landscape of AIESL

- i. AIESL is currently hosted on Air India Infrastructure (RAMCO version 5.8 on prem model) for RAMCO application.
- ii. Data of AIESL can be carved out in desired format of target database and handed over for porting on to their infrastructure on cloud.

6.3 Project Scope:

Implementation of **“RAMCO Version 5.9 on Private cloud (SaaS model)”**

User licenses: **450**

Module/Requirements

- 1 Engineering and Camo
- 2 Maintenance
- 3 Supply chain management

- 4 Safety, compliance, and quality
- 5 Flight operations
- 6 MRO and Part sales
- 7 Employee records
- 8 Finance and accounting
- 9 Hubs
- 10 Platforms and integration e.g., linking of third-party application SAP S4/HANA

Functional: The list provided below is not exhaustive and is to be finalized with System Integrator during implementation. For detailed information on functional requirements, kindly refer Annexure 1 of this bidding document.

Business Area	Function	Sub-Function
Finance	Finance Accounting & Controlling	General Accounting
		Supplier invoicing
		MRO invoicing
		Financial posting engine
		Accounts payable and receivable integration
Engineering and Camo	Engineering management	Configuration Management
		Maintenance program admin
		Technical records
		Maintenance planning
		Task card management
		SB/AD admin
Maintenance	Maintenance operations management	Line Maintenance
		Hangar Maintenance
		Shop Maintenance
		Engine Maintenance and tool management
		Time Management
Supply chain	Warehouse and parts management	Parts administration, supplier management
		Warehouse management
		General Procurement
	Inventory management and control	Material Planning, repair and exchange
		Stock management, loan/borrow facility
		Inventory management including scrap
	Shipping and warranty management	Shipping, consignment management
		Warranty tracking and claim management
		Goods receiving
	Documentations	Documentation (Part certification and HAZMAT)
Safety, compliance, and quality	Audit management	Compliance reporting
		Reliability analysis
		Safety/occurrence management
		Quality/audit management
Flight operations	Log management for flights	Journey log entry management
		Customer management

MRO and part sales	Customer and contract management	Contract management
		Customer order management
		Quote and pricing management
		Part sale management
		Customer portal
Employee records	Employee info.	Employee information
		Certifications and qualifications
		Training
Hubs	Integrated hub management	Tech record hub
		Procurement hub
		Engineering hub
		Inventory hub
		Work execution hub
Platforms and integrations		Integration gateway iRIS
		Workflow
		Report Writer

Integration scope

Touch Point Description	From	To
Vendor Master	Ramco	SAP
Vendor Prepayment	Ramco	SAP
RAMCO Payment Voucher Details	SAP	Ramco
Vendor Prepayment Paid Details	SAP	Ramco
Vendor Credit / Debit Note	Ramco	SAP
Invoice Adjustment details	Ramco	SAP
Vendor payment	Ramco	SAP
GL Entries	Ramco	SAP
Customer Master	SAP	Ramco
Customer Advance	Ramco	SAP
Customer Receipt Details	SAP	Ramco
Customer Credit / Debit Note	Ramco	SAP

Spek 2K Procurement Integration

Touch Point Description	From	To
Purchase Order	Ramco	One Aero
PO Acknowledgement	One Aero	Ramco
Buyer Change	Ramco	One Aero
Supplier change	One Aero	Ramco
Shipment Advisory	One Aero	Ramco

Customs Integration

Touch Point Description	From	To
Job Consolidation for import filing	RAMCO	Soft Link
BOE Details	Soft Link	RAMCO
Job Consolidation for Export filing	RAMCO	Soft Link
Shipping bill Details	Soft Link	RAMCO

Customization:

All customized objects to meet the business requirements as per discovery and detailed discussion during solution designing phase will be required to be implemented by S.I. The solution should include all workflows, reports, and other requirements currently in use by AIESL. S.I. should do a comprehensive AS-IS study to understand Gaps if any apart from the requirements stated in this document and recommend solutions as per AIESL’s business requirements. AIESL will have the final responsibility to implement the same.

System & Database Administration

System Integrator will provide the required support for carrying out RAMCO Implementation project.

- i. Provide inputs for system sizing
- ii. Landscape Design
- iii. Setup and configuration of RAMCO software components
- iv. User and security management
- v. System and Database administration
- vi. Coordinating with Infrastructure partners to resolve any issues related to Installation
- vii. RAMCO application/database and system performance

Project Location

- i. AIESL corporate office would be considered as base location to execute the project.
- ii. An onsite-offshore implementation model will be considered on mutual understanding to implement the required solution.

Data Migration

The System Integrator is required to migrate the data from existing RAMCO landscape including all third-party applications (customs and Spek 2k) to new RAMCO Version 5.9 on Private cloud system and create Development, Quality and Production environments accordingly. The Data conversion and migration strategy shall include the following activities to be performed by the SI:

- Defining strategy for unification of reference data / codes across the AIESL organization as appropriate
- Perform the carving of existing data from legacy system
- Perform the cleansing, formatting, and conversion of data extracted from legacy system as per the strategy defined
- Uploading the data to new system
- Creating new/additional data mandatory in new system.

The SI would be responsible for dealing with AIR INDIA to get all relevant data required for migration. AIESL will only help in facilitating the process. SI will ensure that data migration is complete in all aspects. The key tasks and responsibilities of SI and AIESL for data migration are as follows:

Tasks	Description
Data Identification and Preparation	The SI should obtain complete understanding of the data which has to be migrated to RAMCO on cloud. The possibility and extent of summarized historical data which must be migrated should also be assessed. This phase will consist of two steps: 1) Data Profiling - involves studying the source data thoroughly to understand its content, structure, quality, and integrity. 2) Data Mapping - Once the data has been profiled, an accurate set of mapping specifications can be developed based on this profile considering the data requirements and new codification standard to be maintained in RAMCO. This activity will be done by the SI. The combination of data profiling and mapping will essentially be the first step of the data conversion exercise. Summarized historical data that needs to be migrated should be clearly identified which would be uploaded in RAMCO on cloud in a consolidated manner.
Data carving and cleansing	Data carving from existing RAMCO landscape post successful completion of data profiling and mapping, SI needs to prepare and provide guidelines to identify duplicate / abnormal entries in database. Based on this, a checklist will be prepared and handed over to AIESL. Data correctness / integrity would be ensured by AIESL while providing the data.
Data Extraction	This task includes pulling data from operational and external data sources to prepare the source data for RAMCO during the migration exercise. This step involves creation of data into the format required by RAMCO from data which is currently stored in the electronic format. AIESL will validate and sign off the data extracted prior to loading it into new RAMCO system.
Developing data conversion scripts	The SI will develop scripts as may be required for data conversion and transformation activities.
Data Loading	The extracted and transformed data will be loaded by the SI to the RAMCO cloud database using specific programs developed for this purpose (Data Load Scripts).
Testing and Verification	The SI is responsible for testing and verifying the accuracy of data which is loaded to RAMCO in terms of the following:

	<ul style="list-style-type: none"> • Number of records created • Value of the data • Duplicate data • Translation of data from legacy to new RAMCO on cloud version <p>AIESL will validate and verify the final data which is loaded in RAMCO on cloud model.</p>
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- The SI shall formulate the “Data migration strategy document” which will also include quality assurance mechanism. This will be reviewed and signed off by AIESL prior to commencement of data migration.
- The SI shall generate appropriate control reports before and after migration to ensure accuracy and completeness of the data.
- The SI shall conduct the acceptance testing and verify the completeness and accuracy of the data migrated from the legacy systems to the proposed solution.
- Given the timelines for implementation, data migration activity can be extended till the end of hyper care support period of 3 months post implementation to ensure smooth Go-Live activity as per project timelines. System Integrator must ensure that no discrepancies in end user functioning occurs due to this process.

System Test

Test Strategy:

- i. The test strategy outlines, how testing will be performed, define testing phases, scope, and timeframe.
- ii. Creation of test cases and scenarios for IT and business users.
- iii. Creation of testing data in test environment.

Types of Testing:

Functional Test:

Focuses on the functionality of an application that validates the output, based on selected input that consists of unit testing, business process testing, and scenario (integration) testing.

Unit Testing

Validates those individual functions are configured and/or developed to appropriately translate technical and functional requirements. This includes testing of individual configuration elements, process steps associated with business transactions, and custom development objects.

Business Process Testing

Validates the full operability of interconnected functions, methods, or objects within the functional areas of a solution.

Scenario (Integration) Testing

Validates a set of business processes that define a business scenario in a comprehensive and self-contained manner on a macro level.

User Acceptance Test (UAT):

Assist business users to conduct UAT.

6.4 Training:

- i. System Integrator will prepare the training plan in coordination with AIESL team.
- ii. Provide training manual for end users, system administrator, technical team etc.

iii. Responsible to provide comprehensive system training to end business users.

Training	Participants	Remarks
RAMCO overview Training	Sr. Management and Core team of AIESL	Focus on Reporting, controls, and high-level processes
RAMCO Business Process/Solution Overview	AIESL core team	Business processes details and concepts of Organisation Structure
End User Trainer	AIESL Core team & end users	Transactional level training

6.5 Implementation Methodology:

Consider the following methodology for the implementation of solution.



Different phases with key activities and deliverables

6.6 Prepare phase:

The Prepare phase will provide initial planning and preparation for the project, including project organization and governance as well as the project schedule and project management plans.

Key Prepare Activities:

- i. Define project goals, a high-level scope, and a project plan
- ii. Establish project standards, organization, and governance
- iii. Define roles and responsibilities for the project team
- iv. Establish project management, tracking, and reporting mechanisms
- v. Develop a project team training strategy, and start project team training
- vi. Document all initiation activities in the project charter
- vii. Kick-off the project
- viii. System build & Landscape finalization and Business Processes Identification
- ix. Discussion on End User Training & Planning
- x. Prepare for the next/explore phase

The System Integrator must clearly understand the requirements of the AIESL through extensive requirement gathering. Requirement gathering must be done through interaction with officials at AIESL head office, core team and field offices if required. The System Integrator must capture in detail, the business processes of all the functions at AIESL. The requirements must be validated by the client.

Functional coverage as mentioned in this bidding document are minimum requirements. **It is expected that the System Integrator would include additional functional requirements, which may come up during the period of its self-assessment to arrive at an appropriate design of the solution. The business processes captured by the System Integrator, FRS and formats captured shall be the basis of implementation of proposed solutions.**

The System Integrator must analyze the skill set possessed by the intended users and the skill set required by those users to work on the proposed system efficiently. This would be required for development of change management plan and training plan.

Deliverables:

- i. On boarding of project team & Project Kick off
- ii. Detailed project scope document
- iii. Project organization and governance
- iv. Implementation plan & schedule
- v. Project Charter
- vi. Risk assessment plan
- vii. Communication Plan
- viii. RACI Matrix
- ix. Issue Tracker
- x. System Landscape
- xi. Data migration approach and strategy
- xii. Prepare for As-Is/Fit/Gap analysis activities

6.7 Explore phase:

In the Explore phase, S.I. must conduct industry best practice workshops to review RAMCO best practices functionality, identify delta requirements or gaps, and document the conceptual design of the "to -be" RAMCO enterprise solution. The S.I. must document all functional and technical requirements, project issues, and gaps.

Key Explore Activities:

- i. Prepare, setup, and conduct solution validation workshops
- ii. Refine business requirements
- iii. Identify master data and organizational requirements
- iv. Define functional solution design, including gap analysis in solution design workshops
- v. Associate business requirements to process hierarchy and solution components
- vi. Obtain business sign-off on delta requirements and design documents
- vii. Establish project management, tracking, and reporting
- viii. System Build

Deliverables:

- i. Documented design, including:
 - Project plan update
 - Process flows
 - Functional specifications
- ii. Test strategy and plan

- iii. Business Process Master List
- iv. Best practices Baseline built
- v. Business Process Workshops & Demos/Solution Validations
- vi. Fit-Gap Analysis
- vii. Enterprise Structure
- viii. Business Process Design Documents and Signoffs
- ix. Master Data Draft Templates
- x. Test Strategy and Plan
- xi. Training Plan

6.8 Realize phase:

This phase shall include configuration of system and processes, development of custom objects and testing the solution.

Key Prepare Activities:

Implement the solution in the development environment and thorough solution testing.

- i. Solution configuration
- ii. Conduct overall end-to-end testing of the solution within the QA environment
- iii. Conduct performance testing
- iv. Conduct project team and key user training
- v. Finalize end user training materials and documentation
- vi. Secure Production System

Deliverables:

- i. Solution configuration and tests
- ii. Development/testing of enhancements and extensions like interfaces, forms, workflows, conversions, or reports
- iii. End user training system environment
- iv. Configuration Completion
- v. RICEF Objects Functional specifications Documents
- vi. Unit Testing & Integration Testing
- vii. Security Roles and Authorization Matrix
- viii. Master Data Collection
- ix. Quality System Readiness
- x. User Manuals
- xi. Training to Core Team Members
- xii. User Acceptance Testing & Signoff
- xiii. Data migration conducted
- xiv. Cutover and transition plan

6.9 Integration Test:

- i. Document the integration test case outlined in the integration test plan
- ii. Perform the Integration test according to previously defined plan. During the test all issues must be logged and documented for traceability purpose
- iii. Resolve any issues identified during the Integration Test
- iv. Obtain customer approval (sign-off) on the integration test

6.10 User Acceptance Test (UAT):

- i. Ensure that the system meets all the business requirements determined to be in scope via hands-on functional area testing
- ii. Ensure that the system meets technical requirements and meets service levels for application response time, throughput, and infrastructure performance at typical production loads
- iii. Ensure implementation meets the exit criteria defined below and is ready for use in a production environment

6.11 Deploy phase:

Key Prepare Activities:

Finalize the solution and its supporting tools and processes for production go-live including the following:

- i. Resolve all crucial open issues
- ii. Conduct system tests
- iii. Check system management is in place
- iv. Proceed with cutover activities, including data migration
- v. Execute transition and cutover plans
- vi. Complete all scheduled end user training
- vii. Identify and document all issues encountered in transition to the new solution
- viii. Monitor the business process results and the production environment
- ix. Establish hyper care support which provides:
 - a. Production support processes
 - b. Exceptional business monitoring processes
 - c. Extraordinary technical support
 - d. System enhancements
- x. Define security and role matrix
- xi. Complete RAMCO review on system
- xii. System backup

Deliverables:

- i. Organizational and production readiness check
- ii. Technical and system testing, as necessary
- iii. Cutover Plan signoff
- iv. End User Training
- v. Perform Manual Entries
- vi. Perform Conversions
- vii. Cutover Data Upload
- xiii. Transition Plan and Strategy
- xiv. Data conversion
- viii. End user training
- ix. Production environment setup
- xv. Cutover plan update
- xvi. Cutover simulations
- xvii. Data migration
- xviii. User IDs and profiles creation
- xix. Go-live & signoff
- xx. Support organizations establishment
- xxi. Organization readiness for transition sign-off and Go-Live activities

Timeline of RAMCO Solution Implementation at AIESL

The Implementation of the RAMCO shall be conducted in 4 Phases followed by hyper care support and AMC. The proposed timeline for implementation RAMCO solution will be 2.5 months till Go-Live. This would be followed by a Post Go-Live Hyper care Support for 3 months and 1 year of Annual Maintenance period. The AMC would be renewed for a period of 4 years or as mutually agreed based on performance evaluation of the System Integrator on same terms and conditions. The Bidder is expected to provide details of end-to-end project plan, milestones, resource loading plan, etc. with reference to the below mentioned timelines. The contract starts on the day it is signed by both the parties on mutually accepted terms and conditions.

	2023												2024					
	Implementation			Hypercare Support			AMC and Helpdesk Support											
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Contract finalization																		
Resource onboard and project kick off																		
Implementation (Prepare, Explore, Realize and Deploy)																		
Data Migration																		
Go-Live on 1st April 2023				*														
Hyper Care Support																		
AMC and Helpdesk Support																		

Serial No	Phase		Description	Duration	Period	Activities	Testing
1	Phase -I		Resource onboard and project kick off	0.5 Month	Jan	a) Project Plan b) Resource planning and Deployment c) Resource Replacement d) Project Kick-off Meeting e) Project Charter	
2	Phase -II	Implementation	Implementation (Prepare, Explore, Realize and Deploy)	2 Months	Feb to Mar	a) As-Is, To-Be Study and Gap Analysis b) Business Solution Design / Blueprint c) Development, Configuration & Testing d) Customization & Testing e) Linking of third- party tools with RAMCO	

			Implementation (User Acceptance Test/UAT)	0.5 Month	Mar	a) Unit Testing b) Business Scenario Testing c) Development Testing d) User Acceptance Testing	UAT across all projects and all business locations
3	Phase-III		Data Migration	0.5 Month	Mar	a) Data checking (Validation of legacy dataset) b) Developing data conversion scripts c) Data Loading d) Testing and Verification e) Data Reconciliation f) Pre-Go-Live check is done	
4	Phase -IV		Go- Live on 01st April 2023		01st April	Go-live at all AIESL locations a) "Go- Live" means commissioning of project across all locations (as mentioned in RFP document), including but not limited to documentation, security measures, training as per Scope of Work mentioned in RFP. The System Integrator should have the approval from AIESL after successful completion of the User Acceptance Testing. b) The Solution shall be considered ready for Go-Live across all locations only after the completion of all pre-Go-Live activities including successful data migration. The System Integrator should have a prior approval from AIESL before declaration of GO-Live.	

Responsibilities' of AIESL

- AIESL shall constitute a project governance structure with adequate representation from all the stakeholders to review the recommendations of the SI and accord necessary approvals. AIESL shall discharge the following responsibilities for successful implementation of the project.
- Mobilize appropriate AIESL personnel.
- Review and award timely approvals to the documents / requests / deliverables, etc. received from the SI.
- Review the bottlenecks highlighted by SI on a regular basis and resolve the issues.
- Facilitate the training programs when conducted at AIESL premises to the extent of providing the venue, projection/viewing of training material. For the avoidance of doubt, the entire training material with distribution to all participants in hard copy and soft copy, travel costs, local logistics, boarding and lodging/ accommodation costs of the Bidder shall be borne by the Bidder. If training venues are organized at premises other than AIESL, the Bidder shall make and bear all costs for successfully imparting training except boarding and lodging costs of AIESL personnel.

- To facilitate the smooth functioning and able administration of the project, AIESL shall on a reasonable effort basis, as far as practicable, provide support for the infrastructure needed at AIESL premises. This may include office seating space along with network connectivity and power supply.
- To facilitate the smooth functioning and execution of the project, AIESL shall, as far as practicable, provide all necessary approvals, reviews as may be applicable on a reasonable effort basis as expeditiously as possible, provided hereinafter that the documents/subject matter on which such approvals/reviews are sought shall be accurate, unambiguous, and qualitatively satisfactory in the opinion of AIESL.
- Provided further that for the purposes of the above obligation, the Bidder shall ensure that such reviews & approvals are sought at least 7 calendar days prior to its intended utilization to allow AIESL adequate time to complete protocols in connection therewith.
- Support with UAT (User Acceptance Test) testing as per the timelines / plan finalized between SI and AIESL.
- Sign-off on data accuracy and completeness during the data migration before data is loaded into RAMCO solution.
- Project to be executed by the SI dedicated team at AIESL locations. All equipment required for development should be provided by the SI. AIESL will provide only the sitting space for SI dedicated team.

7. Bid Evaluation and Eligibility Criteria

- a) Since the requirements of AIESL for implementing the RAMCO system is unique in terms of functional features, AIESL intends to consider only those bidders that have the capability and competency, in terms of technical strengths, experience and financial stability to address the requirements of AIESL to implement the RAMCO system.
- b) The bidders' Pre-Qualification Proposal in the bid document is evaluated as per the pre-qualification criteria set out in this RFP. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified, client contact information for verification, profiles of project resources and all others as required for evaluation.
- c) The bidders shall meet all the mandatory compliance requirements. Failure in meeting the mandatory compliance requirements will result in disqualification of the bidder.
- d) AIESL may seek clarifications from the Bidder on the pre-qualification proposal.

7.1 Pre-Qualification Criteria

- a) The invitation for bids is open to all entities registered in India who fulfil prequalification criteria as specified below.
- b) Bidders declared ineligible by AIESL to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- c) Bidders, whose Bid security was forfeited by AIESL on serious/grave grounds i.e., submission of false/forged/tampered/fabricated/manipulated documents / information on any occasion during last five years from the date of issue of RFP, shall not be qualified.
- d) Breach of general or specific instructions for bidding, general and special conditions of contract with AIESL during the past 5 years may make a firm ineligible to participate in the bidding process.

The following table consists of information required by bidder to qualify for the implementation of RAMCO system at AIESL.

S No	Criteria	Documentary proof to be submitted
1	The Bidder should be a company registered in India under the Companies Act, with registered office and operations in India. The Bidder should be operational in India for at least last five financial years as of 31st Dec 2022 as evidenced by the Certificate of Incorporation and /or Certificate of Commencement of Business issued by the Registrar of Companies, India.	Certificate of Incorporation issued by the Registrar of Companies
2	The Bidder should not have been blacklisted by AIESL or by any state/central Government institution or any Public Sector unit.	Undertaking by SI
3	The Bidder should have an annual turnover of Rs. 5 Crores or more in last three financial years (each year) ending 31st Dec 2022 as evidenced by the audited accounts of the company. Average PAT for last three financial years should be positive.	Duly certified statement from auditor for the last 3 financial years indicating the turnover during these years
4	The Bidder must be certified Implementation Partner/OEM of the proposed RAMCO ERP.	Certificate from OEM in case of partner
5	The Bidder should have experience of successfully completing at least 2 turnkey RAMCO implementation projects during the last five years (from the date of publishing of RFP) with a user base of over 200.	Work order and / or completion certificate / client citation
6	The Bidder must have a team of at least 20 Functional RAMCO Professionals on its payroll having experience in implementing all the major modules.	Undertaking from SI/ Scanned copy of EPF statement and payroll indicating permanently employed strength

After short listing of bidder based on eligibility criterion, the technical bid will be evaluated by evaluation committee set-up by AIESL. Below instructions will be followed:

In case of no response by the Bidder to any of the requirements regarding the contents of the pre-qualification criteria, his bid will be considered nonresponsive.

7.2 Technical Functional Evaluation Framework

The bid response of the SI that qualify as per the Pre-Qualification criteria, would be evaluated based on the following Technical Functional Evaluation framework:

Sr. No	Criteria	Maximum Marks
1.	RAMCO System Integrator (SI) Capabilities	80
2.	Approach and Implementation methodology – Technical presentation	20

SI Capabilities						
No.	Category	Criteria	Evaluation Basis	Max Score	Parameters/ Rating	Comments
1	Bidder's experience in RAMCO implementation on Cloud	<p>Bidder's experience in successful RAMCO implementation on cloud, data migration and support during last 05 years, (at least one of which should be implemented in the last 03 years) ending last day of month previous to the date of submission of bid in terms of total project value from single project implementation.</p> <p>Additional points for experience in implementation related to aviation/MRO industry.</p>	Copy of work orders capturing scope, revenue, and Client. Completion /GO-Live certificate to be attached	20	<p>Project value from single implementation</p> <p>a) >= INR 2.4 Crore: 16 Marks</p> <p>b) INR 2.4 Crore to INR 1.80 Crore: 15 Marks</p> <p>c) INR 1.80 Crore to INR 1.50 Crore: 14 Marks</p> <p>d) > Two Projects (Under any category): 2Marks</p> <p>e) Additional Experience working for aviation/MRO industry: 2Marks</p>	
2	Data Migration implementation	Number of data migration projects to cloud based RAMCO model.	Copy of work orders capturing scope, revenue, and Client Completion /Go-live certificate to be attached. Bidder must be able to demonstrate the same during presentations.	10	<p>> 2 projects: 8 Marks</p> <p>2 Projects: 7 Marks</p> <p>1 Project: 6 Marks</p> <p>Experience in data carving including cleansing and extraction of data: 2 Marks</p>	

3	Turnover of the Bidder	The bidder must have min. Annual turnover of Rs. 5 Cr. in preceding three completed financial years ending 31 st 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 10 Crs:10 Marks INR 7 Crs to INR 10 Crs: 9Marks INR 5 Crs to INR 7 Crores: 8 Marks
4	Quality certification	CMMi Level 3 and above certification required	Bidder should submit valid certificate copy and details of certification	10	CMMi Level-5: 10 Marks CMMi Level-4: 9 Marks CMMi Level3: 8 Marks
5	Functional skills	Full time functional and technical consultants of RAMCO in the payroll of SI.	Scanned copy of payroll and EPF statement indicating permanently employed staff strength	10	>= 50 Consultants: 10 Marks Less than 50 and greater than 30 consultants: 9marks Less than 30 and greater than 20 consultants: 8marks
6	Manpower requirement	Key Personnel to be deployed for the project	CVs should be attached	20	Refer below for the Manpower deployment scoring

For this project, it is imperative that the Bidders apart from other manpower will deploy following best in class key professionals to ensure successful execution. The Bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working on this project especially during the architecture definition of various components and implementation to deliver the seamless service.

Functional Consultant refers to a person who configures the system as per business requirements.

Technical Consultant refers to a person typically a programmer for software deployment and integrations.

	Manpower Requirement	Max Score
7a	<p>Project Manager cum RAMCO Expert (RAMCO professional)</p> <p>Qualification: B.E./ B.Tech. / MCA / MBA (or equivalent) with minimum 07 years and above post qualification experience.</p> <p>Should have experience of execution of at least two RAMCO implementations as project manager. Should have experience of handling end to end implementation of RAMCO on private cloud project of 60+ or more transactional user.</p> <p>Total Experience: 07-10 Years - 4 Marks More than 10 Years - 5</p>	5 Marks

7b	<p>Functional Consultant</p> <p>Qualification: B.E./ B.Tech. / MBA / Post Graduation with specialization in modules to be implemented (minimum 07 years and above) post qualification experience in domain.</p> <p>Should have experience in RAMCO implementations and have completed two end to end implementation cycles for proposed function</p> <p>Marks would be awarded based as below: More than 2-3 Implementations - 4 Marks >3 Implementations - 5 Marks</p>	5 Marks
7c	<p>Technical Person for proposed RAMCO</p> <p>Qualification: B.E./ B.Tech. / MCA with minimum 5 years and above post qualification experience.</p> <p>Experience as a developer/programmer with expertise on implementation of RAMCO on cloud. The person should have completed two end to end implementation cycle for RAMCO</p> <p>Marks would be awarded based as below: More than 2-3 Implementations - 4 Marks >3 Implementations - 5 Marks</p>	5 Marks
7d	<p>Solution Architect</p> <p>The Solution Architect should be B.Tech/B.E./MCA/MSC or other relevant qualification with minimum 7 years of experience providing assistance in interface/solution designing for implementation of RAMCO System.</p> <p>Marks would be awarded based as below: More than 2-3 Implementations - 4 Mark >3 Implementations - 5 Marks</p>	5 Marks

Note:

The Technical Functional evaluation scores would be collated across the above parameters (Sl. No.1 to 7), as per the table above) for each Bidder and will be denoted as Ts. The minimum qualifying mark for the overall technical functional evaluation (including technical presentation) is 75% as per the evaluation criteria listed above.

7.3 Financial Evaluation

Financial bid of the bidder shall be opened and evaluated for acceptability including deviations if any. Any major deviation from pre-qualification criteria or financial bid criteria may lead to the rejection of the bidder. AIESL reserves the right to accept or reject bidders in such cases.

The financial bids shall be opened of only those bidders who have been found to be technically eligible.

Total Cost of Ownership (TCO) will be arrived at by adding cost of:

- Implementation of RAMCO ERP on Private Cloud including data migration services from existing Air India landscape and Hypercare support period.
- License cost for successful implementation at AIESL including recurring cost.
- Any other cost component mentioned in Form 8 Financial proposal.

- AMC support Cost for 01 Year.

The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated basis the following formula:

Financial score will be denoted as Fs,

$$\text{Whereas Fs} = \frac{100 \times \text{TCO of Lowest bidder}}{\text{TCO of the bidder}}$$

The Financial bid should be provided with the following key requirements:

- The implementation partner will provide technical cost for fully supporting the RAMCO ERP implementation process as per the Financial Bid format available in Section 12.
- The Bidder shall quote a price for all the components and services of the solution to meet the requirements of AIESL.
- All the prices will be in Indian Rupees (in words and figures). In case of discrepancy, the amount in word will prevail.
- No adjustment of the price quoted in the Price Proposal shall be made on account of any variations in costs of supply & services, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
- The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as nonresponsive.
- Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
- It is mandatory to provide the break-up of all components in the financial bid proposal document. The Price bid should include the unit price and proposed number of units for each component. In no circumstances the Price bid shall be allowed to change/modify.
- It is mandatory to capture all taxes including duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder.
- The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
- All costs incurred due to delay of any sort, shall be borne by the Bidder.
- AIESL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
- AIESL reserves the right to ask the Bidder to submit analysis of rate and data sheet for the rates quoted in the Price bid by the bidder.
- If any of the prices of different components are bundled together in the Price Proposal, unbundling of these prices, i.e., allocating prices for individual components during evaluation or during signing the contract, if awarded the contract, will not be allowed.
- SI would quote the commercials strictly as per formats given. Any deviation would lead to rejection.
- If the price for any of the service is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that element is absorbed in some other service element for which a price has been quoted and AIESL has the right to source services for which no price was quoted or quoted as zero at no additional price.
- If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.
- **Annual maintenance contract may be extended for a period of four years or as decided on mutual agreement basis performance evaluation of system integrator on same terms and conditions.**

Final Selection Marking Methodology: Technical Functional Score should be denoted as “Ts” and shall be used to compute the final score in combination with Financial Score “Fs”. The final selection of the bidder will be based on **QUALITY AND COST BASED SELECTION (QCBS)**. There will be **40%** weightage for Technical Evaluation and **60%** weightage for Financial Evaluation.

Final Score shall be calculated as: = (Ts x 0.40) + (Fs x 0.60)

Example of calculation to determine final score

S. No		Bidder 1	Bidder 2	Bidder 3
1	Technical Bid score	64 out of 80	70 out of 80	74 out of 80
2	Technical bid score (TS) scaled to 100	80	87.5	92.5
3	Financial Bid Price	5cr	6cr	8cr
Financial Score of lowest bidders as per Price will be awarded 100 marks. Financial score for other bidders will be calculated as follows				
4	Financial Score (FS) = 100*Price of lowest bidder/ Price of the respective bidder	100	83.3333333	62.5
5	Final Score = TS*0.4+FS*0.6	92	84.98	75

Bidder 1 in this case will be the successful bidder.

The bidder(s) whose bid has secured the highest “Final Score” will be considered as successful bidder(s).

8. General Condition of Contract

8.1 General terms of Tender

1. Bidders must submit the Pre-Qualification documents, Technical and Commercial bid online (e-tender) or sent as hard copy sealed as mentioned in section 1 Notice Inviting tender under single stage-two-part bidding process i.e., Technical-bid and Financial Bid. Selection will be based on Quality and Cost Based Selection (QCBS) criteria. The complete tender can be downloaded from GeM Portal. (<https://gem.gov.in>) and on AIESL’s website.
2. Bids received through fax will not be considered.
3. Bids received late, or bids that are incomplete or those, which are not in the prescribed format, are liable to be outrightly rejected.
4. 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.
5. The rates quoted in the Commercial 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.
6. The financial bids should be in Indian Rupees (INR) only.
7. Conditional discounts / credits, if any, shall not be given any consideration in the evaluation.
8. 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.

9. The Bids should be valid for acceptance by AIESL as per GeM provision for a minimum period of 90 days from the date of closing of the tender.
10. All information related to the price quoted by the bidder should be given only in the commercial bid format. The Technical Bid should not contain any indication of the price. 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.
11. Commercial bids of only those bidders who qualify based on evaluation of their technical bids would be opened and accordingly such bidders would be intimated.
12. The bidders should commit to assume the responsibility for implementation of the application software as specified in the tender including the product installation and integration.
13. The bidders are to satisfactorily complete customizations as required to fulfill the requirements of this tender in accordance with their technical bid before cutover of the application to production mode. **Cutover date will be the date of successful implementation & acceptance of the complete application software.**
14. The bid is to be submitted after careful study and examination of the tender document, and after obtaining a full understanding of the requirements. Bidders are therefore advised to study the tender document carefully before submitting their bids. The submission of a bid will imply that the Bidder has read this tender, its terms & conditions and has fully understood the work scope, specifications, project execution and solution implementation requirements.
15. The Agreement would be signed between AIESL, and the bidder selected for award of the contract. The bidders must confirm their willingness to sign such Agreement containing the entire principal terms and conditions of this tender.
16. AIESL reserves the right of not awarding any contract to any of the Bidders.
17. The bidders should bear all the costs associated with the preparation and submission of their bids, including the costs incurred in presentations, demonstrations etc. for the purposes of evaluation of the bids by AIESL. AIESL will in no case be responsible or liable for such costs regardless of the conduct or outcome of the bidding process. AIESL would however be responsible for the cost on account of travel, accommodation etc. of its Evaluation Team if a decision is taken during the process of evaluation of the bids to make visits to client sites.
18. Determination of whether the bid complies with the tender requirements or not will be at the sole discretion of AIESL.
19. No advance / pre-delivery payment term will be accepted.
20. It will be the responsibility of the bidder to comply and pay all taxes/ levies/ duties in the country of origin as well as in India, as applicable for the entire contract.
21. The prices quoted in the commercial bid must be exclusive of all applicable taxes, levies, and duties till the delivery of the complete Software Package to AIESL. The taxes, levies, and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as 'NIL' in the commercial bid format.
22. In case the taxes, levies and duties are not mentioned separately, the bid shall be liable to be rejected
23. Any increase in taxes / levies / duties in subsequent years will be reimbursed by AIESL on submission of proof of payment by the bidder. Similarly, in case of any reduction in the taxes/ levies/ duties from the present level, the benefit of such reduction in the taxes/ levies/ duties will be passed on to AIESL.
24. In case, any new taxes / levies / duties are introduced in future by the Government of India during the period of the contract, the same shall be reimbursed to the bidder by AIESL on submission of proof of such payments.
25. Costs if any to be borne by AIESL in respect of the Project Implementation should be clearly indicated in the Commercial Bid giving the break-up there of element wise.
26. The Commercial Bids 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 bids. The prices quoted must remain firm / fixed for the entire term of the agreement. Withdrawal or unilateral modification of the Bids shall constitute a breach of terms of the tender and the Bids shall be liable for rejection therefore thereof. No

representations from the unsuccessful bidders shall be entertained with respect to the evaluation of their bids by AIESL, whatsoever.

8.2 Pre-Bid Meeting

1. The purpose of the Pre-Bid meeting shall be to clarify the issues and to answer questions received from or any matter that shall be raised by the prospective Bidders. The Bidders are advised to send their queries at least two days prior to the date of the Pre-Bid meeting. The queries may be addressed to: raj.gupta@biesl.in and sandeep.dungrival@biesl.in
2. Text of the questions raised, and the responses given, together with any responses prepared after the Pre-Bid meeting, shall be transmitted without delay (without identifying the sources of the question) to all participants of the Pre-Bid meeting. Any modifications or alteration to the Bidding documents listed in Tender that shall become necessary because of the Pre-Bid meeting, shall be made by AIESL exclusively through the issue of an Addendum / Corrigendum separately and shall be available on the GeM portal/AIESL's website. No separate press advertisement will be given for the same. Addendum and/or Corrigendum, if any, to the Tender, shall be referred to and taken into consideration by the prospective Bidders. It is the Bidder's responsibility to visit the said portal regularly for the aforesaid Addendum / Corrigendum as applicable.
3. Non-attendance of the Pre-Bid meeting shall not be a cause for disqualification of a Bidder.
4. Interested Bidders who desire to attend the Pre-Bid meeting shall communicate two days in advance to the Pre-Bid meeting scheduled date to make necessary arrangements for entry passes with names of their representative (only two authorized representatives per Bidder), by email to raj.gupta@biesl.in and sandeep.dungrival@biesl.in.
5. Maximum 2 (two) representatives of each Bidder shall be allowed to attend the Pre-Bid meeting on the date fixed by AIESL. The Bidder's authorized representatives shall carry an authorization letter on the letter head of the Bidder duly signed by the authorized signatory for the Bidder, along with an identity card to attend the Pre-Bid meeting.
6. Inputs/suggestions/queries submitted by the Bidders as part of the Pre-Bid meeting and otherwise will be given due consideration by AIESL. However, AIESL is not mandated to accept any submission made by the Bidder and the final decision will rest with AIESL.

8.3 Modification of Bids

1. The Bidder(s) can modify or withdraw their Bid(s) after the Bid submission but prior to the Due Date/Time for submission of the Bid. Last modification by the Bidder shall be final.
2. No Bid shall be modified after the Due Date/Time for submission of Bids.
3. No Bidder shall be allowed to modify/withdraw its Bid during the period after the due Date/Time for submission of Bids and prior to the expiration of the period of Bid validity. Withdrawal/modification of Bid, during the time-period mentioned above, shall result in the forfeiture of the EMD submitted by the Bidder.

8.4 Earnest Money Deposit:

It is clarified that Bidders seeking exemption under MSME provisions (refer para 8.5 below) are required to submit the Bid Security Declaration Form in the manner provided in Section 5 Instructions to Bidder in lieu of the Earnest Money Deposit.

An Earnest Money Deposit (EMD) Rs. 2,00,000 lakhs only applicable to Indian Bidders) must be submitted along with the technical bid either in the form of Bank Demand Draft / Banker's cheque in favor of "AI Engineering Services Limited," and payable at New Delhi.

EMD must be submitted along with the Technical Bid.

EMD will not carry any interest.

Tenders received without EMD, shall be rejected.

In case a Bidder withdraws his bid during the process of evaluation of tender or fails or refuses to accept the contract if awarded in his favor, the Earnest Money Deposit will be forfeited.

EMD of the Bidder, who do not qualify in the 'Pre-Qualification Bid', will be refunded to them within one month of the award of contract.

EMD of the Bidders, who do not qualify in the 'Technical Bid', will be refunded to them within one month of the award of contract.

EMD in respect of the successful Bidder will be adjusted against Security Deposit / Performance Bank Guarantee.

EMD in respect of Bidders, who have been unsuccessful in the evaluation of the commercial bids, would be refunded within one month of award of the contract.

8.5 Exemption / Preference to MSE units:

1. As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India., MSEs must be registered with any of the following to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012
 - i) District Industries Centers (DIC)
 - ii) Khadi and Village Industries Commission (KVIC)
 - iii) Khadi and Village Industries Board
 - iv) Coir Board
 - v) National Small Industries Corporation (NSIC)
 - vi) Directorate of Handicraft and Handloom
 - vii) Any other body specified by Ministry of MSME.
 - viii) Udyog Aadhaar
2. 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.
3. 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 the valid NSIC registration certificate along with their bid.
4. The Micro and Small Enterprises not registered for the trade/item for which this tender is relevant, would not be eligible for exemption / preference.
5. The registration certificate issued from any one of the above agencies 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.
6. 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 on close date of the tender, are not eligible for exemption / preference.
7. Exemption from submission of EMD – The MSEs registered with above mentioned agencies/bodies are exempted from payment of EMD.
8. The Successful Bidder (MSME/Non MSME) will be required to submit the Security Deposit as applicable on the Contract value. However, in case of MSE Bidders, the Security Deposit/Bank Guarantee can be submitted on yearly basis renewable every year.
9. Price Preference- 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 up to 20 % (twenty per cent) of total Tendered value/service. In case of more than one such MSEs are in the price band of L-1 + 15% and matches the L-1 Price, the 20% value shall be shared proportionately.

10. An MSE unit will not get any purchase preference over another MSE unit.

Note: Above policy of extending benefits is meant for procurement of only goods produced and services rendered by MSEs and not for any trading activities by them.

8.6 Security Deposit / Performance Bank Guarantee

1. A Security deposit (SD) @ 3 % of the contract value, or a Performance Bank Guarantee (PBG) for the same amount would be required to be submitted by the successful Bidder within two weeks from the date of award of contract. The SD / PBG is for meeting the project commitments till the end of the warranty period. The SD / PBG would be refunded / returned within two months of successful completion of warranty period subject to adjustment for penalties, if any, on account of deficiencies in performance as per the terms of the contract.
2. Subsequently a Performance Bank Guarantee or Security Deposit @ 3% of the AMC value for the first year would be required to be submitted by the successful Bidder to cover the performance requirements during the Annual Maintenance Contract period. This PBG / SD would be renewed annually @ 3 % of the AMC for the corresponding year till such time as the AMC is in force and would be returned/ refunded within two months of successful completion of the AMC period after adjustment of penalties, if any, on account of deficiencies in performance as per the terms of the AMC.

It is to be noted that the costs involved in furnishing of the PBG / SD are to be borne by the Bidder who has been awarded the contract and the same is to be included in the commercial bid.

8.7 Evaluation Criteria for Technical Bid (Stage 1)

1. 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.
2. In the event the Bidder fails to provide any information or documents sought by AIESL, the Bid of the said Bidder shall be rejected by AIESL. No correspondence in this regard will be entertained.
3. The Bidders who qualify as per the Technical Bid evaluation criteria as mentioned in Technical Requirement specification’s document and other requirements of the Tender would be considered for next stage of Tender process.

8.8 Evaluation criteria for Price Bid (Stage 2)

1. The Price Bids of only those Bidders who qualify under the Criteria and comply with the other Tender requirements would be considered for financial bid evaluation.
2. Price Bids should be submitted strictly as per the format given in Section 12 only. The detailed procedure / method of quoting and criteria for evaluation of the Price Bids has been provided in Section 12.

8.9 Award of Contract/agreement, Acceptance, Commencement / Execution

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

- i. The Successful Bidder must convey acceptance of Letter of Intent (LOI)/contract within 7 days of receipt of the same and provide their bank details with a cancelled cheque.
- ii. The Successful Bidder must commence the Services within 7 days after execution of the Contract/Acceptance of LOI.
- iii. The Successful Bidder shall execute the Contract within 14 days of acceptance of LOI. The cost towards the preparation and execution of the Contract shall be borne by the Successful Bidder.

8.10 Fall in price clause

The successful bidder should pass on any benefits arising due to reduction in taxation or change in input/raw material cost by virtue of some exemption by government or for any reasons during the contract/order.

8.11 Force Majeure Event

1. Neither the System Integrator 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 by reason of occurrence of Force Majeure Event.
2. Force Majeure Event means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity, but not including seasonal rains) or events such as a war, strike, riots. The affected Party shall give immediate notice in writing of 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).
3. 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.
4. The Party so affected shall take all reasonable steps to remedy the failure and reasonably allocate its available resources, giving priority to perform its obligations under the Contract and to keep the other Party informed of the steps being taken to mitigate the effects of an event of force majeure.
5. 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.
6. Notwithstanding the punitive provisions contained in the Contract for delay or breach of Contract, the System Integrator would not be liable for imposition of any such damages so long as the delay and/or failure of the System Integrator in fulfilling its obligations under the Contract solely attributable to the occurrence of a Force Majeure Event.

8.12 Resolution of Disputes and Arbitration

1. Any dispute arising between the System Integrator 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 "Disputes"), 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.
2. 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.
3. The arbitration award passed under the arbitration shall be final and binding on the Parties.
4. The proceedings of the Arbitration shall be conducted in English language and place of arbitration shall be Delhi.
5. Each Party shall bear their own cost with respect to such arbitration.

8.13 Subcontracting

1. The essence of the Tender is that there will be no subcontracting or delegation or outsourcing of any of Services to any third party without prior written approval of AIESL. To reiterate, if any sub-contracting is proposed by the Successful Bidder, such appointment / engagement of the sub-contractor shall be at the sole discretion of AIESL. Furthermore, the successful Bidder shall be responsible for all acts/omissions of such sub-contractor.
2. In event, the Contract is sub-contracted or assigned in violation of terms specified hereunder or the Contract, AIESL reserves the right to terminate the Contract and/ or take appropriate action against the Successful Bidder/ claim damages/ any other remedies for breach of the Tender/ Contract.

8.14 Recovery Of Sums Due

1. Whenever under the Contract any sum of money is recoverable from Bidder, AIESL shall be entitled to recover such sum from the monthly bills. If the value of monthly bills is not sufficient to recover the dues recoverable under the contract, the same will be recovered by invoking bank guarantee / security deposit held by AIESL. In the event of the said security deposit /Bank Guarantee being insufficient, the balance of total amount recoverable shall be deducted from any sum due to Bidder under this or any other contract with AIESL.
2. Should this amount be insufficient to cover the said full amount recoverable, Bidder shall pay to AIESL on demand the balance amount within 14 days of the demand along with the interest as per applicable SBI lending rate from the due date specified in the demand notice.
3. If any amount due to AIESL is so set off against the said security deposit, the System Integrator shall have to make good, the said amount immediately but not later than 14 (fourteen) calendar days, to restore the Security Deposit to its original value. Non- restoration of such Security Deposit will be treated as event of default, leading to right of AIESL to take appropriate remedial action, including termination.
4. In addition to the above, AIESL reserves the right to deduct from the Successful Bidder's invoice, amounts attributable to loss or damage caused to AIESL -employees / cargo / equipment / machinery / building or any other property of AIESL or any damage caused to any third party by negligence or due to reasons attributable to the Successful Bidder including its employees.

8.15 Intellectual Property

1. The Successful Bidder warrants that in providing the Services under the Contract, it shall not infringe the intellectual property including without limitation trademark, copyright design, right patent or etc. of AIESL and / or of any third party and agrees to defend, hold harmless and indemnify AIESL against any losses, damages, claims, costs, expenses etc. suffered by AIESL arising from any such infringement of any intellectual property.
2. The intellectual property produced by the Successful Bidder during or in relation to the Services under the Contract shall belong to AIESL absolutely.
3. AIESL reserves the right for injunctive relief to prevent the breach of any it's or third parties' intellectual property rights.
4. If the use of the Services is preliminarily or permanently enjoined because of a finding of infringement or the likelihood of infringement of the Successful Bidder's intellectual property, the Successful Bidder shall, at its sole cost and expense, and at its option:
 - i) procure for AIESL the right to continue using the Services; or
 - ii) modify the Services so that it becomes non -infringing; or
 - iii) refund to AIESL the money paid by AIESL for the enjoined part or parts of the Services.

8.16 Assignment

During the Term of the Contract, the Successful Bidder shall not assign any of its rights or duties under the Contract without prior written consent of AIESL. Any assignment or transfer in violation of this Clause shall result in termination by AIESL with damages to the Successful Bidder.

8.17 Non-Waiver

Failure of AIESL to enforce any of the terms & conditions incorporated in the Tender / Contract, or failure or delay to exercise any rights or remedies herein, or by law or failure to properly notify the Successful Bidder in the event of breach, or the acceptance of or payment of any Services hereunder shall not release the Successful Bidder and shall not be deemed a waiver of any right of AIESL to insist upon the strict performance thereof or of any of its or their rights or remedies as to any such Services regardless of when such Services have been delivered nor shall any purported verbal modification or revision of the order by AIESL act as waiver of the terms hereof. Any waiver to be effective must be in writing. Any lone incident of waiver of any condition of the Tender and Contract by AIESL shall not be considered as a continuous waiver or waiver for other condition by AIESL.

9. Special Condition of Contract

9.1 Definitions

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

- i. The term "AIESL" shall mean AI Engineering Services Limited.
- ii. The term "Bidder" shall mean the entity who has submitted the Bid for this Tender through its authorized signatory.
- iii. 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.
- iv. The term "SI" shall mean System Integrator responsible for implementation of the project.
- v. The term "Days" shall mean the working days of AIESL.
- vi. The term "Services" shall mean the services to be provided by the Successful Bidder as mentioned in the Tender.
- vii. The term "Successful Bidder" or the "System Integrator" (herein after referred to as SI) shall mean the Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.
- viii. The term "L-1" means Bidder with lowest quote, and "L-2" means Bidder with the secondlowest quote.

9.2 General Scope of Work

The scope of this contract is provided in detail in clauses of Section 6 of this RFP document. The SI shall undertake all such work and/or supply all such Services, Tools, resources, equipment's & expertise that may not be specifically mentioned in the afore said section containing scope of work but same can be reasonably inferred as being required for successful implementation and execution of this assignment.

9.3 Project Plan

1. SI shall refer Section 6 SOW for detailed outlines of required deliverables.
2. Within fourteen (14) calendar days of Effective Date of the Contract, SI shall submit the detailed project plan to AIESL for its approval. A detailed Project Plan with details of the Project showing the sequence, procedure, and method in which he proposes to carry out the works. The Plan so submitted by SI shall conform to the requirements and timelines specified in Section 6 under Timelines section of Scope of Work of the RFP & subsequent relevant clause/ section of the Contract. AIESL and SI shall discuss and agree upon the work procedures to be followed for effective execution of the works, which SI intends to deploy and shall be clearly specified.
3. The Project Plan shall include but not limited to: -
 - i Project organization
 - ii Communication structure
 - iii Proposed staff
 - iv Deployment schedule
 - v Roles and responsibilities
 - vi Processes and tool set to be used for quality assurance
 - vii Security and confidentiality practices in accordance with industry best practices
 - viii Work schedule in accordance with the Contract.
4. If SI's work plans necessitate a disruption / shutdown in AIESL's operation, the plan shall be mutually discussed and developed to keep such disruption / shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of SI to develop / adhere such a work plan shall be to his account.

9.4 Resource Planning and Deployment

The bidder will prepare and submit a detailed project structure along with resource deployment plan (onsite & offsite). Bidder is required to deploy all resources (minimum) as defined in this bid document on-site at AIESL's project locations. Bidder will submit the detailed CV's (duly certified / verified by HR head of the SI of all the personnel to be deployed on the project for prior approval of AIESL.

SI shall deploy experts / personnel strictly in accordance with resources deployment plan with the numbers mentioned in the submitted project plan by the SI and names mentioned at the time of freezing Staffing at the start of the project. Should it become necessary for the SI to replace any of the personnel specified by name in the Staffing Schedule, the SI shall forthwith provide a replacement acceptable to AIESL with comparable or better qualifications.

If any of the personnel is found by AIESL to be incompetent, guilty of misbehavior or incapable in discharging the assigned responsibilities, AIESL may request the System Integrator, to forthwith provide a replacement with equivalent qualifications and experience acceptable to AIESL.

Personnel assigned by the SI to perform the Services shall be employees of SI and under no circumstances will such personnel be considered employees of the Project. SI shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, withholding of income taxes and social security taxes, worker's compensation, employee, and disability benefits and shall be responsible for all AIESL obligations under all applicable laws.

SI shall ensure that sufficient personnel are employed to perform the Services, and that such personnel have appropriate qualifications to perform the Services.

9.5 Service Window

SI shall deploy resources and ensure availability of deployed resources during the entire contract period strictly adhering to the standard office working hours (9:30 AM to 6:30 PM) or as per business shifts of AIESL. During this period if AIESL deems the requirement of resources to be present for additional hours than referred earlier (on normal working days and/or holidays) SI shall be liable to adhere to the instructions & ensure the availability of required resources. During the situations as described above, SI shall not be eligible to claim any additional cost / charges/ fee over & above to the contract value in whatsoever manner. However, AIESL shall ensure all the requisite permission / approvals & facilitate the required resources to avoid any unforeseen administrative inconvenience.

9.6 Resource Replacement

1. AIESL shall have the right to require the removal or replacement of any SI personnel performing work under this Contract. If AIESL requests that any SI personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule but not later than 15 working days.
2. If during the project implementation phase, AIESL identifies any personnel of Bidder as "Key Personnel", the SI shall not remove such personnel without the prior written consent of AIESL.
3. Except as stated herein, nothing in this Contract or the SLA will limit the ability of SI freely to assign or reassign its employees if SI shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. AIESL shall have the right to review and approve SI's plan for any such knowledge transfer. SI shall maintain the same standards for skills and professionalism among replacement personnel as in personnel being replaced.
 - i AIESL reserves the right to interview the personnel proposed that shall be deployed as part of the Project Team. If found unsuitable, AIESL may reject the deployment of the personnel. But ultimate responsibility of the project implementation shall lie with SI.
 - ii In case of change in its team members, for any reason whatsoever, SI shall also ensure that the existing members are replaced with at least equally qualified and professionally competent members.
 - iii In case of change in any of its deployed resources, SI shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new resource deployed.

- iv SI shall ensure that SI's Team deployed is competent, professional and possesses the requisite qualifications, knowledge, and experience appropriate to the task they are required to perform under this Contract.
- v SI shall ensure that the services are performed through the efforts of SI's Team, in accordance with the terms hereof and to the satisfaction of AIESL.

9.7 Deliverables Acceptance Procedure

Initially, Bidder shall provide draft deliverable to AIESL for their review and feedback within stipulated timelines. AIESL and appointed PMCA will provide feedback within the agreed timelines to make necessary changes, corrections (if required). Bidder will be required to re-submit the revised document/deliverable. Feedback will be an iterative process.

9.8 Inspection

1. AIESL reserves the right to inspect the facility / premises of the Bidder and / or Successful Bidder from where the Services will be provided, at any point of time before / after awarding the Tender.
2. In the event any discrepancy noticed by AIESL or its authorized personnel or representative in the said facility / premise, AIESL or its authorized personnel or representative shall bring the same to the notice of the Successful bidder and the Successful Bidder shall rectify the same in accordance with the terms of the Contract and Tender, at no extra cost to AIESL and within a reasonable period from the date of the same being brought to the notice of the Bidder /Successful Bidder.

9.9 Conflict of Interests

SI not to Benefit from Commissions, Discounts, etc.

The payment to SI under this Contract shall constitute the SI's sole remuneration in connection with this Contract or the services. The SI shall not accept, for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services in the discharge of their obligations hereunder.

Prohibition of Conflicting Activities

Neither the SI nor the Personnel shall engage, either directly or indirectly, in any business or professional activities conflicting to the Services assigned to them under this Contract.

1. Rail/Air/Road Tickets and Hotel Bills. (Proof of any other applicable expense incurred in original)

9.10 Liquidated Damages

1. Delay in Delivery / Installation / Commissioning: The bidder will be liable to pay liquidated damages to AIESL@ 0.5 % (half percent) of the contract value (amount as per deliverables for which the delay has occurred) per week of delay or part thereof, subject to a maximum of 10% of the contract value for delay in successful commissioning of the Solution / Services for reasons solely attributable to the bidder. The amount will be deducted / invoked from the Security Deposit / Performance Bank Guarantee / pending invoices (if any). If the delay exceeds 60 days from the scheduled date of delivery/ Installation/ Commissioning, AIESL reserves the right to cancel the entire contract.
2. Please refer Section 10 for Penalty Calculations.

9.11 Limitation of Liability

SI shall not in any event be liable for any special, indirect, incidental, punitive, exemplary, or consequential damages except with respect to the bodily injury (including death) and damage to real and tangible personal property caused by AIESL's / SI's negligence / fraud / willful misconduct.

Neither the Contract nor the services delivered by SI under the Contract grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to the Contract, as the case may be.

SI shall bear the risk of loss on Assets up to the time they are transferred and handed over to AIESL- after which it shall stand transferred to AIESL. SI shall arrange and pay for insurance to cover such item until it is transferred and even after the transfer of the Assets till the insurance policies come up for a renewal.

Notwithstanding what has been stated elsewhere in the Contract and the Schedules attached thereof, AIESL shall not be liable to SI for any indirect or consequential damages.

Any claim or series of claims arising out or in connection with the Contract or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within such period as may be permitted by applicable law without the possibility of contractual waiver or limitation.

AIESL shall be entitled to claim the remedy (if any) of specific performance under the Contract or the SLA.

9.12 Change Management

The System Integrator shall address all the errors / bugs / gaps / changes in the functionality offered by the solution at no additional cost during the operations and maintenance period. The System Integrator shall identify and resolve application problems like system malfunctions, performance problems, data corruption etc. due to which the solution is not able to give the desired performance.

9.13 Introducing a Change

1. AIESL shall have the right to propose, and subsequently require, AIESL to order the SI from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called Change), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.
2. The SI may from time to time during its performance of the Contract propose to AIESL (submitted by Project Manager of SI to AIESL) any Change that the SI considers necessary or desirable to improve the quality or efficiency of the System. AIESL may at its discretion approve or reject any Change proposed by the SI.
3. Notwithstanding the clauses mentioned above, no change made necessary because of any default of the SI in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any extra cost or Time for achieving Operational Acceptance.
4. AIESL and SI will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be frozen. Any major Change initiated after this time will be dealt with after Operational Acceptance.

9.14 Confidentiality

1. The Bidder / Successful Bidder shall always keep confidential, all information acquired in consequence of this Tender, including (without limitation) the any / all data concerning the technology, software & programs, technical processes, business processes, procedures, personal data, business affairs, AIESL customer/passenger details, financial affairs of AIESL (hereinafter referred to as "**Confidential Information**"). Confidential information shall also include information that is designated as 'confidential' or which by its nature is clearly confidential.
2. The Bidder / Successful Bidder shall not disclose the Confidential Information to any other third party without the prior written consent of AIESL unless such disclosure is (a) required by law, decree, order or directive of a competent judicial / administrative / legislative authority (b) such Confidential Information is or becomes generally available to the public through no breach of such Bidder / Successful Bidder (c) was in the Bidder / Successful Bidder's possession prior to the time of receipt of it by such Bidder / Successful Bidder (d) Is developed independently by the Bidder / Successful Bidder or (e) is rightfully obtained by third party without breach of this Clause.
3. As such, the Bidder / Successful Bidder agrees to keep such Confidential Information as strictly confidential and shall disclose the same to their employees / professional advisers only on a 'need to know' basis.
4. The Bidder / Successful Bidder agree that any such information received by it shall be (1) protected and kept in strict confidence, using the same degree of care and safeguards as it uses to protect its own information of like importance, but in any case, no less than a reasonable degree of care (2) not to use Confidential Information for any purpose other than to carry out its respective obligations under this Tender.
5. It is understood by the Bidder / Successful Bidder that the breach of provisions of this Clause or the provisions of confidentiality agreed by the parties under the Contract shall cause irreparable harm and injury to AIESL for which monetary compensation may not be adequate. Therefore, in addition to the damages, AIESL shall be

entitled to injunctive or other equitable relief against such Bidder / Successful Bidder or any other remedy under law or at equity.

6. The Bidder/ Successful Bidder shall execute a separate Non-Disclosure Agreement with AIESL on non-judicial stamp paper of requisite value. In addition to the content hereunder, all global laws related to privacy and confidentiality will have to be maintained.
7. The Successful Bidder shall be committed to respect privacy and to ensure lawful processing of personal data. The Successful Bidder shall be responsible, as a sole data controller, for its own processing of personal data pursuant to and / or in connection with the Contract.

9.15 Exit Management Purpose

SI shall provide knowledge transfer / handover after the completion of the contract period and on successful delivery of services and formally close the Project. Exit Management Plan needs to be submitted within ninety (90) days of starting of project and shall be updated periodically. Exit Management Plan will include following but limited to:

1. Details of inventory of all the assets, IT Infrastructure, licenses, documents, manuals, etc. created under the Project.
2. Roles and responsibilities of both the parties for regular activities and support system implemented during project operations.

AIESL will approve exit plan after necessary consultation and start preparation for transition.

9.16 Exit Management Plan

The System Integrator shall provide AIESL with a recommended Exit Management Plan (hereinafter referred to as "Exit Management Plan") which shall deal with at least the following aspects of Exit Management in relation to the Scope of Work, SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

1. A detailed program of the transfer process that could be used in conjunction with a Replacement SI including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
2. Plans for the communication with the System Integrator and other parties (inclusive of staff, suppliers, customers and any related third party) as are necessary to avoid any material detrimental impact on Project's operations because of undertaking the transfer.
3. The SI shall ensure that all the documentation required by AIESL for smooth transition (in addition to the documentation provided by the Cloud System Integrator) are kept up to date and all such documentation is handed over to AIESL during regular intervals as well as during the exit management process.
4. The SI will transfer the organizational structure developed during the Term to support the delivery of the Exit Management Services. This will include Document, update, and functional organization charts, operating level agreements with Third-Party contractors, phone trees, contact lists, and standard operating procedures.
5. Some of the key activities to be carried out by the SI for knowledge transfer will include:
 - a) Prepare documents to explain design and characteristics.
 - b) Carry out joint operations of key activities or services.
 - c) Briefing sessions on process and process Documentation.
 - d) Sharing the logs, etc.
 - e) Briefing sessions on the managed services, the way these are deployed on cloud and are integrated.
 - f) Transfer know-how relating to operation and maintenance of the software and cloud services.

Post Implementation phase, for successful Exit Management, AIESL will provide sign-off to Development Team indicating that all knowledge transfer has been completed.

Post Support phase, for successful Exit Management, AIESL will provide sign-off to Support Team indicating that all knowledge transfer has been completed.

9.17 Indemnification

1. The System Integrator 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 System Integrator'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 System Integrator, without prejudice to the other rights available to AIESL under any applicable law.
2. The Successful Bidder shall indemnify AIESL from all liability arising out of any claim /penalty /loss or damages, including costs (including counsel fees and reasonable legal cost) thereof, arising out of any breach or violation by the Successful Bidder of any provisions of any law, including but not limited to the intellectual property rights whether in India or any other country and labor laws governing the employees of the Successful Bidder.

9.18 Representations and Warranties to Be Given by The Successful Bidder

The Successful Bidder should provide the following representations and warranties as regards to the Contract to be executed, which shall remain true and valid throughout the term of the Contract:

- a) It is duly incorporated and validly existing under the laws of its incorporation.
- b) It has the requisite power, authority and legal right and has taken all actions necessary on its part, to validate, execute and deliver the Contract and the performance of the obligations there under.
- c) The Contract shall constitute a legal valid and binding obligation against it and is enforceable against it in accordance with the terms herein.
- d) The execution, delivery and performance of the Contract shall not conflict with, result in the breach of, or constitute a default under any law, rule, regulation, authorization or approval of any government agency or body, or under the terms of any covenant, agreement, understanding decree or order to which it is a party or by which it or any of its properties or assets is bound or affected and does not result in a violation of applicable laws.
- e) It shall employ personnel who are qualified and competent to render the Services as mentioned herein. The payment of salaries, wages, provident fund, gratuity etc., to its personnel, shall solely be the responsibility of the Successful Bidder. It is hereby clarified that the workforce of the Successful Bidder shall not be deemed to be employees of AIESL.
- f) It undertakes to comply with various applicable labor laws of the land as applicable from time to time and further shall be solely responsible for any cost and consequences on account of any breach and / or non-compliance of any other provisions of labor laws and shall indemnify AIESL against any claim / cost / remedies and penalties in respect of breach of any of the provisions of the laws in force.
- g) It shall indemnify AIESL for any damage or loss or caused to the premises / equipment / property of AIESL or any third party on account of negligent act / performance / omission attributable to the Successful Bidder.
- h) It shall perform all its obligations under the Contract with due care and diligence and in a skillful and business-like manner.
- i) It shall comply with all such directions issued by AIESL from time to time. It has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any relevant authority empowered by applicable law which may result in any material adverse effect to AIESL on its ability to perform its obligations under the Contract.
- j) It has complied with all applicable laws in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which, in the aggregate, has or may have a material adverse effect on its ability to perform its obligations under the Contract.
- k) There are no actions, suits, proceedings, or investigation pending or, to its knowledge, threatened against it

at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in breach of the Contract or which individually or in the aggregate may result in any material impairment on its ability to perform its obligations under the Contract.

- l) It is and shall be able to pay its debts as they fall due for payment and is otherwise solvent as per applicable laws, it has not compounded with or negotiated any composition with or called any meeting of its creditors, a receiver, trustee or manager has not been appointed for the whole or any part of its assets or any right, it has not committed any act of bankruptcy or insolvency or passed any resolution for or otherwise entered into any liquidation, winding up or administrative order or taken or suffered any action analogous to any of the foregoing.
- m) It is not in breach of any agreement with any person who has provided loans, deposits, advances, guarantees or other financial facilities to it.
- n) All taxes due and payable by it have been paid, and all tax return and reports required to be filed by it have been correctly filed and on time. There are no claims now pending or matter under dispute with any taxing authority in respect of any tax of the Successful Bidder.
- o) It shall obtain the necessary permissions and licenses from the concerned authorities for the purposes of the Contract. Further, to keep the said permissions and licenses valid and always subsisting during the term of the Contract. If it omits or fails to obtain any requisite permission or license from the concerned authorities then it shall indemnify and keep indemnified AIESL against all losses, costs, or damages that may be suffered by AIESL because of such omission or failure.

All Bidders are required to sign the integrity pact of AIESL as mentioned in Section 13 and submit along with Pre-qualification bid.

10. Service level Agreement

Service Level Agreement (SLA) is the agreement between AIESL and the System Integrator for the project. AIESL would monitor System Integrator's compliance of the SLA. SLA defines the responsibility of the System Integrator in ensuring the performance of the system based on the agreed performance indicators as detailed in the Agreement. This section defines Service Level Agreement for solution deployed by the System Integrator.

The purpose of this SLA is to clearly define the levels of service to be provided by System Integrator to AIESL for the duration of the contract.

Description of services to be provided by the System Integrator is mentioned in Section VI of this bidding document.

10.1 Definitions

Below section explains the definition of critical terms used in service level requirements:

- (a) **"Scheduled Maintenance Time"** shall mean the time that the system is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during between 08:00 AM 8.00 PM on six days of week (Monday to Saturday). Further, scheduled maintenance time is planned downtime with the prior permission of AIESL.
- (b) **"Scheduled Operation Time"** means the scheduled operating hours of the system for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications will be 24X7X365.
- (c) **"System or Application downtime"** means accumulated time during which the system is totally inoperable within the Scheduled Operation Time but outside the Scheduled Maintenance Time and measured from the time AIESL and/ or its employees log a call with the helpdesk team of the failure, or the failure is known to the System Integrator from the availability measurement tools to the time when the system is returned to proper operation.
- (d) **"Availability"** means the time for which the services and facilities are available for conducting operations on the System including application and associated infrastructure.
Availability is defined as:
$$\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} * 100\%$$
- (e) **"Helpdesk Support"** shall mean the support center which shall handle fault reporting, troubleshooting, ticketing, related enquiries, and other tasks.

- (f) “**Incident**” refers to any event/ abnormalities in the functioning of the system/ services that may lead to disruption in normal operations of the system including application and other services as per scope of System Integrator.
- (g) “**Recovery Time Objective (RTO)**” refers to the maximum duration of time and a service level within which a business application/ process must be restored after a disaster (or disruption) as declared by AIESL to avoid unacceptable consequences associated with a break in business operations.
- (h) “**Recovery Point Objective (RPO)**” refers to maximum interval of time during a disaster (or disruption), the quantity of data lost pertaining to that period is acceptable.

10.2 Interpretations

Interpretation of some important functionalities, activities and terms are explained below.

- The normal **working/ business** hours are **9:30 AM to 6.30 PM** on all working days (Monday to Friday) excluding public holidays or any other holidays observed by AIESL or concerned Office. However, System Integrator recognizes the fact that it may require to work beyond the working hours as per business shift requirements on need basis or on Sundays or public holidays.
- "Non-Working/ Non-Business Hours" shall mean hours excluding “Working/ Business Hours”.
- “Service Window” shall mean the duration for which the facilities and services should be ensured to be available. Expected service window for AIESL is 9x5 at business units as per the timings of the business units. For business units which run round the clock service window should be 24x7.
- 9x5 shall mean hours between **9:30 AM to 6.30 PM** on five days of week (Saturday and Sunday excluded).
- Minimum working days of manpower resources will be equal to the working days of AIESL location where the resource is deployed.
- The SLA parameters shall be monitored on a daily/ monthly/ quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system/ services is degraded significantly at any given point in time during the contract period and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of AIESL or an agency designated by them, then the AIESL will have the right to take appropriate disciplinary actions including termination of the contract.
- A Service Level violation will occur if the System Integrator fails to meet Minimum Service Levels, as measured on a quarterly basis, for a particular Service Level. Overall Availability and Performance Measurements will be measured monthly for the purpose of Service.
- From date of Operational Acceptance of system, SLAs pertaining to Operations and Maintenance Phase shall be observed. Ideally, all the modules should be implemented for Operational Acceptance, however due to any implementation challenges from AIESL, AIESL may decide to accept the system. The SLAs may be reviewed on a quarterly basis or as the AIESL decides after taking the advice of the System Integrator or any other agencies. All the changes would be made by the AIESL in consultation with the System Integrator.
- The System Integrator is expected to provide the following service levels. In case these service levels cannot be achieved at levels defined in the tables below, it shall result in a breach of contract and invoke the penalty clause. Payments to the System Integrator are linked to the compliance with the SLA metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained.
- Mbps shall mean Megabits per second.

10.3 Duration of the Service Level Agreement (SLA)

The service levels described in this section shall remain valid for the entire tenure of the contract or until such time the SLAs have been reviewed and revised by AIESL.

10.4 SLA Monitoring

The SLA parameters shall be measured on a daily/ monthly basis through appropriate SLA measurement tools to be designed by the System Integrator. For monthly SLA, monitoring average of the day wise availability shall be taken for arriving at the monthly score for the concerned parameter. However, if there is a breach of two days in a month, then the entire parameter for that month would be taken as breached.

System Integrator shall ensure that all relevant events are logged, and such logs are made accessible to the AIESL for review/ report through SLA monitoring tool in a readable format.

If the performance of the system/ services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of AIESL, then AIESL shall have the right to take appropriate corrective actions including termination of the contract.

The SLAs defined, shall be reviewed periodically at the option of AIESL after taking the advice of the System Integrator. The revised SLAs shall not have any financial implications on AIESL or financial advantage to the System Integrator.

Following tables outline the key service level requirements for the system, which need to be ensured by the System Integrator:

10.5 System performance requirements

Performance Criteria: The SI would be required to perform monitoring tests to measure performance times during peak load. The SI would seek assistance from OEM, as required, to provide demonstration test conditions. The measured metrics shall be as follows:

A. Response time performance criteria

Measurement	Response Time
Time for Report Generation:	
Simple Report	<= 5 sec (Simple) Defining of Parameter
Medium Complexity report	<= 10 sec (Medium) Defining of Parameter
High Complexity report	< 1 min (High) Defining of Parameter

Simple report examples:

- Create Component
- Maintain Maintenance Info. for Parts
- Request for Part
- Issue Part
- Book Timesheet
- View Parts Information
- View Issue Document
- View Workorder

Complex report examples

- Aircraft Due List
- Aircraft Maintenance Planning
- Create Hangar / Shop Workorders

- Work Monitoring and Control
- Hubs
- Stock Analysis
- Review Financial Statement
- Manage Consolidated Financial Statement
- View Material Count and Location Information
- View Account Balance

The SI would be responsible for ensuring that at the time of implementation the above requirements are not compromised in case of change in the following parameters:

- Number of geographical locations at which users can be supported, while maintaining the performance metrics given above.
- Total size of the record repository which can be supported, in Gigabytes or Terabytes, while maintaining the performance metrics given above.
- Number of total users which can be supported, while not impacting the performance under normal operating conditions.

These response times will be demonstrated by the SI during Stress and Load testing before Go-Live and during Load Testing in an environment / infrastructure as mutually agreed along with AIESL.

All efforts including data, personnel, software tools, scripts shall be the responsibility of SI. AIESL shall review and evaluate the validity of the test results.

10.6 Service levels requirements

Submission of documents/ deliverables for entire Contract duration

Service Level Description	Measurement	Deduction
Submission of Documents/ Deliverables	As per timeline approved in project plan This service level will be monitored and measured every month based on agreed and finalized Project plan	Each week of delay in submission of document/ deliverable will attract a deduction of 0.5% of the milestone under which the document/ deliverable is falling
For instance, if there is a delay of 4 weeks in submission of required document then deduction of 2% shall be done from the amount payable under the category of deliverable. Refer Section 11: Payment Schedule for deliverables and their categories under which they are falling.		

Training Feedback

- 100% trainees should give satisfactory feedback.
- Feedback from trainees is required in format as approved by AIESL. In case of unsatisfactory feedback, further trainings may be required to be conducted by System Integrator till the satisfaction of AIESL.

Service level requirements during operation and maintenance period

The System Integrator shall adhere to all the project timelines for the implementation phase as defined above in this bidding document. Failure to complete any project activity as per the agreed upon timelines may result in Liquidated Damages as defined in this bidding document.

System application availability and performance

(a) **System infrastructure**- This includes but is not limited to: -

- (i) All hardware/ virtual machines, software, networking & security components, and non-IT components supplied by System Integrator
- (ii) Helpdesk infrastructure & applications

(b) **Application**- This includes but is not limited to: -

- (i) RAMCO version 5.9 on Private Cloud covering all modules
- (ii) Mail and messaging application (MS Exchange)
- (iii) Applications for back up, replication, antivirus
- (iv) Interfaces and integration with other applications i.e., SAP S/4 HANA, Spek 2K etc.
- (v) Any other application provided by System Integrator

(c) These service levels will be monitored monthly.

(d) The below table gives details on the Service Levels the System Integrator should maintain.

Service Level Description	Measurement	
Application availability (Production)	Availability of application in production environment shall be at least 99.5% Severity of violation: High This service level will be monitored monthly.	
	Availability over the quarterly Period	Violations for calculation of penalty
	< 99.5% & >= 99.0%	1
	< 99.0% & >= 98.0%	2
	< 98.0%	3
RTO	RTO (Recovery Time Objective) shall be less than or equal to eight (8) hours. Severity of violation: High Each instance of non-meeting this service level will be treated as two (2) violations. It will be measured during drill and/ or actual case.	
RPO	RPO (Recovery Point Objective) shall be less than or equal to four (4) hours. Severity of violation: High Each instance of non-meeting this service level will be treated as three (3) violations. It will be measured during drill and/ or actual case.	

Application availability (Nonproduction)	Availability of application in non-production environment shall be at least 98%	
	Severity of violation: High	
	This service level will be monitored monthly.	
	Availability over the quarterly Period	Violations for calculation of penalty
	< 98% & >= 96.5%	1
< 96.5% & >= 95%	2	
< 95%	3	

Data hosting services on cloud provided by S.I., shall fully comply with guidelines on procurement of cloud services issued by Ministry of Electronics and Information Technology, Govt. Of India.

Helpdesk Performance

(a) **High Severity (Level 1) calls**- The failure to fix has an immediate impact on the Employer's (AIESL's) ability to provide services, inability to perform critical service delivery and/ or back-office functions or a direct impact on the organization.

(b) **Medium Severity (Level 2) calls**- The failure to fix has an impact on the Employer's (AIESL's) ability to provide services and can cause services to degrade if not resolved within reasonable time frames.

(c) **Low Severity (Level 3) calls**- The failure to fix has no direct impact on the Employer's (AIESL's) ability to serve its offices or perform critical back-office functions.

(d) The System Integrator must ensure that all the critical issues are resolved immediately to have a minimal impact on the business operations of AIESL.

(e) The issues/tickets can be raised by users either through helpdesk portal or phone calls or emails. The System Integrator needs to ensure availability of all these modes of ticketing at all the time.

(f) This service level will be monitored monthly.

(g) The below table gives details on the Service Levels the System Integrator should maintain.

Service Level Description	Measurement	
Urgent	95% of the Level 1 calls shall be resolved within 1 working hour from call received/ logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 1 Calendar Day. Severity of violation: Urgent This service level will be monitored monthly.	If the deviation is: <ul style="list-style-type: none"> < 95% & >= 90% then 1% Penalty of the Monthly Payment < 90% & >= 80% then 5% Penalty of the Monthly Payment < 80%- 50% Penalty of the Monthly Payment

High	95% of the Level 1 calls shall be resolved within 4 working hours from call received/ logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 3 business days. Severity of violation: High This service level will be monitored monthly.	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment
Medium	95% of the Level 2 calls shall be resolved within 24 working hours from call received/logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 5 working days. Severity of violation: Medium This service level will be monitored monthly	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment
Low	95% of the Level 3 calls shall be resolved within 48 working hours from call received/logged, whichever is earlier. However, the maximum resolution time for any incident of this nature shall not exceed 6 working days. Severity of violation: Low This service level will be monitored monthly.	If the deviation is: <ul style="list-style-type: none"> • < 95% & >= 90% then 1% Penalty of the Monthly Payment • < 90% & >= 80% then 5% Penalty of the Monthly Payment • < 80%- 50% Penalty of the Monthly Payment

10.7 Violations and associated penalties for system application availability and performance

(a) The primary intent of penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.

(b) **Penalty calculations:** The framework for penalties, because of not meeting the Service Level Targets are as follows:

- The performance will be measured for each of the defined service level metrics against the minimum/ target service level requirements and the violations will be calculated accordingly as defined in previous sections.
- Penalties applicable for each of the high severity violations (Level 1) are 2% of respective quarterly payment to the System Integrator.
- Penalties applicable for each of the medium severity violations (Level 2) are 1% of respective quarterly payment to the System Integrator.
- Penalties applicable for each of the low severity violations (Level 3) is 0.5% of respective quarterly payment to the System Integrator.
- Penalties applicable for not meeting a **high (H) critical** performance target in two consecutive quarters on same criteria shall result in additional deduction of 5% of the respective quarterly payment to the System Integrator. Penalty shall be applicable separately for each such high critical activity
- Penalties applicable for not meeting a **medium (M) critical** performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 3% of the respective quarterly payment to the System Integrator. Penalty shall be applicable separately for each such medium critical activity.
- In case total of all penalties for not meeting any performance target exceeds more than 20% of respective quarterly payment in two consecutive quarters then AIESL may terminate the Contract.

11. Payment Schedule

11.1 Payment Schedule / Terms

- a) AIESL will appoint a Review Committee to track the progress of implementation and other milestones of the project. The bidders must clearly specify the project implementation milestones and timeframes. This is to be submitted along with the Commercial Bid.
- b) No advance / pre-delivery payment term will normally be accepted.
- c) Below table is for payment milestones and payment term, for detailed list of deliverables against each phase kindly refer SoW of this bidding document.
- d) The bidder shall also provide detailed year wise AMC cost for a period of 5 years post successful completion of Hypercare support period.

Table- A License Cost

Sr. No.	Milestones	Payment schedule	Deliverables
1	Complete setup installed by SI	10% of Sn. 1 of Form 8	Successful installation and providing original invoice
2	Commissioning and Go-Live	60% of Sn. 1 of Form 8	Successful Go-Live for AIESL client
3	Post Hyper care support period (3 Months)	30% of Sn. 1 of Form 8	

Table- B Implementation phase

Sr. No.	Milestones	Payment schedule	Deliverables
1	Prepare phase completion	10% of Sn. 2 of Form 8	For detailed list of deliverables against each phase, kindly refer Scope of work Section 6.
2	Explore phase completion	10% of Sn. 2 of Form 8	
3	Realize phase completion	25% of Sn. 2 of Form 8	
4	Commissioning and “Go-Live” (post data migration) Refer Table B Sr. No 2	35% of Sn. 2 of Form 8	
5	Post Hyper care support period (3 Months)	20% of Sn. 2 of Form 8	
6	AMC	Quarterly Payment of the total cost of AMC support (Sn. 4 of Form 8)	

Table- C Data Migration phase

Sr. No.	Milestones	One-time payment schedule	Deliverables
1	Data Carve out or collection of data from AI RAMCO landscape	20% of Sn. 3 of Form 8	For detailed list of deliverables against each phase, kindly refer Scope of work Section 6.
2	Data Migration	40% of Sn. 3 of Form 8	
3	Data Migration Audit (Post hyper care support period)	40% of Sn. 3 of Form 8	

12. Forms and Format

Form- 01: DECLARATION

(On Letter head of Bidder)

To

AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

M/s------(name of Bidder) having its registered office at --
----- (hereinafter referred to as 'the Bidder') having carefully
studied all the Tender documents, specifications, drawings, etc. pertaining to the Work for
**“implementation of RAMCO on Private cloud (Software as a Service model) including old data
migration from existing RAMCO landscape”** , and having undertaken to execute the said works.

It is declared without any reservation whatsoever that:

- 1) The submitted Techno-Commercial/Price Bid proposals are without any deviations and are strictly in conformity with the documents issued by AIESL,
- 2) In case any deviations are noticed which might have crept inadvertently, that such deviations without reservation of any kind are automatically deemed to have been withdrawn by us,
- 3) We are familiar with all the requirements of the Contract and has not been influenced by any statement or promise of any person of the AIESL,
- 4) We are experienced and competent Bidder to perform the Contract to the satisfaction of AIESL and are familiar with all general and special laws, acts, ordinances, rules and regulations of the Municipalities, District, State and Central Government of India that may affect the work, its performance or personnel employed therein,
- 5) We hereby authorize AIESL to seek reference from our bankers for its financial position and undertake to abide by all labor welfare legislations, and

The above statement submitted by us is true and correct to our best knowledge.

Dated:

For and on behalf of the bidder

Form- 02: Letter of Application
(On Letter Head of Bidder)

To

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

Sir,

1. Being duly authorized to represent and act on behalf of <**Name of Applicant**> ----- (hereinafter referred to as 'the applicant'), and having reviewed and fully understood all the pre-qualification information provided, the undersigned hereby apply to be pre-qualified by yourselves as a bidder for the works of **"Hiring of System Integrator for implementation of RAMCO on Private Cloud (Software as a Service model) including old data migration from existing RAMCO landscape"**
2. Attached to this letter are copies of original documents defining
 - a. The Applicant's Registration/ Legal Status (as per Prequalification/ Eligibility Criteria- Annexure A)
 - b. The principal place of business.
 - c. The place and date of incorporation
3. You and your authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information and requested by yourselves to verify statements and information provided in this application, or regarding the resources, experience, and competence of the applicant (s).
4. This Application is made in the full understanding that:
 - a. Tenders by prequalified Applicants will be subjected to verification of all information submitted for prequalification at the time of tendering.
 - b. You reserve the right to:
 - i. Amend the scope and value of any contracts to be tendered under this Project. In such event, tenders will only be called from prequalified Bidders who meet the revised requirements; and
 - ii. Reject or accept any application, cancel the prequalification process, and reject all applications; and
 - c. AIESL shall not be liable for any such actions and shall be under no obligation to inform the Applicant of the grounds for them.
5. The undersigned declare that the statements made, and the information provided in the duly completed Application are complete, true, and correct in every detail.

Signature

Name

For and on behalf of (Name of Applicant)

Form- 03: Undertaking by Bidder towards Anti-profiteering Clause of GST Act / Rules

(To be submitted on letter head)

To

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

Dear Sir,

We, M/s..... (Name of Bidder) have submitted bid dt.....for the aforesaid RFP.

Section 171 of CGST Act. / SGST Act. stipulates that it is mandatory to pass on the benefit of reduction in rate of tax on supply of Goods or Services or availability of Input Tax Credit, by way of commensurate reduction in prices.

Accordingly, it is certified that we have duly considered the impact of Input Tax Credit available on supplies in the GST regime, in our quoted prices. Further, any additional benefit of ITC if available to bidder shall be passed on to the Purchaser.

Further, we hereby confirm that our quoted prices are duly considering maximum possible benefit available and follow the aforesaid Section 171 of CGST Act/ IGST Act.

Further, if any refund on account of GST is received from the Government in future by the Bidder under any GST Refund/ Exemption or Subsidy Scheme, the same shall also be passed on to the Purchaser.

In case this declaration is found faulty in any manner, we shall fully be responsible for the consequential effect including making good of any losses of interest etc. to AIESL

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal:

Form- 04: Format for declaration by the Bidder – Bank Insolvency

“Self-Declaration by the Bidder on Letter Head”

To

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

I/ We, M/s _____ (Name of Bidder) hereby certify that proceedings for insolvency under the Insolvency and Bankruptcy Code, 2016, or as amended from time to time, have not started, against us and/ or our Parent/ Holding company _____ (Name of Parent/ Holding company).

*Strike out if not applicable

(Signature and seal of Bidder)

Form-05: Team Deployment Plan

(As per given format)

AIESL RAMCO Implementation																				
Sr No	Resources	Go-Live (2.5M) (Man Months)				Hypercare Support (3M)			Annual Maintenance (12M) (Man Months)											
		M1	M2	M3		M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
	Period ----- ----->>					5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	Project Manager																			
2	Functional Consultant																			
3	Technical Consultant																			
4	Solution Architect																			
Man month (Implementation) Sub total																				

Form 06: Format for Self-Declarations for Manpower (Employee Strength)

Undertaking for availability of Manpower to support the requirements in RFP

[To be submitted on Bidder Company's Letterhead]

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

Sub: Undertaking for Manpower

Dear Sir,

It is hereby certified that we are complying with the minimum requirement of Manpower as per the RFP terms and conditions and have **minimum () experienced functional and technical consultants** on our payroll in India.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

Place:
signatory)

(Name and designation of the of the Authorized

(Name and rubber seal of the Bidder)

Form 07: Format for self-declaration on “No Conflict of Interest”

(To be submitted on Bidder Company’s Letterhead)

To,

AI Engineering Services Ltd.
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi – 110003
Ph: 011-24600777

Subject: Undertaking for No Conflict of Interest.

Dear Sir,

In accordance with this RFP document, we ____(Name of the firm)____ wish to declare that

I/We Name of the firm confirm that I/We do not have any relative, who is an employee of AIESL and who is likely to benefit us during the Award / Implementation of this contract.

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

Yours faithfully,

(Signature of the authorized signatory)
(Name and Designation of the authorized signatory)
(Seal of the Bidder)

Date: _____
Place: _____

Form 08: Financial Proposal Format

[To be submitted on Bidder Company's Letterhead]

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

Sub: Financial Proposal for Selection of System Integrator for the _____, Ref. No.: _____
Dated: _.

Dear Sir,

We are pleased to submit our Financial Proposal for the _____.

1. We hereby declare that our Financial Proposal is unqualified and unconditional in all respect.
2. The Financial Bid has been quoted without seeking any minimum guaranteed support from AIESL.
3. Financial bid will cover all charges required for successful completion of the project with no hidden charges.
4. Prices are only quoted in the financial bid and no price element is mentioned in the technical bid.
5. If any price element is found in the technical bid, we are liable to be rejected from the bidding process.
6. Our attached Financial Proposal is as follows:

S. No.	Particulars	Total Price (In Figures)
1.	License Cost including licenses for all third-party application required for implementation (customs, spek 2k etc.).	
2.	Implementation Cost Professional fee for Implementation of "RAMCO Version 5.9 on Private Cloud" as per Scope of Service as detailed in Scope of Work including hyper care support cost for 3 months	
3.	Data Migration Cost - RAMCO Version 5.9 on Private Cloud	
4.	AMC Stage - Annual Maintenance Contract (AMC) cost- Help desk for 1 year	
Total (In Rupees)		

Note:

1. The price quoted above by the Bidder is inclusive of applicable taxes with tax component separately mentioned.
2. **The Professional Fee should be inclusive of all taxes, duties, boarding, lodging, travel expenses (if required) and any other charges. No fee other than agreed Professional Fee shall be paid to the System Integrator.**
3. All statutory/government taxes, duties, surcharges, GST etc. would be as applicable at the time of invoicing/releasing of payments.
4. AIESL may ask for price breakup or relevant sections as deemed necessary.

Yours faithfully,

Date:

(Signature of the Authorized signatory)

Place:
(signatory)

(Name and designation of the of the Authorized

(Name and rubber

Form 9: (Self-Declaration by the Bidder)

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

I/ We, M/s _____ (Name of Bidder) hereby certify that proceedings for insolvency under the Insolvency and Bankruptcy Code, 2016, or as amended from time to time, have not started, against us and/ or our Parent/ Holding company _____ (Name of Parent/ Holding company).

*Strike out if not applicable

(Seal & Signature of Bidder)

Note: This 'Declaration' should be on the letterhead of Bidder.

Form 10: EVALUATION CRITERIA - PRE-QUALIFICATION BID

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

Evaluation Criteria: Pre-qualification Bid

1. The Bidders must meet all the mandatory pre-qualification criteria as listed in Section 5 of this tender. Should a bidder fail to comply with one or more of the mandatory criteria, his bid will be rejected.
2. The Bidders are required to write "YES / NO" in the 'Compliance' column according to the status of the Pre-qualification clause of stated in Section 5 of this document. If the response to all the clauses is 'YES' and if any of the functionalities is not found in the Technical Bid, the bid is liable to be rejected.
3. In addition, certificates/ undertakings as per prescribed format provided under Form 16 header are to be attached with the Pre-qualification Bid, wherever mentioned against each clause. Pre-qualification bids not accompanied with the required certificates/ undertakings in the prescribed format, are liable to be rejected.
4. For other clauses of Pre-qualification Criteria, the bidder may preferably, attach a separate short write-up describing their capability, previous similar experience etc., to support their claims made to applicable pre-qualification clause.
5. The Bidders must provide all the necessary and sufficient information as applicable in respect of Form 13 (Bidder's Company Information) to support their claims made to the mandatory requirements of Pre-Qualification Criteria.
6. AIESL reserves the right to independently verify the veracity of certificates/ undertakings submitted or client details/references provided, during Pre-qualification bid evaluation and technical bid evaluation process. If the information provided in the Pre-qualification bid is found incorrect later, the bid is liable to be rejected.
7. No variance to the mandatory Pre-qualification criterion will be accepted.

Form 11 A: PRE-QUALIFICATION BID

Pre-Qualification Bid Format

(To be printed on the Bidder's Company Letter Head)

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

Ref. No:

Date:

Dear Sir,

Sub: Pre-Qualification Bid as per your Tender No. AIESL/Corporate Office New Delhi/17/220659 dated 23-12-2022

With reference to your **AIESL/Corporate Office New Delhi/17/220659 dated 23-12-2022** for RAMCO S4/HANA implementation, we hereby submit our **Pre-Qualification Bid**.

We also agree to the General Terms & Conditions, Work Scope, Workflow and Evaluation Criteria as prescribed in the bidding document.

Thanking you,

Encl:

Authorized signatory of the bidder: _____

Name: _____

Designation: _____

Bidder's Company Name & Seal: _____

Business Address: _____

Form 11 B: BIDDER'S COMPANY INFORMATION

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

Please complete the below table. Please note references to other sources e.g., website addresses are not acceptable. Additional information can be given as an attached sheet.

Sl. No.	Requirements	Details
1	Bidder's Company Name & address	
2	The company must have been incorporated as a partnership, private or a public limited company	
3	Paid up capital	
4	Year of incorporation	
5	Annual turnover for the last three years (up to FY 2021-22)	
6	Bidder's Company Contact Person Name, Job title, e-mail address, mobile, and direct contact telephone no. and fax no.	
7	Location and details of post implementation support	
8	Details of Commercial Airline clients with name of each client along with contact person	Please attach separate sheets for providing the details
9	Names of Commercial Airline clients using the proposed solution and/or in the process of migration to the proposed solution, along with the fleet size & aircraft type, the names of modules implemented and date of implementation. Please specify fleet size of each airline.	Please attach separate sheets for providing the details

Form 12: EVALUATION CRITERIA - TECHNICAL BID

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

Evaluation Criteria: Technical Bid

1. The Bidders must meet all the mandatory pre-qualification criteria as listed in Section 7 of this tender. Should a bidder fail to comply with one or more of the mandatory criteria, his bid will not be evaluated any further.
2. Bidders are required to write “Standard, Customization or Non-Compliance” in the ‘SI response’ column according to the status of the functionality being met by the application software. The Bidders are to provide the detailed write-up under each item of their offered product listing the main / special features of each process / function including references / whichever and wherever applicable, along with process flow charts and screen shots, to support their compliance claims made in response to the tender requirements / specifications. Attach separate sheets, as necessary.
3. **AIESL** would evaluate the responses based on the detailed information as provided. The decision of **AIESL** in this regard shall be final.
4. Product presentations / demonstrations shall also form a part of the technical evaluation process, **AIESL** further reserves the right to visit the sites of clients for observation of performance of the software in a live environment, as well as to assess other salient aspects of the product.

Form 12 A: TECHNICAL BID

TECHNICAL BID FORMAT

To be printed on the Bidder's Company Letter Head

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

Ref. No:

Date:

Dear Sir,

Sub: Technical Bid as per your Tender No. AIESL/Corporate Office New Delhi/17/220659 dated 23-12-2022

With reference to your **AIESL/Corporate Office New Delhi/17/220659 dated 23-12-2022** for RAMCO S4/HANA implementation, we hereby submit our **Technical Bid** as per requirements mentioned in **Section 7**.

We also agree to the General Terms & Conditions, Work Scope, Workflow and Evaluation Criteria as prescribed in the bidding document.

Thanking you,

Encl:

Authorized signatory of the bidder: _____

Name: _____

Designation: _____

Bidder's Company Name & Seal: _____

Business Address: _____

Form 13: EVALUATION CRITERIA - COMMERCIAL BID

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

Evaluation Criteria: Commercial Bid

1. The commercial bids of Bidders, qualifying in the technical evaluation, will only be opened, and evaluated. The evaluation of commercial bids will be based on price and other terms offered in the Commercial bid as per Section 7 and Form 8 of Section 12.
2. The costs quoted should be individually classified under “Recurring” and “Non-Recurring”. All such costs would be considered for evaluation of the price bids.
3. All other costs, as quoted separately by the bidders for providing support for installation, integration, implementation, migration, testing, user manuals, field service support, etc. as per Commercial Bid format would be added to the total bid price for price evaluation.
4. It will be the responsibility of the bidder to comply and pay all taxes / levies / duties in the country of origin as well as in India, as applicable for the entire contract.
5. The prices quoted in the commercial bid must be exclusive of all applicable taxes and duties. The taxes and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format including implementation and AMC should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as ‘NIL’ or ‘Zero’ in the commercial bid format.
6. If the taxes and duties are not mentioned separately, the bid would be deemed to be inclusive of such taxes, levies and duties applicable in India.
7. Withholding tax (applicable to foreign bidders) and TDS (applicable to Indian bidders) shall be deducted by AIESL on all payments, as per applicable Government of India rules & regulations.
8. Any increase in taxes / levies / duties in subsequent years will be reimbursed by AIESL on submission of proof of payment by the bidder. Similarly, in case of any reduction in the taxes / levies / duties from the present level, the benefit will be passed on to AIESL.
9. In case, any new taxes/ levies/ duties are introduced in future by the Government in the country of origin or in India during the period of the contract, the same shall be reimbursed to the bidder by AIESL on submission of proof of such payments.
10. Any other costs not quoted in the commercial bid, but which has to be borne by AIESL for implementation of the bidder’s solution, would be added to the total bid price for price comparison. The costs for this purpose will be taken from the prevailing market rate. The decision of AIESL in this reselect would be final.
11. Unconditional discounts and credits, if any, would be adjusted in the total bid price for price comparison.
12. Conditional discounts and credits, if any offered in the commercial bid, will not be considered for price comparison.
13. Representations, if any, for modifications to the price quoted in the commercial bids will not be entertained after opening of the Tender.
14. Comparative evaluation of the price bids would be based on the costs computed in INR. The prices in commercial bid should be in INR only.

Form 14: Formats for Certificates and Undertakings

Form 14 A: Format for Certificate C-4

From Bidder's any Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No:

Date:

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____
_____ provided by M/s (Company name and
address of ERP Software Package provider) _____
_____ has been Implemented at (Company name and
address of client / customer) _____
_____ and has been in operation since _____
_____ (Mention the month and year the product went live). The product is
currently operational.

**Authorized signatory of
the Client / Customer:** _____
Name: _____
Designation: _____

**Client / Customer's
Company Name & Seal:** _____
Business Address: _____

Form 14 B: Format for Certificate C-5

From Bidder's Airline Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No:

Date:

To,
AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____

_____ provided by M/s
(Company name and address of ERP Software Package provider) _____

_____ has been Implemented at
(Company name and address of scheduled commercial airline client / customer) _____

_____ and has been in operation since _____
_____(Mention the month and year the product went live). The
product is currently operational.

We are a commercial airline having the following fleet

- 1.
- 2.
- 3.

**Authorized signatory of
the Client / Customer:** _____

Name: _____

Designation: _____

**Client / Customer's
Company Name & Seal:** _____

Business Address: _____

Form 14 C: Format for Certificate C-6

From Bidder's System Integrator Client / Customer

To be printed on the Client / Customer's Company Letter Head

Ref. No:

Date:

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

This is to certify that the ERP Software Package (Name of the product offered in response to the tender) _____

_____ provided by M/s (Company name and address of ERP Software Package provider) _____

_____ has been Implemented at (Company name and address of System Integrator client / customer) _____

_____ and has been in operation since _____

_____ (Mention the month and year the product went live). The product is currently operational.

Authorized signatory of the Client / Customer: _____

Name: _____

Designation: _____

Client / Customer's

Company Name & Seal: _____

Business Address: _____

Form 14 D: Format for Certificate C-7

Joint Undertaking from the Parent Company & Subsidiary (Bidding) Company for meeting the Pre-qualification Criteria

To be printed on the Parent Company Letter Head

Ref. No:

Date:

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

1) With respect to Tender no. _____ dated _____ issued by AIESL, this is to certify that M/s (Name & address of the subsidiary who is applicant to the tender) _____ is the subsidiary company of M/s (Name & address of parent company) _____

2) At present, our subsidiary company M/s _____ does not have the required turnover of Rs. 5Crores during the last financial year as stipulated in the AIESL tender no. _____ dated _____ for the reason stated below:

a) _____

b) _____

3) However, our subsidiary company M/s _____ is interested to be an applicant to the above-mentioned tender and therefore to fulfill the requirement of the tender clauses and any contract that may be entered with AIESL in respect of this tender, if successful in winning the bid, M/s (the parent company) _____ hereby declares as under:

a) That, we shall act as a confirming party to the performance of our subsidiary company M/s _____

b) That, we shall stand as a guarantee towards performance of our subsidiary company in respect of contract with AIESL for the above-mentioned tender and there shall be a joint and several responsibilities of the parent company and the subsidiary company towards meeting the obligations and commitments of the Tender.

Signature: _____

CEO of Parent Company

Name: _____

Name of the Company: _____

Seal / Stamp of the company: _____

Signature: _____

CEO of Subsidiary (Bidding) Company

Name: _____

Name of the Company: _____

Seal / Stamp of the company: _____

Form 14 E: Format for Certificate C-8

Bank Guarantee Format for Security Deposit

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

WHEREAS _____ (Name and address of Bidder) (Hereinafter called "Bidder") has undertaken, in pursuance of Contract no. _____ dated _____ (Herein after called "Contract") to deliver all the Services comprised in the Contract and agree to abide by the terms and conditions of the Contract.

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a bank guarantee by a Scheduled Commercial bank in India recognized by you for the sum specified therein as Security Deposit amounting to Rs. _____ (_____), 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, a body corporate incorporated / constituted under (*) Act, (*) with its CIN (*), and having its Registered/Head Office at (*) and among others a branch at (*), hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of Rs. _____ (_____), and we undertake to pay you, upon your first written demand declaring Bidder to be in default under the Contract No. _____ and without demur or protest, 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 of the sum specified therein.

We hereby waive the necessity of your demanding the said debt from 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 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 Bank Guarantee shall be valid until the _____ day of _____ 20

.

(Signature of the authorized officer of the Bank) _____

Name and designation of the officer _____

Date: (_____) **Place:** (_____)

Form 15: PRE-BID QUERY - TECHNICAL BID

Pre-Bid Query - Technical Bid

To be printed on the Bidder's Company Letter Head

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

We hereby wish to seek the following clarification on the various clauses to the tender terms, conditions, functional requirements, and technical requirements as mentioned in the AIESL tender.

Sl. No.	Annexure No.	Clause No.	Query / Clarifications

We offer the below stated deviations to the terms and conditions as mentioned in the Technical Requirement specifications and technical evaluation sections of this bidding document.

Sl. No.	Annexure No.	Clause No.	Deviations

Signature of the Bidder: _____

Name of the Bidder: _____

Company Name & Seal: _____

Business Address: _____

Form 16: PRE-BID QUERY - COMMERCIAL BID

Pre-Bid Query - Commercial Bid

To be printed on the Bidder's Company Letter Head

To,

AI Engineering Services Ltd. (AIESL),

2nd Floor, CRA Building,

Safdarjung Airport Complex,

New Delhi-110003.

011-24600777

We hereby wish to seek the following clarification on the various clauses to the tender terms, conditions as mentioned in the tender on commercial bid of the tender.

Sl. No.	Annexure No.	Clause No.	Query / Clarifications

Signature of the Bidder: _____

Name of the Bidder: _____

Company Name & Seal: _____

Business Address: _____

Form 17: DEVIATION FORM

To be printed on the Bidder's Company Letter Head

To

AI Engineering Services Ltd. (AIESL),
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi-110003.
011-24600777

The Statement of Deviation allows a Bidder to request for deviations in their scope of work.

Bidder is required to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. It also needs to provide a reference of the page number, state the clarification point as stated in tender document and the comment/ suggestion/ deviation that you propose as shown below.

AIESL may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by AIESL will not entitle the Bidder to submit a revised Pre-qualification, technical or Commercial Bid.

Tender No:			Date:	
Sr. NO.	Page Number	Section Number	Clarification points as stated in the tender document	Comment/ Suggestion/ Deviation
1.				
2.				
3.				
4				
5				
6				

Signature of the Bidder: _____

Name of the Bidder: _____

Company Name & Seal: _____

Business' Address: _____

BIDDING FORMS CHECK-LIST

SN	Bidding Forms	Whether submitted or not (Yes / No)	Page No.
1.	Scan copy of e-receipt against EMD. Exemption to submit Earnest Money Deposit (EMD) on submission of valid Udyog Aadhaar Memorandum (UAM) against Tender for the items/ nature of business/ type of services Specified therein in the UAM.		
BIDDER'S ELIGIBILITY CRITERIA			
2.	Registration Status		
3.	Positive Net worth		
4.	Experience of the Bidder		
5.	Non-Blacklisting		
6.	Experienced professional in proposed RAMCO solution		
7.	RAMCO partnership authorization		
OTHER MANDATORY DOCUMENTS			
8.	Forms and Format as specified in section 13.		

CONFIRMATION (Applicable for the whole tender document & to be submitted on Company's letter head)

We confirm that we have read this whole document and understand all of the requirement as mentioned in this document. We have submitted all the required document as given in section 7 and 13: Bid Evaluation and Eligibility Criteria and FORMS CHECK-LIST also other records required as documentary support & we accept all the terms & conditions and payment terms mentioned in this tender document(s) and subsequent corrigendum.

Signature and seal of the bidder:

Date:

Place:

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(to be submitted by Bidders seeking exemption under provisions of MSME refer para 8.5 of this document)

(On Bidder's Letter Head)

To,

AI Engineering Services Limited
2nd Floor, CRA Building,
Safdarjung Airport Complex,
New Delhi – 110003

I / We, the authorized signatory of M/s , participating in the subject tender No for the item / job of , do hereby declare the following:

1. That I / we have availed the benefit of waiver of EMD under MSME provisions while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
2. That in the event we withdraw / modify our bid during the period of validity or I/we fail to execute formal contract agreement within the given timeline or I/we fail to submit a Performance Security within the given timeline or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD and I/we will be suspended from being eligible for bidding / award of all future contract(s) of AI Engineering Services Limited for minimum period of One year from the date of committing such breach.

Signature and Seal of Authorized Signatory of bidder

Name of Authorized Signatory.....

Bidding Organization Name

Annexure 1 – Functional Requirement Specifications

Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to user creation and archiving	
2			Ability of the system to impot master data by defined template	
3			Ability of the system for Application Programming Interface (API) management	
4			Ability of the system for Role creation	
5			Ability of the system for permissions management by function	
6			Ability of the system for permission management by sub-function (individual control on-screen)	
7			Ability of the system to set permissions by read/write, read-only, or denied	
8			Ability of the system for application for workflow should be graphical and user firendly	
9			Ability of the system for the company designed approval workflow limits and triggers	
10			Ability to define if fields are mandatory over and above system fields	
11			Ability to define additional fields of data (custom fields)	
12			Ability to allocate pre-defined dashboards to users.	
13			Ability to create checklists and assign these to specific processes	
14			Customisable templates for e-mails, forms, certificates, etc.	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system for role-based user management	
2			Ability of the system to user login by ID	
3			Ability of the system to user login tracking	
4			Ability of the system to login via browser/Client Based/Web based	
5			Ability of the system to self-service for when users forget their password - no requirement to involve system admin (Email/Mobile)	
6			Ability of the system to users associated with employees for authorisation tracking	
7			Ability of the system to support for Chrome, Safari, Edge browsers in User Interface	
8			Ability of the system to dynamic user-defined dashboards	
9			Ability of the system to business defined dashboards that cannot be user overridden	
10			Ability of the system to database Business Intelligence access for reporting	
11			Ability of the system to support for Structured query Language reporting services	
12			Ability of the system to in system user to user messaging	
13			Ability of the system to send Notification push to e-mail where appropriate	
14			Ability of the system to export to XLS, CSV, XML, PDF etc	
15			Ability of the system to system-wide text search from the home screen with the ability to list all results	
16			Ability of the system to screen filtering of results and ability to save the most used filters (same as Google features)	
17			Ability of the system to ability to select often used functions in a favourite's menu for quick access	
18			ability to reorder columns and rows on screens with listed data	
19			Ability of the system to unified system location for all master data(All master data to be at one location)	
20			Ability to attach electronic documentation to system record easily in any format for easy retrieval	

21			Ability to add notes to any piece of data in the system	
22			Ability of the system for mobile applications must synchronise with a server-based system	
23			Ability of the system for mobile applications to be capable of operating if a server connection is lost and then automatically update and synchronise once the connection link restores by either WIFI or cellular connection	
24			Ability of the system to all the processes must be validated against the regulations as defined in MoE and EPM	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability to record employee details	
2			Ability to record employee qualifications and skills	
3			Ability to link qualifications to training courses	
4			Ability to assign employees to approval stamps	
5			Ability of the system to control qualification and stamp expiry and renewal	
6			Ability of the system to assign employees to shift codes	
7			Ability of the system to manage multiple shift code patterns	
8			Ability of the system to manage allocation of vacation time by hours or days	
9			Ability of the system to allow users to request vacation time	
10			Ability of the system to manage and authorise or reject vacation time and notify employees automatically via e-mail	
11			Ability of the system to manage time and attendance electronically via electronic identifiers such as barcode, RFID, fingerprint, etc	
12			Ability of the system to automatically check employee clocking's against planned shift pattern	
13			Ability of the system to automatically apply shift pattern overtime rules and pass to payroll after supervisor approval	
14			Ability of the system to allow manual time entry	
15			Ability of the system to allow time booking to company defined series of non-productive time codes	
16			Ability of the system to graphical view of employee planning board showing employee, shift pattern, planned away time, and qualification expiry	
17			Ability of the system to allocate personnel to scheduled courses for qualification renewal	
18			Ability of the system to generate training courses and allocate resources	
19			Ability of the system to view training course plan	
20			Ability of the system to create course content and question/answer banks	
21			Ability of the system to publish courses online for remote learning	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to generate a quote for the repair	
2			Ability of the system to generate a quote for additional tasks required (over and above)	
3			Ability of the system to track receipt of component for repair	
4			Ability of the system to retain link with tracked part if received from managed aircraft so that maintenance status can be updated	
5			Ability of the system to create and maintain the company capability list	
6			Ability of the system to allow creation of a repair order in accordance with company capability	
7			Ability of the system to allow blocking of internal repair order creation if not approved on the company capability list	
8			Ability of the system to allow inclusion of pre-defined repair instructions to generate tasks in the repair order	

9			Ability of the system to link publications to work order or task	
10			Ability of the system to allow creation of multi-tasks or staged tasks to control strip inspection and build processes	
11			Ability of the system to allow invoice generation for completed work at any stage without needing overall work order closure	
12			Ability of the system to despatch component for repair with the ability to add additional costs (shipping, packing etc.)	
13			Ability of the system to despatch component with Hazardous Goods Certification if required	
14			Ability of the system to generate Form 1 or 8130	
15			Ability of the system to scrap part	
16			Ability of the system to identify the owner of a component	
17			Ability of the system to allow engineer to book a time to tasks (Clock-on/Clock-off)	
18			Ability of the system to allow part requests against routine and non-routine work	
19			Ability of the system to segregate component work orders from routine work orders to manage visibility across the organisation	
20			Ability of the system to allow workshop supervisor (shop incharge) to assign a task to engineers	
21			Ability of the system to provide engineer-specific screen for workshop staff. The screen shall follow the same design as base maintenance to maintain the look and feel and familiarity and features	
22			Ability of the system to allow assigned task to be visible from tablet application in the same manner as base maintenance	
23			Ability of the system to show whether Repair Order/Component/Repair work is Under Warranty	
24			Ability of the system to show and generate Report of Repair work capturing details of all spares including expendables, consumables consumed, having source info. such as PO, Manhours consumed, list of all SBs complied etc. For Engine, it should include Part consumption at Module or submodule level including swap i.e, in total entity.	
25			Ability to capture all scrapped Parts including expendables, consumables for every repair work (including Engine in totality)	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability to manually generate engineer tasks	
2			Ability of the system to generate tasks from OEM XML data import	
3			Ability of the system to allocate resource requirements to tasks	
4			Ability of the system to allocate parts, tools, external services, trade qualifiers to tasks	
5			Ability of the system to create staged sign-offs with e-signing by pin ID or another electronic identifier	
6			Ability of the system to add data capture (decision selection, dimension recording, etc.) to task for an engineer to complete electronically	
7			Ability of the system to add limits for data capture (dimension recording must be within set limits etc.)	
8			Allow import of 3rd party task list and match to existing task instruction where possible	
9			Ability of the system to create work scopes to match or independently of OEM groupings	
10			Ability of the system to allow levels of sign off, technician, supervisor, CRS, Quality, etc	
11			Ability of the system to manage multiple CRS approvals	
12			Ability of the system to generate planned pre-load of parts, tooling, and services prior to starting work	
13			Ability of the system to generate customer quote list of work from pre-defined work scopes	

14		Ability of the system to generate a quote estimate based on planned work, parts, and services	
15		Ability of the system to approve or reject quotes	
16		Ability of the system to generate quotes for 'over and above' additional work prior to working	
17		Ability of the system to allow customer to approve quoted work remotely	
18		Ability of the system to link quotes to customer contracts	
19		Ability of the system to automatically apply contract terms to labour, parts, and services	
20		Ability of the system to generate work order from approved quote	
21		Ability of the system to option to apply task grouping Gantt planning to work order	
22		Ability of the system to link non-routines tasks to scheduled tasks	
23		Ability of the system to allow deferral of non-routines tasks under permission	
24		Ability of the system to allow an individual or bulk task closure	
25		Ability of the system to allow task closure with pre-defined text	
26		Ability of the system to limit task closure to approved staff	
27		Ability of the system to update aircraft records from closed work order tasks	
28		Ability of the system to option to allow recording of component changes on managed aircraft by engineer	
29		Ability of the system to allow supervisor (control room incharge) to allocate work to team members in advance and notify of availability and current tasking	
30		Ability of the system to provide dedicated screen for engineering staff with simplified user interface (no requirement for navigation)	
31		Ability of the system for engineers screen to allow time booking, part check, and request an application for vacation options and link to Gantt Chart	
32		Ability of the system for Engineers screen to display task instructions (if required for booked on task)	
33		Ability of the system for engineers screen to do a real-time stock check and parts availability update	
34		Ability of the system for engineers screen to allow additional part requisitions automatically linked to selected task and for required by dates to be automatically set based on assigned priority	
35		Ability of the system for engineers screen to enable the creation of defects against task/aircraft	
36		Ability of the system to provide the ability to print hard copy task cards	
37		Ability of the system to provide the ability to apply user-defined task card templates	
38		Ability of the system when to raising non-routine tasks, allow the engineer to create staged sign-offs	
39		Ability of the system to raise defect tasks with the option to prevent work until approved	
40		Ability of the system to permit staff to book multiple tasks	
41		Ability of the system to when booked to multiple tasks, allocate time booked in proportion to task estimate (Clock-on/Clock-off)	
42		Ability of the system to for staged tasks, show stages already signed off when viewed in the Engineers screen	
43		Ability of the system to manage shift handovers allowing notes in categories independent from tasks	
44		Ability of the system to synchronise assigned work to a tablet device and provide task sign off from tablet device	
45		Ability of the system to dedicated tablet application to enable the creation of part request	

46			Ability of the system to dedicated tablet application to allow time booking to task	
47			Ability of the system to dedicated tablet application to allow the creation of defect finding	
48			Ability of the system to dedicated tablet application to review last shift handover notes	
49			Ability of the system to dedicated tablet application for adding new shift handover notes	
50			Ability of the system to tablet device must be able to work offline if the connection to the server is lost	
51			Ability of the system to task booking to contribute to billing invoice total	
52			Ability of the system to tasks booked must record against individuals for audit and experience recording	
53			Ability of the system to track parts used to at work order and task level with traceability back to the goods release note	
54			Ability of the system to tools requested must be automatically checked for valid calibration prior to the issue with notification to the user.	
55			Ability of the system to track tools used against tasks issued to a person and, or the aircraft for traceability	
56			Ability of the system to tools managed by part number, description, internal tool number and accompanied by image for ease of identification (nice to have)	
57			Ability of the system to allocate tools to repair orders to allow for calibration testing	
58			Ability of the system to generate a view of the capacity plan for a base, hangar, and bay	
59			Ability of the system to view to show work orders planned and unplanned for a base	
60			Ability of the system to allow views of multiple base commitments	
61			Ability of the system to show current timeline on maintenance planning screen	
62			Ability of the system to show task completion summary on base maintenance plans	
63			Ability of the system to show maintenance overruns on base capacity plan	
64			Ability of the system to allow drill down on maintenance plan to individual work order	
65			Ability of the system to in drill-downs, including the ability to review task grouping Gantt plan for overruns or delays	
66			Ability of the system to in Gantt chart allow drill-down to see the detail of the task with hours booked and potential parts backorders	
67			Ability of the system to at the base level, show capacity taking into account shift availability	
68			Ability of the system to capacity plan to take into account availability due to vacation	
69			Ability of the system for capacity plan to show requirement by trade	
70			Ability of the system to ability to show warranty details of the Job	
71			Ability to show and generate Report of Repair work/ Work Package capturing details of all spares including expendables, consumables consumed, having source info. such as PO, Manhours consumed, list of all SBs complied etc. including consumption on Engine	
72			Ability to capture all scrapped Parts including expendables, consumables for every repair work/work package.	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to Manage sales channels	

2			Ability of the system for Preparing Master Agreement for all MRO Services, uploading of Agreements of all customers as per their Aircraft Data Base	
3			Ability of the system to Manage products and services - MRO, QC, CAMO, Training, Stores, Warranty and Support Programs	
4			Ability of the system to Manage Price lists and policies	
5			Ability of the system to Managing a service catalogue up to date in terms of labor pricing, capability list management, Materials Management including Consumables/Rotables/Expandables and their Price List, Inventory Management	
6			Ability of the system to Sale - Credit, discounts, loan, rental	
7			Ability of the system to Manage discount rules	
8			Ability of the system to Manage return product as per SLA	
9			Ability of the system to Payment modes	
10			Ability of the system to Manage commercial policy for the vendor, customer payment terms	
11			Ability of the system to Customized invoicing taking into account any service contracts relevant to the order.	
12			Ability of the system to Customer credit limits, definition and approval hierarchy	
13			Ability of the system to Allow generation of quote requests, receive responses, and issue PO based on quotes	
14			Ability of the system to Track invoicing, aging, and bank deposits	
15			Ability of the system to Analyse sales and generate reports on product, customer, and services	
16			Ability of the system to Leads management	
17			Ability of the system to Manage commercial marketing policy	
18			Ability of the system to Manage quotations: technical and commercial	
19			Ability of the system to Manage Bidding and quoting using what-if scenarios	
20			Ability of the system to Prospecting through: E-mail, Telephone, WhatsApp	
21			Ability of the system to Keep track of all exchanges with customers	
22			Ability of the system to Define/Apply customer credits	
23			Ability of the system to Sync credit limits from other modules	
24			Ability of the system to Allow generation of forecasts	
25			Ability of the system to Allow users to analyse data by creating custom real-time reports and dashboards	
26			Ability of the system to Allow drill-down for reports to analyse sales data	
27			Ability of the system to Allow setting of reminders, follow up and closure of tasks	
28			Ability of the system to Allow customer messaging from within CRM	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability to identify assets by part number and unique system asset ID	
2			Ability to control a fixed asset register with journal entries for depreciation	
3			Ability to hold a master list of all receivable and payable accounts	
4			Ability to block/embargo a vendor due to country restrictions	
5			Ability to raise purchase orders in response to and linked to requisitions	
6			Ability to raise purchase orders linked to approved RFQ's	
7			Ability to raise purchase orders for stock replenishment	
8			Ability to manage multiple currencies and link to a dynamic currency exchange updating service	

9			Ability to manage purchase approval limits based on workflow rules	
10			Ability to raise loan orders	
11			Ability to raise repair orders	
12			Ability to raise exchange orders	
13			Ability to map GL accounts from the accounting system to the associated system transactions	
14			Ability of the system to Automatically update new vendor information from the accounting system, including approval	
15			Ability to approve or reject suppliers	
16			Ability to generate a period stock valuation	
17			Ability to match receipt against purchase	
18			Ability to receive incomplete orders and await completion	
19			Ability to create contract rules for third party work	
20			Ability to generate an invoice at any point during work order progress	
21			Ability to generate invoice backing information	
22			Ability to apply contract markup or discount to invoice lines	
23			Ability to analyse time booking prior to invoicing	
24			Ability to add additional costs to an invoice independently of the work order performed work.	
25			Ability to review actual spending against estimated budgets in real-time as the work order progresses.	
26			The ability for finance to see work order progress and any potential delays	
27			The ability for finance to be alerted to any work undertaken without approval	
28			The ability for finance to see any work where booking exceed the estimate	
29			Ability to define cost centres	
30			Ability to define cost per trade	
31			Ability to define cost per employee	
32			Ability to define financial analysis codes	
33			Ability to add/ update commercial policy	
34			Ability to raise job billing advice of miscellaneous jobs	
35			Ability to add invoice for non refundable deposit.(eg-non-refundable deposit for aircraft recovery kit)	
36			Ability to raise invoices for AOG customer without customer code in system.	
37			Ability to raise job billing advice/ invoice release report by IE to enable finance to raise invoices	
38			Ability to raise invoice report shopwise, periodwise & partywise etc.	
39			Ability of the system to During major grounding of Aircraft/ Engine, ability to see/ generate partial billing as per progress on work.	
40			Ability to see open workorder in system.	
41			Ability of the system to Close loop system against invoices raise vs payment received for individual invoices.	
42			Ability to raise report for outstanding invoices against which full payment not received.	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Allow creation of a part master	
2			Ability of the system to Part number control functions to allow creation, amendment, supersedence, and obsolescence.	
3			Allow update of part master from OEM supplied price-lists	
4			Ability of the system to Manage parts by classification (Rotable, consumable, etc.) also capital / revenue	
5			Allow identification by Part number	
6			Allow identification by Non - Serial Number (Batch Number)	

7		Ability of the system to Assign Illustrated Parts Catalogue (IPC) identification to part number	
8		Ability of the system to Force IPC identification when part number created by engineers	
9		Ability of the system to Allow creation of units of measure in various parameters	
10		Ability of the system to Assign UOM at part number level	
11		Ability of the system to Option to assign UOM at the vendor level	
12		Ability of the system to Designate part as shelf-life controlled	
13		Ability of the system to Shelf-life to be controlled from various dates such as manufacture, receipt, cure date, etc	
14		Allow planning of Min/ Max quantities	
15		Allow Min Max quantities for the same part number to differ by base	
16		Allow automated replenishment requisition as an option if the stock falls below min level	
17		Ability of the system to Dedicated backorder processing function to allow options such as purchase, exchange, or inter base transfer	
18		Ability to satisfy backorder from stock if the alternate qualified part is available, system must record the swap and notify the recipient upon the issue	
19		Ability of the system to Dashboard home screen with the ability to add Inventory specific monitoring such as number of backorders, goods awaiting inspection, order past the due date, etc	
20		Ability of the system to Add multiple parts for the same vendor in a single purchase order	
21		Ability of the system to Automated allocation of in-stock parts if permitted by classification with FIFO and shelf-life checking	
22		Ability of the system to For Rotable parts, generate an exchange order and a core due line for booking in of the U/S item	
23		Ability of the system to Alternate part management with one and two-way compatibility managed at part number level	
24		Ability to store sales prices.	
25		Ability to allow multiple vendors per part and to allocate a preferred vendor	
26		Allow multiple prices based on purchase condition (New, repaired, overhauled)	
27		Allow parts to be purchased in one currency but billed in a different currency	
28		Ability of the system to generate Goods Received Number (GRN) number for received parts	
29		Ability to scan and store receipted paperwork against GRN	
30		Ability to accept or reject parts received	
31		Ability to define a two-step receipting and inspection process	
32		Ability of the system to Allow rejected parts to be separated into a quarantined location and make them unavailable unless approved	
33		Ability of the system to The system should not allow allocating serviceable stock into an unserviceable stock location, and vice versa	
34		Ability of the system to Dedicated requisition processing screens for review of orders, purchases, and receipts	
35		Ability to add special instructions or internal notes to a requisition	
36		Ability of the system to Match receipted part conditions and quantities against requested details.	
37		Ability of the system to Automatically reserve accepted parts against original request and automatically update status against task for notification to engineering	

38			Ability to manage exchanged parts if part received differs from part despatched for repair	
39			Ability to despatch single or multiple parts against a despatch number	
40			Ability to add airway bill for despatch	
41			Ability to manage customer-owned stock	
42			Ability to automatically allocate from customer-owned stock if available	
43			Ability to reserve stock for planned activities	
44			Ability to override reservation for operational needs and request replenishment	
45			Ability to raise AOG or critical orders with pre-defined requirements (e.g., AOG required within 24 hours, Critical within three days, etc.)	
46			Ability of the system to managed aircraft, allow robbery and inspection to update serviceability (Cannibalisation at A/C and Component)	
47			Ability of the system to Automatically generate barcoded labels for parts to be stocked	
48			Ability of the system to Automatically generate barcode labels for stock pick and allocation	
49			Ability of the system to Issue stock by scanning barcode or other means of electronic identification	
50			Ability of the system to Stock issues to be tracked to tasks, work orders, and persons issued	
51			Ability to issue the material in units of quantity less than the purchased quantity	
52			Ability of the system to Receive stock into goods inwards using a mobile device	
53			Ability to return unused stock and receive back into stores and mandate a reason for return	
54			Ability to associate airway bills, Invoices, Bill of Entry with stock receipts	
55			Ability to relocate stock using a mobile tablet device	
56			Ability to issue stock to personnel using a mobile tablet device	
57			Ability to undertake cycle count stock checks	
58			Ability to use the mobile application to update cycle counts within a warehouse	
59			Ability to request multiple quotes to purchase part in condition desired	
60			Ability to enter the prices from vendors and approve an RFQ	
61			Ability to create pre-defined and costed services for external services requested by planning or engineering	
62			Ability to move materials between locations	
63			Ability to upload all relevant documents on respective entry screens	
64			Ability to create tenders	
65			Ability to show the Warranty details of Part	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to allow any combination of mixed fleet aircraft	
2			Ability of the system to control master configuration by aircraft type	
3			Ability of the system to define custom rules for Aircraft Serviceability status	
4			Ability of the system to be able to apply master configuration to individual MSN and identify differences	
5			Ability of the system to be able to identify both tracked and untracked Inspections and components aircraft by aircraft	
6			Ability of the system to be able to specify reasons for not tracking or making a configuration item not applicable	

7		Ability of the system to be able to upload OEM XML data for the generation of approved maintenance programs	
8		Ability of the system to be able to upload OEM XML data for the generation of engineering task instructions	
9		Ability of the system to be able to upload AD/SB instructions	
10		Ability of the system to be able to upload AD's automatically from the regulator (EASA, FAA)	
11		Ability of the system to link publications with engineering assessments	
12		Ability of the system to link assessments to customer acceptance of rejection and, in turn, create engineering instruction	
13		Ability of the system to manage and track received publications	
14		Ability of the system to notify copyholders of publications of receipt and subsequent revisions	
15		Ability of the system to allow manual entry of flight logs	
16		Ability of the system to allow entry of flight logs for e-techlog (example) solution	
17		Ability of the system to allow export of due maintenance and open PIREPs to e-techlog (example) solution	
18		Ability of the system to record oil and fuel usage	
19		Ability of the system to maintain a Dent and Buckle record for each aircraft with 3d graphical view and damage report	
20		Ability of the system to create repair orders with staged sign-off	
21		Ability of the system to attach OEM instructions to repairs	
22		Ability of the system to generate maintenance forecasts based on utilisation	
23		Ability of the system to generate maintenance forecasts based on look ahead	
24		Ability of the system to generate maintenance forecasts based on forward flight schedule	
25		Ability of the system to generate maintenance forecasts for main assemblies or specific components across the fleet	
26		Ability of the system to generate maintenance forecasts and create new work-orders direct from the forecast	
27		Ability of the system to generate maintenance forecasts and add to existing work-orders	
28		Ability to see planned and unplanned work directly in the forecast	
29		Ability to forecast items in list or calendar view	
30		Ability of the system to compare AMP revisions to see the difference in a side-by-side view highlighting the difference	
31		Ability of the system to capture PIREP, MAREP, and Component change information for reliability analysis	
32		Ability of the system to allow deferral of PIREP and MAREP with authorised reason	
33		Ability of the system to maintain an Acceptable deferred Defect audit trail per aircraft and manage MEL-defined time limits.	
34		Ability of the system to synchronise ADD activity with e-techlog (example)	
35		Ability of the system to manage multiple maintenance programs	
36		Ability of the system to allow aircraft registration changes	
37		Ability of the system to allow aircraft to move between maintenance programs individually	
38		Ability of the system to retire a maintenance program, so it can no longer be applied	
39		Ability of the system to allow draft programs to be worked on for development prior to approval.	
40		Ability of the system to allow multiple tracking parameters at inspection level (hrs, cycles, N1, etc.)	
41		Ability of the system to allow creation of new tracking parameters and apply to inspections and components	

42		Ability of the system to allow inspections to trigger other inspections	
43		Ability of the system to allow management of AMM revisions	
44		Ability of the system to maintain C of A Records for Aircraft	
45		Ability of the system to generate customised crystal Reports for submission to regulatory Authority i.e Hard time due List, LLP due Report,Aircraft/Engine/Radio Logbook Report	
46		Capability to download data in excel & word format	
47		Ability of the system to generation of task card from Airbus AMM SGML	
48		Ability of the system to creation of package with task cards as per current AMM	
49		Ability of the system to generation of unique tracking number for deferred defect & Deferred defect tracking	
50		Ability of the system to generation of task compliance report	
51		Ability of the system to create component maintenance program for due scheduled overhaul/inspection monitoring.	
52		Ability of the system for provision to correct component replacement in case of data discrepancy	
53		Ability of the system for provision to update component program as per last Component task compliance	
54		Ability of the system to build A/C model configuration & specific Aircraft configuration	
55		Ability of the system to build part configuration & specific component configuration	
56		Ability of the system for provision to restrict part replacement as per part interchangeability rules	
57		Ability of the system for provision to conduct MCM	
58		Ability of the system to generate EO & manage EO compliance across fleet & Generate EO compliance report	
59		Ability of the system for provision to upload DFP against complied EO/package	
60		Ability of the system to provision for error correction in journey log	
61		Ability of the system to generation of Occurrence Report	
62		Ability of the system to provision to maintain training record and tracking due training	
63		Ability of the system to document management through Library	
64		Ability of the system for provision to generate Aircraft maintenance forecast	
65		Ability of the system to generation of A/C planning report	
66		Ability of the system to generation of Reliability report for quarterly reliability meeting	
67		Ability of the system to generation of repetitive defect report for monthly repetitive defect meeting	
68		Ability of the system to generation of monthly Engg statistical Report	
69		Ability of the system to generation of Report of signed off task of package with e-sign feature.	
70		Ability of the system for provision to verify Aircraft compliance data by ARS for issuance of ARC	
71		Ability of the system to allow interface with ACARS data for various consumption parameter tracking	
72		Ability of the system to MEL /discrepancy monitoring & reports and generation of MEL due report for given calendar period, modelwise, open MEL report	
73		Ability of the system to delay meeting agenda report which includes consolidated data of delays between fixed period with delay tracking	
74		Ability of the system to incident report which includes consolidated data of incidents between fixed period with delay tracking	

75			Ability of the system to SB/AD compliance tracking and report for fleet /aircraftwise/work order/work package wise	
76			Ability of the system to aircraft movement report with complete tracking of maintenance check data, aircraft FH/FC, monitoring of line maintenance items	
77			Ability of the system for modification tracking for components	
78			Ability of the system to LLP/Hard time/soft life component maintenance programs and tracking and related reports	
79			Ability of the system to Provision for bulk upload of manufacturer aircraft configuration data	
80			Ability of the system to journey log reports for month/year for fleet	
81			Ability of the system to provision for generation of customized report including reports related to AOG events, Delay and cancellation, Oil consumption, Aborted Take off, IFSD,EGT exceedance ,Delta Fuel Flow at cruise ,Aerodynamic stall	
82			Ability of the system to fleet disposition report for P/N with all details of consumption paras tsn/csn tslv/cslv/tso/cso	
83			Ability of the system to provision to Process Task Compliance Follow-up Requirements	
84			Ability of the system to record Component Replacement Details	
85			Ability of the system to amend Component Replacement Details	
86			Ability of the system to edit Component Replacement Details	
87			Ability of the system to reverse Component Replacement Details	
88			Ability of the system to edit Engineering Service Request	
89			Ability of the system to provision to edit/amend bulk component maintenance programs	
90			Ability of the system for provision to track compliance of position based tasks	
91			Ability of the system to component Reliability Monitoring based on PRR/FR/MTBUR/MTBF on the basis of shop findings. Identification of rouge units.	
92			Ability of the system to engine Reliability Monitoring based on PRR, IFSD, Removals, Snag history and Shop findings	
93			Ability of the system to have procedure to define special requirements such as ETOPS / RVSM, capture relevant tasks, monitor compliance and generate approval request.	
94			Ability of the system for storage of MEL document and linking of MEL item with deferrals, generation of operational and maintenance procedures associated	
95			Ability of the system to monitoring of planned Aircraft movement, actual aircraft movement, planned checks and actual checks carried out during line maintenance and heavy / major maintenance.	
96			Ability of the system to provision to record weight increase for SB compliance/mod compliance/repair compliance & generate weight growth report aircraft wise as per calendar period	
97			Ability of the system for provision to generate weight and balance report aircraft wise	
98			Ability of the system to automatic updating of aircraft/component programs based on execution of tasks in work package/work order	
99			Ability of the system to fleet wise engine oil consumption report as per engine S/N ,Aircraft location, block hours, oil consumption rate	
100			Ability of the system for provision of MEL aircraft mode wise	
101			Ability of the system to aircraft/Engine wise monthly utilization reports	
102			Ability of the system to allow phase out of aircraft and its attached components	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process

1			Ability of the system to generate an audit plan for both internal and external audits	
2			Ability of the system to create a library of audit requirements and questions	
3			Ability of the system to assign audits to an auditor	
4			Ability of the system to record audit findings and raise non-conformances	
5			Ability of the system to define if non-conformance needs notification, rectification, and or prevention - or all three	
6			Ability of the system to assign corrective actions to the auditee	
7			Ability of the system to allow delegation of an auditee	
8			Ability of the system to Track elapsed time from finding to correction	
9			Ability of the system to Approve or reject corrective and, or a preventative action	
10			Ability of the system to Raising of a safety occurrence against an aircraft, maintenance event, weather conditions, etc.	
11			Ability of the system to Mark a safety occurrence's probability and severity	
12			Ability of the system to Calculate the risk level of a safety occurrence	
13			Ability to issue Authorization to certifying personnel	
14			Ability to create, handling of training records	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system for Training courses administration	
2			Ability of the system to Training documentation	
3			Ability of the system to Nomination of trainees	
4			Ability of the system to Tracking of training progress	
5			Ability of the system for Automation of training	
6			Ability of the system for Assessment of training	
7			Ability of the system to Delivery of training	
8			Ability of the system to certificates generation	
9			Ability of the system to Billing for outside parties	
10			Ability of the system for Course materials distribution	
11			Ability of the system for Instructor interaction	
12			Ability of the system for Refresher courses management	
13			Ability of the system for Examination management	
14			Ability of the system for The hardware and software to implement LMS	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to generate an audit plan for both internal and external audits	
2			Ability of the system to create a library of audit requirements and questions	
3			Ability of the system to assign audits to an auditor	
4			Ability of the system to record audit findings and raise non-conformances	
5			Ability of the system to define if non-conformance needs notification, rectification, and or prevention - or all three	
6			Ability of the system to assign corrective actions to the auditee	
7			Ability of the system to allow delegation of an auditee	
8			Ability of the system to track elapsed time from finding to correction	
9			Ability of the system to approve or reject corrective and, or a preventative action	
10			Ability of the system to QAPM Check list,EASA part 145 check list,JEOC customised checklist	
11			Ability of the system to type of audits: annual/spot/process/procedure/supplier	

12			Ability to create audit report in FTM format	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to maintain personal information record	
2			Ability of the system for qualification record	
3			Ability of the system to License/approval /COC record	
4			Ability of the system to work experience record	
5			Ability of the system to record of training's conducted by AMO under CAR 145	
6			Ability of the system to training record	
7			Ability of the system to maintain certifying staff list activity centre wise	
8			Ability of the system to issuance of authorisation and validation of limiting dates	
9			Ability to issue technical bio data of certifying staff based on his/her qualification and experience	
10			Ability of the system to generate AME log book from system	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to maintain all documents as currently on air india cds server	
2			Ability of the system to AME notice/Tech circular/GC/Staff notice	
3			Ability of the system to Shop CMM data	
4			Ability of the system to acknowledgement documents(Read understood sign)	
5			Ability of the system to archive documents with control	
6			Ability of the system for provision to issue one-off certificate in exigency.	
7			Ability of the system to generate document revision status report	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system for raising of a safety occurrence against an aircraft, maintenance event, weather conditions, etc.	
2			Ability of the system to mark a safety occurrence's probability and severity	
3			Ability of the system to calculate the risk level of a safety occurrence	
4			Ability of the system to hazard Log	
5			Ability of the system to SMS training Record	
6			Ability of the system to SMS Gap Analysis	
7			Ability of the system to occurrence reporting	
8			Ability of the system for other sms functions like maintenance error data	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system for AD/SB monitoring	
2			Ability of the system for monitoring of eGCA records region wise	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to list of tools/equipment to be calibrated work centre wise	
2			Ability of the system for standard to be maintained	
3			Ability of the system to calibration record and certificate	
4			Ability of the system to alternate tool approval	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system for records and monitoring	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process

1			Ability of the system to record the receipt and control of publications in separate groupings	
2			Ability of the system to record the owner of a manual / document	
3			Ability of the system to notify the owner(s) of revisions to publications	
4			Ability of the system to allow owners of technical documents such as AD's and SB to carry out assessments for applicability and seek customer feedback	
5			Ability of the system for assessments to be processed by engineering into technical instructions and retain the link to the originating publication and revision	
6			Ability of the system to integrate FAA and EASA notification for review fortnightly	
7			Ability of the system to import OEM task Extensible Markup Language (XML) or Standard Generalized Markup Language (SGML) data against MPD and AMM revisions	
8			Ability to use OEM data to generate authored task cards with electronic sign-off	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1	Inventory Setup	Part master	Ability of the system to create, Edit, Amend, Superseded a Part	
2			Ability of the system to allow Obsolescence of Part and make inactive for use	
3			Ability of the system to maintain Maintenance (IPC, CMM,QPA, NHA, Software Standard, Aircraft Effectivity), Planning (Min/Max Levels, ABC Classification, Reorder Level, Reorder Qty, Price, Manufacturer, etc), Purchase (Purchase Price, Vendor Lead time, MOQ etc), Sale Information (Sale Price) of a Part	
4			Ability of the system to define Unit of Measurement (UOM)	
5			Ability of the system to maintain Part UOM and allow multiple UOM for a Part-Vendor combination	
6			Ability of the system to manage Part Classification – Rotable, Repairable, Expendable, Consumable	
7			Ability of the system to maintain Expense Type of a Part as Capital, Revenue	
8			Ability of the system to capture Part Account Group as a combination of Aircraft Type, Engine, APU	
9			Ability of the system to maintain Shelf Life and Issuance Policy (LIFO/FIFO/Min Shelf Life), Expense Policy based on Part Classification	
10			Ability of the system to shelf-life to be controlled from various dates such as manufacture, receipt, cure date, etc	
11			Ability of the system to capture whether a Part is Serial Controlled or Lot Controlled	
12			Ability of the system to maintain Alternate Part Numbers (as Fully Interchangeable or One wayor Conditional Interchangeable)	
13			Ability of the system to allow Update of Part Master from OEM Price List	
14			Ability of the system to allow multiple vendors per part and to allocate Preferred Part	
15			Ability of the system to allow maintaining Kit composition with constituent Parts	
16			Ability of the system to create Service Information (Such as AMC, online services, documentation services etc)	
17			Ability of the system to maintain Service Planning and Purchase Information	
18			Ability of the system to maintain UOM conversion	
19			Ability of the system to ability to allow Part attribute change	
20			Ability of the system to designate Part as Core Returnable, Returnable	

21			Ability of the system to part Condition allowed (New, Repaired, Overhauled, New Surplus)
22			Ability of the system for New Part Creation request from Hangar Package, Task Creation, Work Order Process
23			Ability of the system to capture and show Part Warranty
24		Storage Administration	Ability of the system to create Warehouse Information (Warehouse type as Serviceable/Unserviceable/Receiving/Tools, Address, Capacity etc
25			Ability of the system to capture Part Types Allowed, Customer and Owned Parts Allowed
26			Ability of the system to map Users to Warehouse
27			Ability of the system to create Zone and Binning Location
28			Ability of the system to capture types of transactions allowed
29			Ability of the system to create Warehouse Planning Parameters for a Part Eg: Allow auto replenishment from a defined matrix warehouse based on reorder point. Define Min/Max, Reorder Qty and Reorder Level for a part at Warehouse
30			Ability of the system to allow warehouse access privileges through defined process parameters
31			Ability of the system to allow Customer Specific Warehouse Zone and Bin Location
32	Planning	Purchase requests	Ability of the system to allow automated replenishment requisition as an option if the stock falls below the Min Level in a Warehouse
33			Ability of the system to dedicate Requisition Processing screens for review of orders, purchases and receipts (Planner's Screen)
34			Ability of the system to creation of Planner and Buyer Groups and map users to these groups
35			Ability of the system to add special instructions and Notes to a Requisition
36			Ability of the system to automated replenishment requisition to appear on Planner's Screen for taking replenishment action by way of inter-warehouse stock transfer, expediting backorder, exchange, initiate procurement action. Screen should also display alternate part status
37			Ability of the system for planner to see NIS Material Requests on Planner's screen
38			Ability of the system to create Purchase Request - Based on: 1) Direct Purchase Request for Part 2) NIS Material Request 3) Stock falls below Reorder Point or Min Level defined for a warehouse 4) NIS Part mapped to a Task called out in Hangar Work Package
39			Ability of the system to purchase Requests to be authorized based on Workflow
40			Ability of the system to satisfy backorder (NIS) from stock if the alternate qualified part is available, system must record the swap and notify the recipient upon the issue
41			Ability of the system to dashboard home screen with the ability to add Inventory specific monitoring such as number of backorders, goods awaiting inspection, order past the due date, etc
42		Purchase Order	Ability of the system to create, Edit, Authorize, Close, Cancel a Purchase Order
43			Ability of the system to add multiple parts for the same vendor in a single purchase order
44			Ability of the system to create Purchase Request based Purchase Order
45			Ability of the system to allow Parts to be purchased in one currency and billed in another currency
46			Ability of the system to allow Purchase Order with staggered delivery schedule
47			Ability of the system to create Requests for Quotes. Create Quote based PO

48			Ability of the system to allow Drop Shipment of part/s at another location	
49			Ability of the system to maintain 'Payment Terms', 'INCO Terms', 'Insurance Terms', 'Shipping Cost Codes', 'Invoicing to', etc	
50		Maintain Supplier Master and map parts to supplier	Ability of the system to maintain Supplier type as 'OEM', 'MRO', 'Distributor', 'Training Organization', 'PBH Provider'	
51			Ability of the system to maintain Supplier's Certificates, their Validity, Tax Certificates, Form 10F, etc	
52			Ability of the system to maintain Supplier Pay Terms	
53			Ability of the system to manage Power By Hour based Rotable/Repairable Support	
54			Ability of the system to create Purchase Orders for Services like AMC, Terrain and Nav Data Base, Online access to vendor's documentation, etc	
55			Ability of the system for RFQ and Ordering through SPEC2000	
56			Ability to allow multiple vendors per part and allocate a preferred Supplier	
57			Ability of the system to allow multiple prices based on purchase condition as 'New', 'Surplus', 'Overhauled', etc	
58			Ability of the system to for Rotable / Repairable Parts generate an Exchange Order and a Core Due / Returnable for U/S booking	
59		Loan and rental order	Ability of the system to create Loan (In) and Rental (Out) Order	
60			Ability to capture Loan and Rental Terms based on calendar days, FH/FC based	
61			Ability to Convert Loan/Rental part to Exchange	
62			Ability to Create Loan/Rental Receipt and Return	
63	Stock Management	Goods receipt	Ability of the system to generate Goods Receipt Number (GRAN) for parts received against, Purchase Order, Repair Order, Exchange Order	
64			Ability to Scan and Store Receipt Paperwork against GRAN	
65			Ability of Accept or Reject Parts Received	
66			Ability to Define two step Receipt and Inspection Process	
67			Ability of the system to allow rejected parts to be separated into a Quarantine location and make them unavailable until approved	
68			Ability of the system to allow return of Parts after rejection to vendor against Material Return Authorization	
69			Ability to match ordered quantity, condition and price with invoiced qty, condition & price and receipt qty, condition & price	
70			Ability of the system to automatically reserve accepted parts against original request and update status against task for notification to engineering	
71			Ability of the system to bin Parts into appropriate Stock Room/Warehouse permitting Serviceable Stocks	
72			Ability of the system to allow Goods Receipt of Customer Parts	
73		Stock transfer and receipt	Ability of the system to create, Edit and Authorize Stock Transfer from One Warehouse to another (Inter Warehouse Stock Transfer)	
74			Ability of the system to allow Intra Warehouse Stock Transfer	
75			Ability of the system to create, Edit Authorize Stock Transfer Receipt	
76			Ability to record Loss of Material in Transit	
77			Ability of the system to create, Edit, Authorize Direct Stock Receipt	
78			Ability to Perform Physical Inventory & Cycle Count	

79		Stock inquiry	Ability of the system to inquire Stock availability across all warehouses, alternate parts, serviceable and unserviceable qty with serial and lot numbers	
80			Ability of the system to part Serial/Lot# Transaction History	
81			Ability of the system to allow Stock Correction, Standard Cost Revaluation	
82			Ability of the system to allow Part#/Serial# Change of Parts (Caused by Modification, Exchange, Software Upgrade etc)	
83			Ability of the system to single Screen facility to view Part Supply Chain information comprising of Procurement price history vendor wise, Open PO/RO, Alternate Parts stock status, Consumption Data, vendor lead times	
84			Ability of the system to allow Stock Conversion	
85			Ability to Compute Replenishment Information based input parameters like Inventory Carrying Cost, Ordering Cost and Service Levels, Annual Consumption, Lead Times, etc	
86			Ability to analyse Part Classification as A, B, C	
87			Ability to identify parts as Fast Moving, Slow Moving and Non-Moving based on pre-defined parameters	
88		Stock issue	Ability to record Issuance of Parts against Stock Transfer, Maintenance Material Request, Repair Order, Exchange, Loan/Rental Order, Sale	
89			Ability of the system to manage AWB Preparation	
90			Ability of the system to create Shipping Note and Shipping Invoice	
91			Ability of the system to integrate with Indian Customs SOFTLINK for online Export and Import Documentation	
92		Kit Management	Ability to Build a Kit of Parts	
93			Ability of the system to inquire Stock Availability of Kit	
94		Material Return	Ability of the system to allow Material Return of Serviceable and Unserviceable Parts to Serviceable and Unserviceable Warehouse/Stock after Maintenance	
95	Component maintenance	Component work order	Ability of the system to create Direct Component Work Order based on capability list	
96			Ability of the system to automate Component Work order upon removal from Aircraft/NHA if failure confirmed	
97			Ability to create Component Work Order based on Customer Order	
98			Ability of the system to plan Component Work Order	
99			Ability of the system to generate Component Forecast for a period based on Scheduled Maintenance Tasks	
100			Ability of the system to track various stages of work completion on a component in Shop	
101			Ability to Scrap Part and generate Scrap Note for Final disposition of the parts. Inactivate the scrapped component from Inventory master	
102			Ability of the system to create and Maintain Company Capability List	
103			Ability of the system to allow creation of External MRO Repair Order for Component for which capability does not exist.	
104			Ability to define Maintenance Contracts with External Sub Contracted repair MROs (Suppliers) and map parts to the MRO	
105			Ability to create Child Work Orders of Main Assembly to track sub assembly movement and work compliance within shop	
106			Ability of the system to allow cannibalizing of sub- assemblies between components	
107			Ability sign-on and sign-off on a Task to capture manhours consumed	
108			Ability of the system to restrict work allocation on a component based on users authorization	
109			Ability of the system to link Publication to Work Order/Task	

110			Ability of the system to issue FAA/EASA/DGCA Tags
111			Ability of the system to designate a component as ROGUE UNIT
112			Ability of the system to retain link with tracked parts if received from managed aircraft so that maintenance status can be updated
113			Ability of the system to allow creation of staged tasks to control strip inspection and build process
114			Ability of the system to allow despatch and creation of Shipping Note for item designated for repair at External MRO against a Repair Order
115		Repair Order	Ability to automatically generate Repair Order if a Part or Sub assembly is flagged for repair at external Repair Agency, either based on a Repair Contract or Direct
116			Ability of the system to repair Order must capture all the work scope to be performed at external repair agency and Warranty Status
117			Ability of the system to complete tracking of Repair Order from Creation to Receipt should be available, along with Repair Quote, Quote Approval, Payment Details etc
118			Ability to scrap a part at vendor facility based on cost of repair v/s new part price. Ability to recall a component in As Is condition
119			Ability to approve BER Cost against Repair Order with provision to scrap at vendor facility and automatic generation of Scrap Note and inactivation of part from inventory
120			Ability to show Warranty status of component
121			Ability to show and generate Report of Repair work capturing details of all spares including expendables, consumables consumed, having source info. such as PO, Manhours consumed, list of all SBs complied etc. For Engine, it should include Part consumption at Module or submodule level including swap i.e, in total entity.
122			Ability to capture all scrapped Parts including expendables, consumables for every repair work (including Engine in totality)
123			Ability of the system to maintain Repair Cost History of a part from a Supplier (MRO)
124	Sales and customer management	Create customer master	Ability to define Customer Contract capturing Work Scope, Contract Pricing, Part Sale Price, Discounts, Pay Terms, Scrap Policy, Additional Work Scope Pricing, Labour Rate etc
125			Ability of the system to provide Repair Quotation to Customer
126			Ability of the system to create Customer Order based on Customer Purchase/Repair Order
127			Ability of the system to allow invoice generation for completed work at any stage without needing overall work closure
128			Ability of the system to allow receipt of Advance Payment from vendor against a Customer Order
129			Ability of the system to allow Finance to put hold on Customer Work in case of credit hold or bad payment history
130			Ability of the system to invoice Generation to be based on Contracted terms
131			Ability of the system to allow auto pegging of Customer inventory in Warehouse for issuance against Customer Work Order

132			Ability to seek customer approval and record the same against any non-scheduled work scope	
133			Ability to Plan Hangar Work Package of Customer Aircraft	
134			Ability of the system to provide Quotation to Customer for Planned and Unplanned Hangar Work Package	
135			Ability to define Hangar Base Maintenance Contract for Customer Aircraft	
136			Ability of the system to record Work Execution, Part Consumption including expendables/consumables, Defects, Rectification, Parts scrapped, Sign-On and Sign-Off of tasks against Hangar Work Package	
137			Ability of the system to plan Material required for Customer Hangar Work Package	
138			Ability of the system to generate Interim Invoice to Customer for Tasks Completed against a Hangar Package	
139			Ability of the system to generate Component Work Order from Customer Aircraft for Parts routed to internal shops	
140			Ability of the system to route Customer part to Sub Contracted external Agency against Repair Order	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1		Man Power module	Ability of the system allocate/change activity centres and stations of employees on time to time basis	
2			Ability of the system to define roles and responsibilities of employees of various division	
3			Ability of the system to validate the employee data base of all department	
4			Ability of the system to generate monthly manpower report as per the desired format	
5			Ability of the system to approve the addition /deletion of personal record from manpower data base	
6			Ability of the system to allow to export time office report(absenteeism report) of all employees	
7			Ability of the system to allow to create new work centres based on the requirement	
8			Ability to see licence qualification of all aircraft maintenance personnel- AME and Technician	
9		MIS Module	Ability of the system to modify/create the format for job card for AME/technician.	
10			Ability of the system to validate/change the job postings done for AME/technicians	
11			Ability of the system to generate a summary of job allocation statement on daliy/weekly/monthly basis	
12			Ability of the system to view/export work order status on daily/weekly/monthly basis.	
13			Ability of the system to allow import of 3rd party task list and match to existing task instruction where possible	
14			Ability of the system to option to apply task grouping Gantt planning to work order	
15			Ability of the system to monitor workflow across all the activity centres.	
16			Ability of the system to see planned and unplanned work directly in the forecast	
17			Ability of the system to forecast items in list or calendar view	
18			Ability of the system to export Work In Progress on monthly basis	
19			Ability of the system to generate cost forms for activity centres	

20			Ability of the system to allow to enter Man hours norms for component	
21			Ability of the system to allow to enter TAT & Mhrs norms for all maintenance checks	
22			Ability of the system to view summary of overtime statement of all employees	
23			Ability of the system to allow to generate job completion statement on monthly basis	
24			Ability of the system to allow to generate and validate job completion statement and component MHRS statement on monthly basis	
25			Ability of the system to allow to generate workshop labour utilisation statement on monthly basis	
26			Ability of the system to allow to validate time office report with daily labour utilisation statement.	
27		Billing Module	Ability of the system to generate client wise summary report related to TR,NH,LOI,WI & 400FH check done in line/base maintenance of various stations	
28			Ability of the system to allow to view and import of non-routine task list along with MHRS incurred in Base maintenance/Line maintenance, Component change information for monthly billing	
29			Ability of the system to view reports related to AOG, aerostrecher, cannibalization	
30			Ability of the system to generate view/export 3rd party technical handling/certification details on monthly basis	
31			Ability of the system to view invoice release report for 3rd party client component maintenance	
32			Ability of the system to view the P&L, Revenue & Expenses statements of all activity centres/stations	
33			Ability of the system to view money realisation on the previously raised invoices	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			All applicable manuals including amm (maintenance data) current uploaded	
2			Validation of procedure sheet/task cards as per latest rev of manuals link task to manual and lpc for cross reference	
3			No flow of unapproved tasks/procedure sheet	
4			Upload of revision with trace of the rev status	
5			Easy method for revision of task cards with reference to manuals without much manual Intervention	
6			Tool validation/calibration/ and pop outs for due for calibration	
7			Trace of issue of tools and instruments	
8			Dgca, faa and easa form issue and traceability of document releated aircraft parts	
9			Consumables issue and MSDS available link	
10			Alternate consumables reference available	
11			Pops out for expiry of consumable in stock	
12			Low stock pop out for consumables and expendable (minimum stock to be Maintained)	
13			Data transfer with ease and accuracy	
14			Bulk issue / bulk external part routing	
15			General work orders for issue of consumable propotionate be billed.	
16			Sb status/ad status for engine and modules uploaded	
17			Mange intershop/external route	
18			Auto confirm for scrap and unservicable parts	
19			Work package easy flow	
20			Delink of regular maintenace tasks on wing when eng/component is removed unservicable	
21			Updation of life/part no and serial number be easy	
22			Ease in data updation	

23			User friendly applicable infrastructure available easily and in adequate quantity	
24			Proper updation of apu hours and cycles as per usage and not as per aircraft Flying hours and cycles.	
25			User id	
26			Preventive maintenance of Equipment and date updation	
27			Data downloading should be restrictive. Viewing can be given to all	
28			Customer part induction and traceability	
29			List of pma parts issued for work package while closing package should be printed	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Allow creation of misc work orders with inbuilt approval limits	
2			Allow creation of maint work orders with inbuilt approval limits	
3			Allow creation of project work orders with inbuilt approval limits	
4			Allow invoice clearances as per inbuilt financial powers	
5			Allow creation calibration orders with inbuilt approval limits	
6			Capital budget processing and approvals (appropriation requests)	
7			Allow creation of preventive maintenance check lists for all equipment , M/cs, tools. Feature to edit, replace or add new items.	
8			Allow emergency procurement of spares required for aog / production delay	
9			Allow procurement of routine spares & consumables required for maintenance	
10			Allow users to raise request authorised by division incharges for (i) calibration (EFD in house / through external party), periodic checks & certification (ii) service request like dock position, GPU, providing crane, water wash, portable compr, ac etc. (lii) maint. Request like equipment break down, equipment check, temp power, comp air etc (iv) Emergency requirements like accident , fire damage, flood, aircraft recovery (V) General services like AC, Lifts, compressor etc.	
11			Allow other divisions to raise new audit requirements	
12			Allow divisions to report audit ncs system to be closed by user after NACs are successfully completed	
13			Allow efd to close work orders for efd generated by other divisions	
14			Allow to create material dispatch request to send to outsation	
15			Allow material gate pass for outside parties and allow to close after Receiving the item back	
16			Allow disposal of scrap machines/equipment/rigs with approval authorities built in the system	
17			Procurement of office equipment / stationary / consumables	
18			Replacement procurement for critical equipment viz. Recovery equipment aircraft jacks etc.	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Attachment of serialised parts to configuration tracked positions.Example, attachment of LPT module to Engine	
2			Disassembly of Engine/Modules into Piece Parts.By removal of serialised parts from configuration tree as well as removal of non serialised repairables from NHA(Engine or module)	
3			Individual Module and Piece Parts WO generation.Auto WO generation when removed from Parent	
4			Scrapping of Parts,Scrap tag generation and Return to unserviceable warehouse.Including option for scrapped part to be returned to Customer	

5			Removal of parts as serviceable and serviceable tag generation.
6			Option of returning removed unserviceable parts to warehouse without child WO generation. Required in case repair for part still under development
7			Generation of Modules/Piece Parts Unserviceable Tags
8			Work scoping for Modules/Piece Parts. Release of tasks by Quality for Engines and modules, by authorised persons for piece parts. Populating the WO with tasks for internal processing, generation of Repair order for jobs beyond shop capability, adding of tasks to RO. Tasks applicable to the Part # automatically populate with respective WorkCentre's where they are to be accomplished., the ones to be included can be selected and released. WorkCentre definition and mapping to tasks required.
9			Generation of work packages for Engines/Modules/Piece Parts (Packages to be available in DMS as pdf, to be downloaded and printed for sign off by authorised person).Work packages to include tasks pdf as per work scope. Task cards have been parsed from OEM manuals and approved by SMM.
10			Ability of Area in charge to allocate tasks to authorised persons. Allocated tasks to be visible on allotted person's screen
11			Generation of Piece Part movement tags.To include WorkCentre's where the part is to be routed as per tasks released in work scope
12			Tasks sign off by Authorised persons for Piece Part WO. Validation of skill by system, skill master data maintained by Quality. Option to manually enter manhrs through a pop up which appears while signing off
13			Raising of discrepancies (non routines) against standard tasks. Ability to generate discrepancy report for physical sign off
14			Scrapping of parts if they fail inspection during workorder in progress
15			Routing of Parts between Work centres. Tracking functionality for piece parts. Example, piece part routed from Cleaning to NDT to View room, work centre where the part is at present should be visible
16			Final tasks sign off and piece part work order completion. Serviceable tag/CRS to be issued (DGCA/FAA/EASA). Validation of skill by system, skill master data maintained by Quality. Further validation for regulatory framework under which CRS being issued to be picked from Customer order.
17			Return of Piece Parts to Warehouse to be optional. Parts may remain in final inspection area with WO closed. All such parts may be installed on original NHA or cannibalized for installation on another NHA of same Customer. During installation, WO of the part being installed to be captured for serialised as well as non-serialized parts so that man hrs/part consumption on the child work order seamlessly flow to the NHA on which part is being installed. All such piece part work orders that have been installed on parent/NHA to be flagged by system as used
18			Piece Part manhrs booking and piece part WO closure. If option as given in 12 is not taken, manhrs to be booked after WO completion and prior to WO closure. If option as given in 12 is not taken, manhrs to be booked after WO completion and prior to WO closure.
19			Material Request from Warehouse for Assembly(Engine/Module).Material request for repairable/expendables/consumables. Material request for repairable/expendables/consumables
20			Return of unused parts to issuing warehouse/other warehouse. Other warehouse if parts received defective and have to be returned as unserviceable to unserviceable warehouse. Other

			warehouse if parts received defective and have to be returned as unserviceable to unserviceable warehouse	
21			Attachment of parts which were removed during disassembly (Items either drawn from warehouse or picked from final inspection area as explained in point 17).In case original/cannibalized repairable part being installed taken from final inspection area, WO of installed part to be captured. In case repairable part taken from warehouse, last WO for internally serviced parts or RO for outside repaired parts to be captured. The consumption/manhrs/repair cost of these WO/RO should flow to the assembly WO on which parts being installed. In case new repairable is requisitioned from warehouse and used for assembly, the cost of new part should flow to the assembly work order.In case original/cannibalized repairable part being installed taken from final inspection area, WO of installed part to be captured. In case repairable part taken from warehouse, last WO for internally serviced parts or RO for outside repaired parts to be captured. The consumption/manhrs/repair cost of these WO/RO should flow to the assembly WO on which parts being installed. In case new repairable is requisitioned from warehouse and used for assembly, the cost of new part should flow to the assembly work order.	
22			Issuance and return of tools from tool warehouse	
23			Tasks sign off by Authorized persons for Module/Engine Work orders. Validation of skill by system, skill master data maintained by Quality. Option to manually enter manhrs through a pop up which appears while signing off	
24			WO completion and issuance of serviceable tag/CA Form 1/8130-3.Validation of skill by system, skill master data maintained by Quality. Further validation for regulatory framework under which CRS being issued to be picked from Customer order. Customer order to have flagging for regulatory framework.	
25			Recording of consumption for Module/Engine Work orders. For expendables/consumables drawn from warehouse.	
26			Recording Manhrs for tasks. If option as given in 23 is not taken, manhrs to be booked after WO completion and prior to WO closure.	
27			Return of Engine/Module to Warehouse	
28			Engine/Module WO closure	
29			Facilities creation in System	
30			Creation of Facility Objects.P/N, S/N combination	
31			Defining Maint. Info for facilities. Calibration/Maint. Intervals for facility. Multiple intervals where progressive maint. carried out on facility	
32			Planning Facility Maint. Forecast of arisings	
33			Generation of Facility WO	
34			For Internal WO, addition of Calibration tasks in workorders. RO generation for facility objects to be routed externally.	
35			Facility WO task sign off and completion and issue of calibration certificate	
36			Return to warehouse/work centre in case equipment installed at WorkCentre.	
37			Ability to show Warranty status of Engine, Parts	
38			Ability to show and generate report of consumption/installation of all spares with PO reference including expendables, consumables on Engine repair work including module swapped cases.	
39			Ability to show and generate report of all scrapped parts including expendables from Engine repair work including module swapped cases.	

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2			Validation of procedure sheet/task cards as per latest rev of manuals link task to manual and lpc for cross reference	
3			No flow of unapproved tasks/procedure sheet	
4			Upload of revision with trace of the rev status	
5			Easy method for revision of task cards with reference to manuals without much manual Intervention	
6			Tool validation/calibration/ and pop outs for due for calibration	
7			Trace of issue of tools and instruments	
8			Dgca, faa and easa form issue and traceability of document related aircraft parts	
9			Consumable's issue and MSDS available link	
10			Alternate consumables reference available	
11			Pops out for expiry of consumable in stock	
12			Low stock pop out for consumables and expendable (minimum stock to be Maintained)	
13			Data transfer with ease and accuracy	
14			Bulk issue / bulk external part routing	
15			General work orders for issue of consumable proportionate be billed.	
16			Sb status/ad status for engine and modules uploaded	
17			Mange intershop/external route	
18			Auto confirm for scrap and unserviceable parts	
19			Work package easy flow	
20			Delink of regular maintenance tasks on wing when eng/component is removed unserviceable	
21			Updating of life/part no and serial number be easy	
22			Ease in data updating	
23			User friendly applicable infrastructure available easily and in adequate quantity	
24			Proper updating of apu hours and cycles as per usage and not as per aircraft Flying hours and cycles.	
25			User id	
26			Preventive maintenance of Equipment and date updating	
27			Data downloading should be restrictive. Viewing can be given to all	
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2			Allow creation of maint work orders with inbuilt approval limits	
3			Allow creation of project work orders with inbuilt approval limits	
4			Allow invoice clearances as per inbuilt financial powers	
5			Allow creation calibration orders with inbuilt approval limits	
6			Capital budget processing and approvals (appropriation requests)	
7			Allow creation of preventive maintenance check lists for all equipment, M/cs, tools. Feature to edit, replace or add new items.	
8			Allow emergency procurement of spares required for aog / production delay	
9			Allow procurement of routine spares & consumables required for maintenance	
10			Allow users to raise request authorised by division in charges for (i) calibration (EFD in house / through external party), periodic	

			checks & certification (ii) service request like dock position, GPU, providing crane, water wash, portable compr, ac etc. (lii) maint. Request like equipment break down, equipment check, temp power, comp air etc (iv) Emergency requirements like accident, fire damage, flood, aircraft recovery (V) General services like AC, Lifts, compressor etc.	
11			Allow other divisions to raise new audit requirements	
12			Allow divisions to report audit NC's system to be closed by user after NACs are successfully completed	
13			Allow efd to close work orders for efd generated by other divisions	
14			Allow to create material dispatch request to send to outstation	
15			Allow material gate pass for outside parties and allow to close after Receiving the item back	
16			Allow disposal of scrap machines/equipment/rigs with approval authorities built in the system	
17			Procurement of office equipment / stationary / consumables	
18			Replacement procurement for critical equipment viz. Recovery equipment aircraft jacks etc.	
Sr No.	Process	Sub-Process	Functional Requirement Specifications	Existing process
1			Ability of the system to integrate from AP, AR, Cash Module, HR, MMD & PPC Department and taxation module along with Business area wise and station wise & etc	
2			Ability of the system to integrate with RAMCO system for AP,AR, Foreign Currency General Ledger, AP/AR Invoicing, Payments/ Receipts, Fuel uplift Logs	
3			Ability of the system to create interface for flowing of sales invoices for work order generated in RAMCO, line by line (replica of RAMCO in SAP). 2-Way interface for monitoring and tracking of customer invoices, receipts, TDS, Adjustment.	
			Ability of the system to integrate (RAMCO & SAP) and generate GST Tax invoice and E-invoice - stating Customer PO number, Work order, Rental order, sale order no. repair order no. period of activity performed, qty, Uom, rate, bank details, contact details etc	
4			Ability of the system to integrate with General Ledger, AP, AR & all module	
5			Ability of the system to drill down from an account balance to specific transaction, whether invoice, debit memo or payment and generate reports.	
6			Ability of the system to integration/Interface with Payroll, Direct & Indirect Tax modules, Stores Accounting etc.	
7			Ability of the system to integration/Interface with Ramco	
8			Ability of the system to flowing custom duties while doing import.	