

To,
Office Address:
Dy. General Manager -Engineering,
Production Planning & Material Management,
A320 Avionics Complex, AI Engineering Services Limited,
IGIA Terminal-2, New Delhi 110037. India.
Tele: +91-11-25656068 (Direct)
+91-11-25667831
GST # 07AAFCA9618L2Z9
PAN # AAFC9618L

TENDER NO. Ref No: AIESL/DELWB/PPMM22-23/22172

Date: 06 Jan 2023

Tender inviting quotations: Operation & Preventive Maintenance of Electrical installations such as Electric Sub-Station Equipment, D.G. Set etc. and Water supply, Tanks, Pumps / Accessories at EMF Building, AIESL, IGI Airport, New Delhi.

Last Date of Bid Submission: 27 Jan 2023 upto 1430 Hrs

Pre-Bid Meeting: 12 Jan 2023

Bid Opening: Intending bidders, who may wish to attend.

1. Opening Date: 27 Jan 2023

2. Opening Time: 1445 hrs

3. Tender box no-2

The tender can be downloaded from the "AIESL" website: www.aiesl.in

From:-

NAME & ADDRESS OF THE AGENCY/BIDDER (With Stamp)

M/s.....

.....

.....

Phone :

Email :

For any queries you may contact on below mentioned email or Phone number

2. Mr. Alok Agarwal,

Dy. GM (PPMM)

Email ID: aieslpurchase.nr@aiesl.in

alok.agarwal@aiesl.in

011-25656625, 25667831

For AI Engineering Services Ltd

S/d

2. Mr. Vishal Mathur

Sr. AGM-Engg QC

Mail: vishal.mathur@aiesl.in

For G.M. (Engg.), WB

AIESL herein referred as AI Engineering Services Limited

Subject: Operation & Preventive Maintenance of Electrical installations such as Electric Sub-Station Equipment, D.G. Set etc. and Water supply, Tanks, Pumps / Accessories at EMF Building, AIESL, IGI Airport, New Delhi.

AI Engineering Services Ltd (hereinafter referred to as AIESL), invites bids under Two Bid System from eligible bidders (hereinafter referred as Service Provider/ Bidder /Contractor) who meets the Bid Evaluation Criteria as per Annexure A specified in this Tender document for Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. and Water supply tanks and accessories at EMF Building, AIESL, IGI Airport, New Delhi.

Annexure B: Terms and condition governing the Bid

The duration of CONTRACT will be for one year from the date of commencement of the contract which is extendable by one more year on the same terms and conditions.

The first three months will be trial period during which the contract can be terminated without assigning any reason and liability on either side. (Please refer Annexure C, termination of the agreement, para 14). After the successful completion of three months' trial period, the work order shall be deemed confirmed for the Rest of the tenure of the contract in the event of there will be no adverse entry.

- I. Name of work/services to be provided.
- II. Earnest Money Deposit (EMD): Rs. 2 LAC
MSME/ Udyog Aadhar in maintenance activity services / Start up establishments are exempted from submitting EMD as per Govt. of India policy.
- III. Contract period: One year; extendable by one more year with same rate & TC.
- IV. Date & time of pre-bid meeting: 12 Jan 2023 **from 1400Hrs to 1500 Hrs**
- V. Due date & time for bid submission: **-27 Jan 2023 up to 1430 Hrs.** Tenders received after due date / time by post/courier/personally shall not be entertained / considered. Tender drop box is kept at PPC office, NAC, A320,NR, IGIA, T-2, AIESL.
- VI. Technical bid opening date & time: **- 27 Jan 2023 at 1445 Hrs.**

AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023

Financial Bid Opening date & time: Will be intimated to the parties who qualify in the technical evaluation.

- VII. Venue: Office of the PPC office, NAC, A320,NR, IGIA, T-2, AIERSL.
- VIII. Tender fee (bidding document fee): Rs. 500/ INR (Five hundred Indian rupees only) in the form of DD in favour of “ AI Engineering Services Limited”. Please mention tender ref no & Vendor name in back side of DD.
- IX. The bids submitted by the bidder will be valid for a period of 120 days from the date of opening the technical bid.
- X. Work scope: as per **Annexure D** of this tender document.

If any of the dates specified above is declared a holiday by AIESL due to unforeseen circumstances, the tender proceedings will be conducted on the next working day.

General Information:

AI Engineering Services Limited (AIESL) is floating a Tender to enter into contract with qualified party to provide services as per work scope.

One set of Tender documents containing following Annexure in respect of the above services is enclosed.

Annexure reference	Details
Annexure A:	Bid evaluation criteria – Technical & Price bid
Annexure B:	Terms & Conditions governing this bid
Annexure C:	Terms and Conditions governing the functional aspect of the contract
Annexure D:	Work scope
Annexure D1.1 to D1.6	Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. at AIESL EMF Building IGI Airport, New Delhi.
Annexure D1.7 to D1.8	Work scope: AMC for Operation / Filling / Routine Maintenance of Tube wells/ Underground Overhead Tanks, Water Booster / Submersible Pumps at EMF Bldg. at Terminal-2, IGI Airport, New Delhi.
Annexure E:	Performa for technical bid along with Check List
Annexure F:	Indemnity Bond Format
Annexure G:	Undertaking
Annexure H:	Price Bid Format
Annexure I:	Service Level Agreement
Annexure J:	FORMAT OF AUTHORIZATION LETTER FOR ATTENDING BID OPENING
Annexure K	Certificate for site visit
Annexure L	Security Deposit form

General Manager- Engineering
For AI Engineering Services Ltd.

Annexure A

A. Bid Evaluation Criteria-Technical (BEC-Technical)

To technically qualify in this Tender, it will be mandatory on part of the bidder to meet the following criteria, failing which the bidder will stand disqualified.

1. The Service Provider shall be a limited Company registered under Indian Companies Act, 2013/ 1956 or a private limited company duly registered under the concerned acts applicable for conducting business in India.
2. The Bidder has a minimum annual turnover as per the following table during the financial year 2018-19, 2019-20 & 2020-21. **(A copy of audited balance sheets and P & L A/c, duly signed & stamped/sealed by the Director / authorized signatory shall be enclosed as proof of above)** relating to the business of maintenance services and the same shall be clearly indicated in the Technical Bid.

3.

Description	Turnover in Rs. Crores (Average of Financial Year 2018-19, 2019-20 & Financial year 2020-21)
Operation & Preventive Maintenance of Electrical installations such as Electric Sub-Station Equipment, D.G. Set etc. and Water supply, Tanks, Pumps / Accessories at EMF Building, AIESL, IGI Airport, New Delhi	Rs. 43.7 Lakhs plus GST as applicable

4. The Bidder must have PAN, GST registration, ESIC registration, EPF registration, at the time of tender application and copy of same to be submitted.
5. **The Bidder must submit following documents with the technical bid;**
 - **Solvency Certificate, Electrical contractor licence**
 - **PF Challan/online submission printout for the month of April 2022.**
 - **ESIC online submission printout for the month of April 2022.**
 - **And all related documents as per Annexure -E.**
6. Only the Bidders who qualify successfully in the technical bid based on documents submitted and/or inspection of premises (office) carried out by the AIESL committee, as given in Annexure E/ will be considered for their Price bids, and will be intimated regarding the same.
7. For financial bid evaluation, parties who are qualified in the technical bid will be informed about the date and venue for the financial bid evaluation
8. No intimation shall be sent to the Bidders who do not qualify in the technical bid. No correspondence/communication will be entertained from the Bidder who do not qualify in the technical bid.
9. **Certificate for site:** The Bidder should contact to AIESL officials to take appointment for site visit. The official will sign the site certificate which has to be submitted along with the technical bid. (Mandatory) Contact no-011-25652071 or email given above.

10. Other criteria

- The Bidder to attach a copy of current valid licenses, for an existing contract either with AIESL or its sister concerns. Or any other Govt. or Semi Govt. or Autonomous body.
- The Bidder must have previous experience of having successfully completed service or running after 01/01/2015 at airport & minimum one running contract (providing at least 25 skilled/ semi-skilled/ un-skilled personnel) being executed by them with details of the principal employer and contact person. Exemptions for Start-ups units will be given as per GOI guidelines.

B. Bid evaluation Criteria -Price Bid (BEC-Price), for technically qualified bidders

The overall L1 party shall be decided on the total outgo to the company in respect service cost.

In the event of tie between bidders, following procedure shall be adopted for the award of contract to eliminate other parties in the following precedence order

- Weightage will be given towards solvency certificate obtained from a nationalised bank for value mentioned. The higher the value, higher the weightage.
- Financial bid is to be enclosed in technical bid with the quoted figure **blanked/ masked**.
- Micro and Small Enterprises, quoting price within price band of L1+15% shall also be allowed to provide service by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such MSME shall be allowed to supply up to 25 percent of total tender value. In case of more than one such Micro and Small Enterprise, the supply shall be shared proportionately (to tendered quantity).

Annexure B

TERMS AND CONDITIONS GOVERNING THE BID:

The terms and conditions under which the Bid shall be governed are as follows.

1. 'AIESL' as used in the Tender document means 'AI Engineering Services Limited'.
2. The Service Provider having franchisee/sister concern arrangements can offer only one quote on behalf of all concerns under that arrangement.
3. The "Bidder", "Service Provider", "Contractor" and / or "Party", as used in the Tender document, shall mean the one who is authorised to sign the Tender Form and submit the quotation in response to this Tender for provision of Manpower Services.

The Tender shall mean the present Tender issued by AIESL for Tender No - AIESL/DELWB/PPMM22-23/22172 dated 06.01.2023 for services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. and Water supply tanks and accessories at EMF Building, AIESL, IGI Airport, New Delhi.

4. It is further clarified that any individual signing the TENDER or other documents in connection with the Tender must certify whether he/she is signing it as:
 - a. Constituted attorney of the firm, if it is a Company.
 - b. Authorized signatory of the firm.
5. The near relatives of employees of AIESL are prohibited from participation in this Tender. Near relatives are defined as:
 - a. Members of the Hindu undivided family.
 - b. Their husband or wife
 - c. Relatives in the manner as father, mother, son(s), son's wife, and daughter(s), daughter's husband, brother(s), brother's wife, sister (s) and sister's husband.
6. Any company blacklisted by AIESL/ AIAHL or its subsidiaries/ other govt PSU in the last three years prior to the date of Tender is prohibited from participating in this Tender.
7. Issue/submission of Tender form does not necessarily mean that the Bidder is an eligible Party.
8. **ZERO DEVIATION**
Bidder is advised to quote strictly as per terms and conditions of Tender document and not to stipulate any deviation/exceptions / conditions. This is a zero deviation Tender. If at all any conditions are stipulated the bids will be summarily rejected.
9. Bidder to note that any deviation to following clauses of Tender documents shall lead to rejection of their bids:
 - a. Scope of Work
 - b. Special Conditions of Contract
 - c. Period of validity of Bid
 - d. Performance Bank Guarantee/ Security Deposit
 - e. Guarantee of work / Services
 - f. Service level agreement
 - g. Arbitration / Resolution of Dispute

- h. Force Majeure
- i. Statutory Compliance to Applicable Laws
- j. Indemnity Bond on non-judicial stamp paper of Rs.200/-duly notarised as per Annexure F.
- k. All the pages of the Tender document must be mandatorily signed and stamped by the authorised signatory and along with the supporting documents as asked in the technical bid.
- l. All documents in support of the Tender must be submitted in accordance with the checklist as per Annexure E.
- m. Any other condition specifically mentioned in the Tender documents, non-compliance of the clause thereof shall lead to rejection of the bid.

10. Pre-bid meeting

- a. The purpose of the pre-bid meeting shall be to clarify issues and to answer questions on any matter related to tender that may be raised at that stage.
- b. The pre-bid meeting shall be held on 12.01.2023, from 1400 hrs to 1500 Hrs at PPC office, NAC, NR. The meeting can be held through video conferencing.
- c. 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 to the pre-bid meeting. Any modification in the bidding documents listed in Tender that may become necessary as a result of the pre-bid meeting shall be made by the AIESL exclusively through the issue of an Addendum / Corrigendum separately and shall be available for download from our website.

Interested bidders who desire to attend the pre-bid meeting may send the mail to aieslpurchase.nr@aiesl.in with clear mention of the subject as Operation & Preventive Maintenance of Electrical installations such as Electric Sub-Station Equipment, D.G. Set etc. and Water supply, Tanks, Pumps / Accessories at EMF Building, AIESL, IGI Airport, New Delhi.

11. **Earnest Money Deposit (EMD):** Rs. 2 LAC

In the form of a crossed Bank Demand Draft drawn on any Nationalized / Scheduled Bank in favour of "AI Engineering Services Limited" payable at Delhi. The said Earnest Money so submitted along with the Tender is refundable in case of unsuccessful bidders.

- a. Tenders received without EMD shall be summarily rejected (other than parties meeting the exemption criteria).
- b. EMD so deposited shall not carry any interest.
- c. In case, the successful Bidder refuses to accept the LOA /Work Order/Service Level Agreement or fails to abide by any terms of the Tender / fails to commence the work within the stipulated time, the EMD of such successful bidder shall be forfeited.
- d. In case of a successful Bidder, EMD can be adjusted against Security Deposit / Performance Guarantee and difference, if any, shall be paid to the other by either party.
- e. In case of technically disqualified Bidder, EMD shall be refunded without interest, before the opening of the Price bids (Their price bid will also not be opened). In the case of unsuccessful Bidders who do not qualify in the Price bid, EMD shall be refunded by AIESL without interest, within a reasonable period maximum to 60 days after finalization of the Tender and acceptance of the LOA by the successful Bidder.

- f. EMD shall be forfeited in case the party withdraws their Tender offer at any stage of the Tender process.
 - g. EMD shall continue to be in full force and effect till the time that the security deposit is provided by the successful Bidders to AIESL.
12. The firms registered with NSIC/ SSI (under its Single Point Registration Scheme)/ Udyog Aadhar/ MSME/ Start-up shall be exempted from the payment of earnest money deposit provided they are registered for the maintenance activity services. Such firms are required to provide a self-attested copy of the Certificate of Registration with NSIC / SSI/ Udyog Aadhar/ MSME/ Start-up.
13. Bidder(s) are advised to quote strictly as per the terms and conditions of the Tender documents and not to stipulate any deviations/exceptions/inclusions. Once quoted, the Bidder shall not make any subsequent price change after due date and time of submission of the bid. Price changes through any other mode shall render the offer liable for rejection and if indicated with the word negotiable shall also be as well summarily rejected.
14. Mode and method for Submission of Bids:
The offer shall be submitted in two bid formats. **a.** technical bid and **b.** Price bid as follows:
The tender can be downloaded from the "AIESL" website: www.aiesl.in.

How to submit tenders:

Tenders are invited in the Two Bid system. Therefore, tender(s) be sealed/closed in separate envelopes containing and super scribing as under

- i) **Technical Bid Envelope-I (sealed/closed)** : It shall contain duly filled "Technical Bid-Part A, "EMD" DD together with required documents as per Technical Bid Form and shall be super scribed with Technical Bid Part A / AIESL/DELWB/PPMM22-23/22172 dated 06.01.2023, Due Date: -27.01.2023.
 - ii) **Price Bid Envelope-II (sealed/closed)**: It shall contain duly filled Price Bid-Part B and be super scribed with Price Bid / AIESL/DELWB/PPMM22-23/22172 dated 06.01.2023, Due Date: - 27.01.2023.
 - iii) **Master Envelope-III (sealed/closed)** : Both the above (sealed/closed) envelopes (I&II) be put in a third envelope which should also be securely sealed/closed and be super scribed with "Quotations for Tender No. AIESL/DELWB/PPMM22-23/22172 dated 06.01.2023, Due Date: -27.01.2023.
 - iv) Bidders name and address to be written at one of the corners of this envelope.
 - v) **Submission of Tenders:** Tenders should be addressed to Deputy General Manager (Engg-PPC.), AI Engineering Services Limited, New Delhi-110037 and be dropped in the Tender Box no-2, kept at the following address on or before the due date/time: Deputy General Manager (Engineering-PPC) AI Engineering Services Limited A-320 Avionics Complex, IGI Airport (Opposite New Customs House) New Delhi-110037.
15. If Tender Opening/Closing date is declared a Holiday by Delhi Office of AIESL due to unforeseen circumstances, the last date of Submission/Opening of the Bids shall automatically stand extended correspondingly same hours of the next working date.
16. AIESL reserves the right to accept or reject any or all offers without assigning any reason, whatsoever.
17. AIESL reserves the right to allow Purchase preference to SSI /NSIC/Udyog Aadhar/MSME/ Start-ups registered firms or Public Sector Undertakings as admissible under the prevailing

policy of Govt. of India. The following requirements shall be strictly complied with by the Bidder:

- a. The Bidder shall initial all the corrections if any.
- b. Bidder shall number, sign and stamp all pages of the Tender document and all the enclosures accompanying the Technical Bid/Financial Bid document before submission of the Tender.
- c. The Tender shall be accompanied by a certified true copy of the power of attorney.
- d. The Tender documents together with Annexures/enclosures are to be submitted along with technical bid excluding Annexure H (Price Bid).

18. Rejection of Bids - Technical and Price:

The response to the Technical Bid and Price Bid shall be rejected forthwith without being evaluated as per the norms of the Tendering process on the following grounds:

- a. If the Bid (Technical and/or Price) has been received after the due date and time as mentioned in the Tender.
- b. If only the Technical Bid has been received and the Price Bid has not been received, and vice versa.
- c. If the Bid (Technical and/or Price) have been received by fax or email.
- d. If the Bid (Technical and/or Price) have been received unsigned/unstamped on any of the pages of the Tender document.
- e. If the Bid (Technical and/or Price) has been received in an open condition.
- f. Intentionally blank
- g. The Price bids submitted by any party wherein the administrative charges / Service charges are indicated as "Zero: i.e. wherein no value has been indicated for the services provided.
- h. Any reasons for rejection of the bid as cited against any clause anywhere else in this Tender Document.
- i. If the Technical Bids contains the price information, bids will be rejected. Price information to be submitted only with Price Bids.
- j. Adverse feedback from current/past contract of similar nature.

19. Queries from the Bidder during bid evaluation

- a. In case, any clarification is required with regards to Tender, the same may be obtained from AI Engineering Services Limited before the Technical bid opening from DGM(E), PPC, NR on email "alok.agarwal@aiesl.in" or vishal.mathur@aiesl.in" or aieslpurchase.nr@aiesl.in. Please ensure it carries the subject Provision of required Services.
 - *Please note that queries shall not be entertained by AIESL after pre-bid meeting and technical bid opening.*
- b. During the process of the evaluation of bids, no queries shall be entertained from the Bidder with regard to the status of the evaluation. If required, the Tender committee members of AIESL shall visit the premises of the Bidder to verify all the supporting documents provided.

20. Technically Disqualified Bids: Price bids of the technically disqualified Bidders would be returned "as is where is" basis after 10 days of the opening of technical.

21. Extension of due date: The Due date/time of submission of Tender and opening of Technical Bids may be extended at any time, at the sole discretion of AIESL and the details of changes, if any, shall be hosted on our website.

22. The Bidder shall give the official mailing address, email id to which all correspondences shall be sent by AIESL. Also, if the address is changed, the same shall be intimated to AIESL immediately.
23. The Bidder shall submit its price bid quote including the rate and amounts in figures as well as in words. The language for filling Tender Document shall be in English only. The amount for each item shall be marked out with the relevant total. In case of variation in number and figure the quote in figure will be taken.
24. Any communication by one Party to the other, pursuant to the submissions made in respect of this tender shall be sent in writing to the address specified for that purpose in the Tender document.
25. Award of LOA, Acceptance, Commencement, Work Order and Service Level Agreement: The award of Contract shall be subject to fulfilment of the conditions enumerated in this Tender document:
 - a) **The Bidder has to convey acceptance of LOA (Letter of Award) within 15 days of receipt of Letter of Award.**
 - b) **The Bidder has to submit the security deposit /performance guarantee amount within 15 days from the acceptance of LOA. Please refer for details in Annexure C - Clause 3.**
 - c) **The Bidder has to deploy personnel for the job within 30 days after acceptance of LOA.**
 - d) **The Work order shall be awarded to the successful party within 45 days from the date of acceptance of LOA.**
 - e) **The successful Bidder has to execute a Service Level Agreement of Terms & Conditions as per Annexure I on a non-judicial stamp paper of Rs.200/- within 45 days of his acceptance of the LOA, which shall be notarized after duly obtaining the signature of the Principal Employer. The cost of the Stamp Paper and notarization shall be borne by the Successful Bidder on his own.**
26. Fraudulent practices: AIESL requires that bidders/contractors observe the highest standard of ethics during the bid 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 1) offering, giving, receiving or soliciting directly or indirectly of anything of value to influence the actions of any person connected with the Bidding Process or 2) save and except as permitted engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement/Work Order as the case may be any person in respect of any matter relating to the Project or the LOA or the Agreement/Work Order who at any time has been or is a legal, financial or technical advisor of the Company in relation to any matter concerning the Contract of anything of value to influence the action of a public official in the procurement process or contract execution;
 - b) "Fraudulent practise" means a misrepresentation/board of director is same/omission/suppression/disclosure of incomplete facts in order to influence the tendering process. Forging in order to influence a procurement process or the execution of a contract to the detriment of the 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 the AIESL of the benefits of free, fair and open competition.

- c) “Coercive Practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the tendering process.
 - d) “Undesirable Practice” means 1) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the tendering process or 2) having a conflict of interest and
 - e) “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders/prospective Service Providers with the objective of restricting or manipulating a full and fair competition in the Tendering Process.
 - f) 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 in question.
 - g) Shall declare a firm ineligible and put on holiday, either indefinitely or for a stated period of time if it at any time it is determined that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.
 - h) Shall rescind the contract forthwith, in case of successful bidder adopting fraudulent/forgery/corrupt practices during the currency of the contract.
 - i) Intentionally blank
27. Errant Bidders
In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by them in bidding or withdrawal of bid or varying any term in regard thereof leading to re-Tendering, AIESL shall forfeit Earnest Money paid by the bidder and such bidders shall be debarred from participation in re-Tendering of the same job(s) as well as against any Tender enquiry for any service sought by AIESL or its subsidiaries at all locations.
28. Black listing conditions – The party/ board of director (whose name is common) shall be black listed from participating in any Tenders floated by AIESL for next six years, in case the Bidder:
- a) [Adopts fraudulent practices as cited above in clause 36 and against errant bidders as specified in clause 37.](#)
 - b) [Withdraws after award of the LOA/Work Order and fails to commence within the specified stipulated period and perform the contractual obligations during the currency of the contract.](#)
 - c) [Negative feedback from AI and its subsidiaries.](#)
29. Price Bid Validity
[The price bid offered by the party shall be valid for 120 days from the date of technical bid opening. Any bid whose validity is less than 120 days shall be summarily rejected and such Bidder shall not take further part in the Tender process.](#)

Annexure C

The Terms and conditions that shall govern the functional aspect of the contract are as follows:

1. **Rate and Validity:**
 - i. **Inclusions**
The rates offered/ finalized/ agreed by the Bidder shall be inclusive of wages, employer's contribution of EPF, ESIC, Bonus, uniform, training cost, AEP cost, AVSEC cost, company margin and all the operational/maintenance costs thereon incurred to deliver the services as per the work scope subject to exclusions mentioned below. The amount quoted to be such that operation/execution of the contract can be sustained.
 - ii. **Exclusions**
 - a. GST
 - b. Any other tax as per Government laws.
2. **Validity & Extension:**
Rates finalized and agreed shall remain firm during the full Contract period. Except the revision of applicable minimum wages rates from time to time as specified by the State Govt. whichever is applicable for skilled/ semi-skilled/ un-skilled personnel.
3. **Security Deposit / Performance Guarantee**
 - i. The successful Bidder, on award of LOA/Work Order shall deposit, and continue to maintain for the entire period of Contract plus three months thereafter, a sum equivalent to 5% of the value of Contract as estimated by AIESL, an unconditional and irrevocable Security Deposit/ Performance Guarantee in the form of Demand Draft/Pay Order/Bank Guarantee from a Scheduled/ Nationalized Bank within 15 days from the date of acceptance of LOA.
 - ii. The Security Deposit/ Performance Guarantee have to be deposited prior to the time of commencement of the works.
 - iii. In case, Security Deposit/Performance Guarantee are not deposited in time, the bills shall not be processed for payment till the security deposit is made good.
 - In case of breach of Contract or violation of any terms of the Contract the Security Deposit/Performance Guarantee shall be forfeited/bank guarantee be invoked.
 - iv. Such Security Deposit/Performance Guarantee shall not bear any interest, and shall be refunded without interest only on successful completion of the awarded work and on fulfilling of all Contractual obligations after a claim period of 3 months.
 - v. In case of Bank guarantee the validity shall be to full validity period plus 3 months, the same shall be returned after successful completion of the contract and on fulfilling of all Contractual obligations after the claim period of three months.
4. **Execution of Works:**
 - i. The successful Bidder has to convey acceptance of LOA in writing within 7 days from the receipt of LOA.
 - ii. The successful Bidder shall be required to commence the services within 30 days from the date of acceptance of LOA.
 - iii. The successful Bidder has to execute a Service Level Agreement of Terms & Conditions as per Annexure I on a non-judicial Stamp Paper of Rs.200/- within 30 days of his acceptance of the LOA, which shall be notarized after duly obtaining the

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signature of the Principal Employer. The cost of the Stamp Paper and notarization shall be borne by the successful Bidder on his own.

- iv. The successful Bidder before final commencement of services shall be required to give adequate training to his manpower regarding the services to be carried out without any liability to the AIESL.
- v. The Service Provider must ensure that payment of wages is made through ECS for which purpose all the personnel deployed by him should furnish their bank account number within 20 days after commencement of the contract.

5. **General Requirements:** The staff employed by the bidder for carrying out the subject job shall do so at the sole risk and responsibility of the bidder. Further,

- i. Supervision of personnel/ employee provided by the successful Bidder shall be the responsibility of the successful Bidder itself. The successful Bidder will deploy minimum manpower on regular basis for managing the manpower deployed at AIESL. Personnel should have experience and expertise to manage situations as per task at the cost-of-service provider.
- ii. The successful Bidder shall have to replace the concerned personnel forthwith found unsuitable by AIESL. AIESL further reserves the right to refuse entry of any such personnel for rendering the aforesaid services.
- iii. The successful Bidder must deploy personnel at its own cost the supervisors to monitor the work allotted to the employees/ staff on day-to-day basis taking into account the requirements as indicated in Annexure D of the Tender document.
- iv. The services shall be carried out by the successful Bidder by deploying trained personnel.
- v. While performing the Subject work of the tender by the personnel of the successful Bidder, if any item belonging to AIESL is found, the same shall be deposited immediately with Officials of AIESL against receipt.
- vi. The Authorised Representative/Supervisor of the successful Bidder shall personally visit the place of work on a regular basis to ensure smooth execution of work by its staff.
- vii. The staff employed by the Bidder for carrying out the subject work shall do so at the sole risk & responsibility of the Bidder.

6. **Undertakings:** The Bidder shall provide the undertaking along with the acceptance of LOA as detailed below

- i. The Bidder shall have the registrations and licenses under all the applicable local and central taxes/ laws and to be specified separately under each applicable tax/ law/ Act (i.e. GST/ Income Tax Act/ Customs Act etc.) shall be produced forthwith for verification/checking of AIESL or to a third Party authorized by AIESL/ agencies of Govt. of India.
- ii. The Bidder shall ensure that the work as per the work scope specified will be executed to the satisfaction of AIESL.
- iii. The Bidder must give an undertaking along-with the Technical Bid that within 10 days from the receipt of LOA (letter of Award), they shall obtain if applicable, Form-V from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority.

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In the event of the Service Provider not being covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, the Service Provider shall obtain a letter from the concerned labour authorities confirming the same.

7. **Compliance of labour law General Conditions:**

- i. The Bidder shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to his employees. The Bidder shall duly comply with all Central and State Acts, laws, statutory rules, regulations, bye-laws as applicable or which might be applicable to the Service Provider/ Bidder from time to time.
- ii. The Bidder shall at all times indemnify and keep indemnified the Company against any/all claims under the employee's Compensation Act; Payment of Wages Act, Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Minimum Wages Act, Employees' State Insurance Act or any other Act(s) or statutory amendments/modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury/death sustained by any worker or other personnel of the Bidder or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made there under, by any person whether in the employment of the Bidder or not, who provided or provides the said Services under this Agreement.
- iii. The Bidder shall indemnify AI Engineering Services Limited at all times against any damages so caused to the Company on account of failure on the part of the Bidder to obtain such licenses and permissions as required. The successful Bidder shall furnish an indemnity Bond as per format attached on a separate non-judicial stamp paper of Rs. 200/- duly notarized along with the agreement after LOA is issued. Copy of the Indemnity Bond to be furnished is attached as Annexure F. Under provisions of the Contract Labour (R & A) Act, 1970:
- iv. The Bidder shall undertake to comply with the applicable provision of all welfare legislations and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this Agreement. The Bidder shall further observe and comply with all Government Laws concerning employment of personnel deployed by the Bidder and shall duly pay all sums of money to such personnel as may be required to be paid under such laws. It is expressly understood that the Bidder is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of Law, as applicable and amended from time to time.
- v. The Bidder shall indemnify and compensate the Company, if the Company as Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Bidder. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in Toto. It is mandatory on part of the Bidder must ensure that within 10 days from the date of acceptance of LOA (Letter of Award), if applicable, they shall obtain Form-V from AI Engineering Services Ltd and arrange to obtain the necessary labour license

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under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority. In the event of the Service Provider not be covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, the Service Provider shall obtain a letter from the concerned Labour authorities confirming the same.

- vi. The Service Provider shall maintain proper record/ register as required under the Contract Labour (Regulation and Abolition) Act 1970 or any other acts, rules and other relevant enactments thereon. The Records/ Registers shall be produced for Verifications/Inspections as and when required by AIESL. AIESL reserves the right and power to check regarding statutory payments of Wages, ESI, EPF, GST, as considered necessary. The Bidder shall possess a valid licence for the jobs being carried out. The said licenses and permission issued by statutory authorities shall be renewed from time to time and kept valid during the currency of the contract under provisions of Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948.
- vii. The Bidder shall ensure that their establishment is covered under the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act having its independent Code number. Thus, the Bidder shall ensure that all the eligible employees are covered under these Acts.
- viii. The Bidder/ Service Provider shall ensure that all mandatory contributions in respect of Provident fund and ESI are mandatorily paid to the concerned authorities latest by 15th and 21st of the following month. It will also be mandatory to obtain ESI IP number for all personnel deployed by the Bidder. All amendments made from time to time under both the Acts should be adhered to.
- ix. The Bidder while submitting bills to the Company as above, the Bidder shall also render documentary evidence with an undertaking of the deposits of Provident Fund/ESI contributions made by them in respect of the workforce under consideration for payment of wages, failing which, the payment of the bill by the Company shall be withheld until such compliance with. Copy of the format for details to be furnished is attached in Annexure G.
- x. In case, while on duty and during the course of engagement in the work premises of the Company under this Agreement, if any of the Bidder's workforce meet(s) with any injury indisposition due to the accident or other natural calamities, the Bidder shall ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, the Bidder shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948.

Other relevant Acts which are applicable:

- xi. That the Bidder hereby confirms that the said Bidder, have registered their firm/company with each and every authority under all applicable provisions of law, requiring registration and Bidder further confirms that all licenses required under each and every applicable provisions of law had been granted to the said Bidder and that the provisions of Contract Labour (Regulations and Abolition)

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Act, 1970, Employees Provident Fund and Misc. Provisions Act, 1952, Employees State Insurance Act, 1948, Payment of Wages Act, 1936, Employee's Compensation Act, 1923 and Minimum Wages Act, 1948, Employer Liability Act, 1938 are being followed by the said Bidder in strict compliance thereof. The Bidder shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.

Personnel related compliance:

- xii. The Bidder shall not engage any workmen below the age of 18. The Bidder shall produce age proof in respect of the workmen deployed by them.

The personnel deployed by the Service Provider will observe timings as applicable to them from time to time on all working days excluding half an hour lunch time. The manpower so deployed shall have to adhere to punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted. Split Duty may also be imposed based on Company requirement.

The Successful Bidder has to ensure that payment of wages is made through ECS for which purpose all the personnel deployed by him should furnish their bank account number within 20 days after commencement of the contract

If the need arises as per the work requirement of the Company, the manpower deployed by the Service Provider may have to sit late or come early or attend office on weekly off days/declared holidays of the Company. In the event of the manpower deployed by the Service Provider having to work beyond office hours exceeding one hour or work on weekly off days/declared holidays of the Company payment will be made on hourly basis as per applicable rules.

- xiii. The Service Provider shall be the employer of his personnel for all purposes and AIESL shall not be held partially or fully responsible for any dispute that may arise between the Service Provider & his Personnel.
- xiv. The service provider shall issue assignment/appointment letters to the personnel proposed to be deployed by them towards providing services. The said assignment/appointment letters inter-alia among other terms and conditions shall also mention the following points.
- The letter shall clearly indicate that the incumbent will be an employee of the service provider only at all times and for all purposes, though the location of work will be at AIESL during the assignment period.
 - The assistance provided by AIESL in obtaining security passes/entry permits and identity cards will be only to ensure and comply with security and safety norms of the premises and for no other purpose.
 - The letter of assignment issued shall clearly indicate that the assignment is for a fixed tenure i.e., and is limited to the duration of the said contract and shall come to an end automatically when the contract expires or till their assignment ends.
 - The letter of assignment shall also indicate the Aadhar Card and Bank account details of the employee.
- xv. At no stage of the Contract shall the employees of the Bidder be deemed to be employees of AIESL. The Bidder shall be liable not only to pay wages to his

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employees but overtime, payment for weekly offs; any compensation, notice pay, gratuity or bonus as payable and the Principal Employer shall not be held liable for any obligation of the Bidder. Further the Bidder shall be responsible for providing statutory facilities to his employees, as it shall not be binding on AIESL to provide these facilities to the persons deployed by the Bidder. The Bidder shall make arrangements to provide proper and valid identity cards to the employees.

8. The Bidder shall strictly ensure that Minimum Wages as stipulated by the State Government whichever is applicable for semi-skilled / un-skilled category engaged is paid each month to the personnel deployed by them. The Bidder shall issue salary slips to each of the workmen engaged by them every month in respect of the wages paid. The Bidder shall ensure that the workmen deployed by them are granted a paid weekly off. This shall be a mandatory compliance. (Salary being done through ECS to respective bank account of employees.)
 - i. All payments shall be made to the workmen deployed by Service Provider on a monthly basis. Attendance register incorporating all details of attendance in respect of the workmen deployed by them is to be maintained. The Bidder shall ensure that the disbursement of wages to the persons deployed/engaged by them shall be made on or before the 10th of each month.
 - ii. Payments are to be made each month in the presence of a nominated representative of the Management of the company. The signature of the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed. Copy of bank statement indicating payment of wages to be attached with invoice.
 - iii. In case, it is noticed from the bank statement of the Service Provider that there is a delay in on-time payment of wages of his employees or part employees are paid wages, a penalty of Rs. 1000/- per day will be levied on the Service Provider from 11th of the month till the date the wages are paid to all the employees.
9. The Bidder shall perform the work assignments to the best satisfaction of the Company. In case of unsatisfactory performance, intimation shall be given in writing to the Bidder and the Company reserves the right to cancel the Contract forthwith after due notice period. In that event the legal payments made to the workforce of the Bidder, the same shall be fully recoverable from the Bidder from his Security deposit/outstanding bills.
10. It shall be sole responsibility of the Service Provider to settle disputes if any, rising out of the engagement between the Service Provider and the personnel engaged by him. The Management of AIESL shall not in any way be responsible, in the event, the personnel approach to the competent authority, under any Labour Act or the Court, the entire expenses in this behalf shall be borne by the Service Provider. For failure, the Service Provider shall alone be responsible for all action initiated by the Enforcing Agencies of the Government & others, including penalties imposed thereon and AIESL shall have no obligation towards them.
11. Indemnification
 - a. The successful Bidder shall indemnify AIESL against third party claims arising out of acts and deeds on the part of Service Provider's personnel deployed for the work. The successful Bidder shall also indemnify AIESL against any loss or damage by its personnel to AIESL personnel or property including machinery, equipment or

- buildings. 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 successful Bidder.
- b. In the event, AIESL pays or is made responsible to pay the compensation for/towards non-compliance of statutory and labour provisions/any other reason, the successful Bidder shall indemnify and keep indemnified AIESL to the full compensation in this regard.
 - c. In case of injury or loss of AIESL staff due to any act or deed of successful Bidder's employee or due to an accident, the successful Bidder shall arrange to pay AIESL employee or AIESL employee's legal heirs as per existing Govt. rules and regulations. The insurance claim settlement shall be the sole responsibility of the successful Bidder. The legal costs shall also be borne and paid by the successful Bidder.
 - d. The Bidder shall indemnify against any clauses elsewhere as referred to in this Tender document which specifies so.
 - e. In case of any financial liability imposed upon AIESL of any nature whatsoever, the service provider shall be liable to make the said liability good forthwith failing which AIESL shall have the right recover the said amounts by withholding payments/forfeit deposits/ recover from amounts payable to service provider along with any penalty and interest thereof
12. Claims for Damage / Loss
- f. AIESL shall promptly notify the Bidder of any claims/deficiency on the part of the Bidder arising under/out of the Contract.
 - g. In case any office equipment provided to Service Provider personnel is damaged / loss etc., AIESL shall be compensated to the extent of the replacement at its landed cost at Delhi.
 - h. In case the Service Provider, having been notified by AIESL, fails to take remedial action within the stipulated time as advised, AI Engineering Services Limited may take a remedial action without any further notice, at the Bidder's risk and cost. AIESL shall also levy damages/terminate the Contract without prejudice to any other rights which AIESL may have on the Bidder under the service Contract.
13. Compliance of Security regulations
- a. The successful Bidder shall ensure compliance and shall be solely responsible to adhere to all the safety and security regulations of AIESL, or any other agency associated with Aircraft Hangar for personnel deployed by them.
 - b. The successful Bidder shall also be responsible for getting all necessary clearances, if any, from Govt. Agencies/Legal Authorities from time to time, with regards the provisions of services. As well all such clearances/licences shall be current.
 - c. The successful Bidder shall provide to AIESL all personal details (name, father's name, age, permanent address & present address) along with passport size photograph, of its employees, and proof of age and educational qualifications who shall be working under this contract at the respective airports and shops/ plants/ hangars located at IGIA, New Delhi or Offices of AIESL , shall arrange to issue a letter of award (LOA) on the Successful Service Provider before the release of formal Work Order to enable the Service Provider to apply for the Entry Pass in time before the commencement of this contract. Any violation of security regulations and indulging in illegal activities including but not limited to smuggling/ theft/ act of sabotage/ pilferage of property by successful

Bidder's personnel shall be at the cost / risk of successful Bidder and shall be liable for all the legal consequences thereof.

- d. The personnel so deployed must be in possession of photo identity cards provided by the successful Bidder under its signatures, company's name and seal apart from Entry Passes issued by AIESL for entry to be shown if and when demanded by AIESL's officials.
 - e. The successful Bidder shall provide at its own cost the proper uniforms (bearing company name and logo) of distinct colour, with high visibility jackets (approved by AIESL) and appropriate protective clothing/ gear as mandated for the personnel deployed for performing the services for ease of identifying their personnel.
 - f. The successful Bidder shall have a system to issue/ retrieve AEP/ Entry Passes to/ from their employees while they report or leave the AIESL/ premises, so as to ensure that their employees are not misusing the AEP/ Entry Passes.
 - g. The successful Bidder shall also be responsible for getting all necessary clearances, if any, from Govt. Agencies/ Legal Authorities including DIAL and BCAS from time to time, with regards the provisions of services.
 - h. It shall be the responsibility of the successful Bidder to ensure that no unauthorized personnel other than those deployed by it specifically for the services, gains access to the Airport premises where and when the services are to be provided.
14. **Payment:** All payments to the successful Bidder by AIESL for the services rendered by it shall be subject to the following compliances by it: -
- a. Monthly Bills issued by the successful Bidder shall be submitted by 25th of the following month to PPC office, NR, AIESL for due certification by AIESL and forwarded to finance department AIESL for processing payment.
 - b. The payments shall be processed subject to successful Bidder attaching proof of compliance with all applicable labour laws & provisions.
 - c. AIESL shall make payment on monthly basis by an account payee cheque/ ECS **within 60 days of the submission of bills** for the undisputed amount. The successful Bidder shall, along with its bills, submit the requisite proof of deduction and deposit of PF challan/ online payment, ESIC challan /online payment, disbursement of wages pertaining to the month for which the bills are raised as per Annexure G, failing which bills shall not be processed for payment.
 - d. TDS shall be deducted by AIESL from the payment made against the bills, as per the applicable laws. The Tax deduction at source (TDS) shall be deducted as per the provisions of Income Tax Law, as amended from time to time and a certificate to this effect shall be provided to the service provider by AIESL.
 - e. **GST noncompliance: In case the AIESL is not able to claim input GST credit on account of any fault, omission or noncompliance by the vendor, the Vendor shall take prompt corrective action to ensure that the AIESL is able to claim input GST credit. Till such corrective action is taken, the AIESL reserves the right to withhold the payments to the extent of GST credit. However, if the AIESL is not able to claim input GST (In spite of the corrective actions taken by the vendor), then the AIESL shall reserve the right to permanently withhold payment to the extent of GST and additionally interest @18% or any other rate prescribed under the GST laws subject to all undisputed outstanding invoices are cleared.**
 - f. Any delay in submission of the bills along with requisite documents shall cause delay in clearing the payments.
 - g. Payment of workers deployed in AIESL should be made by Bidder up to 10th of the following month.

- h. In the event, payment of Royalty being applicable during the tenure of contract, the same shall be paid by the Bidder to DIAL/ any other relevant authority, the same shall be reimbursed to the Bidder as per applicable rules and amended from time to time.
15. **Recovery of Sum Due:**
- a. As per the contract entered between AIESL and the successful Bidder, if any sum of money is recoverable from the successful Bidder, AIESL shall be entitled to recover such sum by appropriating in part or full from the Security Deposit already deposited by the successful Bidder or from their outstanding bills.
 - b. In the event of the Security Deposit being insufficient, the balance or the total amount recoverable, as the case may be, shall be deducted from any sum due to the successful Bidder, under this, or any other contract between the successful Bidder and AIESL. Also, shall this amount be insufficient to cover the said full amount recoverable, the successful Bidder shall pay to AIESL the balance amount, if any, within 30 days of the demand made by AIESL.
 - c. If any amount due to the successful Bidder is so set off against the said Security Deposit, the successful Bidder shall have to make good the said amount so set off to bring the Security Deposit to the original value immediately, and in any event, not later than 10 days of the depletion of the original value.
 - d. AIESL reserves the right to recover from the successful Bidder's periodical payments, for any loss or damage caused to plant/equipment/machinery/building or any other property of AIESL by negligence or due to any other reason of successful Bidder's employees, whatsoever.
16. **Termination of Agreement: -**
- a. AIESL may at any time terminate the Contract with immediate effect by giving written notice to the successful Bidder, if the successful Bidder becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to AIESL.
 - b. The Contract can be terminated with one-month prior notice by AIESL and three months' notice by the "successful Bidder" at any time during the term of the Contract without assigning any reasons and liability on either side subject to continuity of the contract during the notice period without compromising the service to AIESL and payment as due to the Service Provider as governed by the terms and conditions of the Tender.
 - c. In case of failure of the successful Bidder to carry out the services to the satisfaction/ requirement/ standards of AIESL, AIESL shall be free to get the services by some other Agency/ Party at its sole discretion but at the risk and cost of the terminated vendor.
 - d. In case of breach of contract by the successful Bidder, AIESL shall have a right to rescind the contract at any time without assigning any reasons & without any liability to AIESL. AIESL also reserves the right to claim from the successful Bidder for any loss sustained due to unsatisfactory performance of the contract.
 - e. In the event there being any violation of any labour laws particularly in relation to Minimum Wages, Payment of wages, ESI, PF and other applicable laws the contract shall be terminated without any notice.
 - f. If the Successful Bidder adopts any fraudulent practices at any time during the currency of the contract as outlined in clause 36 (b).

17. Interpretation:

In the event of any difference in the interpretation of any of the clauses of the Service Contract/Agreement and/or the Tender documents, the clarification given by General Manager–E, AIESL, Delhi, shall be final and binding.

18. Subcontracting:

Subcontracting/Franchising in any form is strictly prohibited. In case, it is found that the Bidder has resorted to subcontracting/franchising in any form, the AIESL reserves the right to terminate the contract, forfeit the security deposit or invoke bank guarantee & initiate legal action at the cost & risk of the Bidder.

In case of failure to carry out the job to the satisfaction of GM (Engg)-AIESL, or his nominee, AIESL will be free to get the job done by others at the cost and risk of the Bidder.

19. Arbitration:

Level 1: Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement or validity or the breach thereof, shall be referred to GM (Engg.) Maintenance, AIESL, NR.

Level 2: Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement or validity or the breach thereof, shall be referred to “SCOPE FORUM OF CONCILIATION AND ARBITRATION –GOVT OF INDIA” and the award made in pursuance thereof shall be binding on the parties to the arbitration.

The venue of arbitration shall be at Delhi, India and it shall be referred to a bench of three arbitrators. Each of the Party to the Contract shall select one arbitrator each and the Panel of Scope Forum of Conciliation and Arbitration shall select the third arbitrator who shall act as Chairman / Presiding arbitrator of the Arbitral Tribunal.

The arbitration proceedings shall be carried out in English and the award of the Arbitral Tribunal shall be final & binding on the Parties.

120. Jurisdiction:

The construction, interpretation, validity and performance of this Contract/Agreement shall be governed by the laws of India. Any disputes arising out of implementation of the Contract between AI Engineering Services Limited and Bidder whatsoever shall be subject to the exclusive Jurisdiction of Delhi Courts Only.

21. Force majeure:

Neither Party shall be liable for delay in performing obligations or for failure to perform obligations if the delay results from any of the following (whether happening in India or elsewhere), Act of God or any Governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion. The Party shall use all reasonable endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall in so far as may be practicable under the circumstance, complete performance of their respective obligations hereunder.

ANNEXURE- D

Tender No.

Dated

SCOPE OFWORK

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. and Water supply tanks and accessories at EMF Building, AIESL, IGI Airport, New Delhi.

1. **AREAOFWORK**

The work is to be carried out in AIESL premises at EMF Building, IGI Airport, Terminal-2, New Delhi.

2. **SCOPEOFWORK**

2.1 Electrical maintenance

2.1.1 Scope of work includes operation & maintenance of sub-station equipment (H.T. Panels, Transformers, L. T. Panels Capacitor Panel, MDBs, SDBs, DG set in the basement etc.) and Building Lighting, wirings & the connected power supply system maintenance for continuous power supply to AIESL premises EMF Building.

2.1.2 The scope of work also includes maintenance of electrical installation such as wiring for light & power points, fan points, main boards, electrically operated lifting barrier, power supply to lighting fixtures, ceiling/exhaust fans, cabling, distribution boards, lifts/pumps and control boards etc. as provided in the AIESL premises EMF Building, IGI Airport, Terminal-2, New Delhi. In case of urgency, minor modifications in the electrical installations/existing lights/power point wiring, making new points shall also be included in this contract as per requirement however, material will be supplied by bidder providing a separate amount for spare and the actual invoice certify by AIESL in every invoice up to amount of Rs 200000/- per annum.

2.1.3 The contractor shall carryout preventive maintenance of sub-station equipment as listed in Annexure 7 by attending check points mentioned in Annexure 2, 3, 4, 5 & 6 of the tender and also as per Standard Engineering practice and recommendation of the equipment manufacturers.

2.1.4 This is to be carried out on every Saturday, Sunday or holiday as per requirement. Additional labour if required shall be arranged by the contractor for which no extra payment shall be made.

2.1.5 The man power indicated in this tender is minimum indicative figures. However, the

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contractor is free to ascertain and engage more man power, as per his own judgment.

- I. AIESL need 24x7, three shift operations and monitoring the substation and EMF electrical facility.
- II. The Bidder provide a chart of manpower for smooth handling of the facility as per the standard procedure following the rules of IEEMA and factory act as applicable.
- III. The manpower list subject to approval of AIESL before the commencement of actual work.
- IV. Minimum qualification of staffs ITI/Diploma for technical staff and 10th passed for helper. (Desirable).

2.1.6 The man power indicated in this tender are minimum indicative figures. However, the contractor is free to ascertain and engage more man power, as per his own judgment.

2.1.7 All type of operation and general maintenance works are included in the scope of contract, some of them are as follows:

- (a) Recording of the meter-reading & the other parameters in the Log Book of sub-station and DG Set.
 - (i) Clean the electrical panel and other equipment from inside & outside including Bus bar.
 - (ii) Check all the terminal connection for tightness in the electrical panel and earthlings' system.
 - (iii) Filling of fuel and lubricating oil for D.G. set.
 - (iv) Cleaning & Operation of DG set.
 - (v) Replacement of defective switches fuses etc.
 - (vi) Inspection & maintenance of various accessories of HT/LT panels, transformers, DG set, AMF panel as per recommendation of equipment manufacturers.
 - (vii) Switching ON & OFF power supply of lifts according to functional requirement.
 - (viii) Providing necessary help to the passenger inside the lift, in emergency (rescue), when they are stuck-up in the lift car.
 - (ix) Maintaining proper up keep of sub-station equipments/area.
 - (x) Maintaining batteries and battery charger for HT/LT panel and DG set and ensuring healthy operation tripping of protection system
 - (xi) Maintaining working relations with AAI authorities/maintenance staff to maintain regular supply and fast restoration in case of breakdown/fault in the system.
 - (xii) Testing of dielectric strength of O.C.B. and transformer oil periodically.
 - (xiii) Testing of tripping system and operation of relays etc.
 - (xiv) Testing of earth resistance of earth electrode for sub-station and continuity of earthen system.
 - (xv) Testing of insulation resistance of HT/LT power supply system
 - (xvi) Replacement of fuses, changing of fused bulbs, fluorescent lamps, chokes and starters.
 - (xvii) Repairing of light fittings and replacing defective parts.
 - (xviii) Detection of faults in all types of wiring such as CTS, surface/recessed conduits, cables, earthing etc. & rectifying them by removing the defective wiring as required. In concealed circuit system of wiring where old conduits are damaged rewiring shall be carried out either through surface conduit or CTS type of wiring gas directed.

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- (xix) Removals of defective fans and refit them after repairs & fixing new fans including the exhaust fans.
- (xx) Replacement of main switches, DB's control switches, socket, outlet holders etc.
- (xxi) Repairing of geysers and replacing defective parts.
- (xxii) Rectification of fault in motors, starters, panels wiring etc.
- (xxiii) Checking electrical wiring of electrically operated lifting barrier.
- (xxiv) Providing temporary electrical points in case of emergency requirement
- (xxv) Repairing to mercury/sodium vapour lamp fitting mounted on Lighting Towers, _yard/compound lighting poles at EMF Building including replacement of MV/Sodium vapour lamps accessories & repairs to cable/wiring etc.
- (xxvi) Minor repairs to fan, overhauling, greasing & oiling, replacing bearings and other parts as required.
- (xxvii) Detection and rectification of faults in power distribution system/panels.
- (xxviii) Cleaning of tube lights fitting, switches, electrical witch room, electrical Switches distribution boards, ceiling fans, exhaust fan etc.

2.1.8 The contractor will provide experienced staff/workers in the eventuality of breakdown in the power system. He should Endeavour to restore supply in the shortest possible time. No additional payment will be made separately for such an eventuality.

2.1.9 The contractor shall not leave the sub-station without an attendant at any time during the contract period.

2.1.10 TOOLS & PLANTS: Contractor shall provide complete test and toolkits such as screwdriver set pliers, hammer, chisel, test lamp holder, line tester, electric hand drilling machine, spanner set, hacksaw, screw wrench, pipe wrench etc. for the staff detailed for duty. He shall also provide sufficient number of ladders, megger, torch lights, clamp tester, earth tester and other testing equipments required at site. The above tools & testing equipments shall be made available by the contract or for inspection by the Regional Maintenance Manager or his representative as required during the contract.

2.1.11 MATERIALREQUIREDFORWORK

Proper record of materials purchase / consumed for EMF AIESL shall be kept by the Supervisor/Electricians and submitted to Engineer-In-Charge as desired. Contractor shall be responsible for any loss of materials by the staff detailed by contractor for providing service.

All spares& materials required for maintenance work will be supplied by the contractor. Also required tools for each electrician, testing equipment, torch lights, ladders etc. shall be provided by contractor.

ANNEXURE D.1.1

PREVENTIVE MAINTENANCE OF CABLES/ BASBARS/ TERMINAL CONNECTIONS INSTALLATIONS / DB PANELS

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc .at AIESLEMF Building IGI Airport, New Delhi

Sl. No.	Description of work/Checkpoints
1	Clean bus bar chambers
2	Check the incoming and outgoing cables/connections, lugs on the individual Switches on the distribution board.
3	Check condition of contacts and termination wherever applicable.
4	Check condition of the cables and the connection of incoming and outgoing Cables on the main bus bar.
5	Check the insulations resistance of the switches on the distribution panels.
6	Check the Bakelite/insulated portion of the switches for signs of charring or Carbon formation.
7	Check and clean the contacts/connections on the switches.
8	Check if all the fuses or the distribution panels/individuals switches are of Recommended type and rating.
9	Check the condition of the cables and lugs on the bus bar for tightness.
10	Check condition & continuity of panel earthing with system earthing.

ANNEXURE D.1.2

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated

PREVENTIVE MAINTENANCE OF LOW VOLTAGE SWITCH BOARDS / POWER POINT TERMINAL

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. at AIESL EMF Building IGI Airport, New Delhi.

Sl. No.	Description of work/Checkpoints
1	Clean the condition of frame along with cable storage provision and withdraw for Repair, if any.
2	Ensure that cable is clamped as the Junction Box so that connections do not get Loose while handling.
3	Check the condition of wire physically of its entire length and ensure there is no Damage and joints. Replace the entire length, if necessary.
4	Check the condition of wooden box with its hinges and cover, with draw for Repair, if any.
5	Ensure that shocker covers for Rerolled sockets are provided.
6	Check the conditions of switches, sockets and plugs.
7	Re-tighten the connection on switches, sockets and plugs.
8	Ensure that frame of switches and sockets are properly fixed on Junction Box With nuts and bolts.

ANNEXURE D.1.3

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated

PREVENTIVE MAINTENANCE OF CAPACITOR BANK / POWER FACTOR PANEL

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. at AIESL EMF Building IGI Airport, New Delhi.

Sl. No.	Description of work/Check points
1	Put OFF the Capacitor panel mains witch.
2	Ensure that capacitors are discharged before proceeding any further repair on Main panel of capacitors.
3	Check operation of individual toggle switches.
4	Check capacitor connections for tightness.
5	Check control-wiring circuit for tightness at termination and toggle switches.
6	Wire clean with a duster.
7	Check conditions of contacts and termination of main outgoing.
8	Check oil leaks in case of oiled filled capacitors.
9	Check main switches contacts for condition and tightness of terminations.

ANNEXURE D.1.4

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

TenderNo.

Dated

PREVENTIVE MAINTENANCE OF 500KVA STEP DOWN TRANSFORMERS.

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. at AIESL EMF Building IGI Airport, New Delhi

Sr. No.	Description of work/check points	Frequency	Remarks
1	Clean the transformer thoroughly for dust, Dirt, oil etc. Report if painting if needed.	Quarterly	
2	Clean the HT/LT bushings check conditions Whether cracked loose etc.	Quarterly	
3	Check conditions of cable and boxes for Evidence of compound leakage, moisture etc.	Quarterly	
4	Check oil level in conservator, Top up if Found necessary	Quarterly	
5	Check the thermometer for evidence of Damage, record the temperature.	Quarterly	
6	Inspect conservator for leakage.	Quarterly	
7	Clean the breather assemblies. Replace Silica-gel if required.	Quarterly	
8	Inspect conservator for leakage.	Quarterly	
9	Inspect transformer earthing strip for firmness.	Quarterly	
10	Test the oil for dielectric strength and filter The oil if necessary.	Quarterly	
11	Clean the H.T.Room/Yard.	Quarterly	

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated

PREVENTIVE MAINTENANCE OF LT / HT PANELS AND RELAYS

Sub: Rendering services for maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. at AIESL EMF Building IGI Airport, New Delhi

Sr.No.	Description of work/Checkpoints
1	Maintenance of various electrical panels etc. as per preventive maintenance Schedule
2	Recording reading HT Panels LT Panels, transformers etc.
3	Cleaning of LT Panels and inspection of cable terminal joints.
4	Maintenance of LT Panels and inspection of cable terminal joints.
5	Checking conditions of earthing.
6	Meggering HT/LT Cables after disconnection of supply.
7	Tripping of HT/LT breakers by manual operation of tripping relay disc.
8	Maintenance, cleaning of battery charger and batteries including petroleum jelly to terminals of batteries.
9	Checking of transformer housing for any cracks, bushing cleaning after disconnection of HT Supply.
10	Cleaning of transformers, cable and boxes tapping of transformer oil.

ANNEXURE D.1.6

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated

LIST OF EQUIPMENTS

SUBSTATION

TRANSFORMER NO.1 (under brake down)

Make	Electric Transformer Equipment Co. Ltd., Hyderabad
Serial No.	8262
Capacity	500KVA
Volts(H.V.Side)	11000
Volts(L.V.Side)	440
Amp.(H.V. Side)	26.24
Amp.(L.V.Side)	656
Vector Group	DY11
Type of cooling	O.N.
Oil	650Ltr./550kgs.
C/S	50
Year of Manufacturing	1977

TRANSFORMER NO.2 -

Make	Brentford Electric (India)Ltd., Calcutta
Serial No.	81.037
Capacity	500KVA
Volts(H.V. Side)	11000
Volts(L.V. Side)	433
Amp.(H.V. Side)	26.23
Amp.(L.V. Side)	666.7
Vector Group	DY11
Type of cooling	O.N.
Oil	555Ltr/480kg.
C/S	50
Year of Manufacturing	1982

H.T.SWITCHGEARS (04Nos.)

LTPANEL WITH FOLLOWING ACBS

Make	English Electric
Rated Voltage	415Volts

Rated current	1250Amp.
---------------	----------

Make	BIECCO LAWRI ELTD.
Volts	11000
Normal Amps.	400
Capacity	250MVS
Phase	3
C/S	50

LIST OF EQUIPMENTS

- Capacitor Panel: M/s Standard Capacitors, 90 KVAR. capacity

▪ DGSETANDAMPANEL

(A) Diesel Engine

Make	Kirloskar
Model	HA494
Engine Number	04.1701/97252
Capacity	41.2KW1500RPM

(B) Alternator

Make	Kirloskar
Machine No.	97E34000-232
Capacity	55.8Amp./40KVA
Specifications	3Phase,D.B.P.F.,ClassF,

(C) AMFPANEL

Indoor, totally enclosed, sheet steel, cubicle type, floor mounted.

(D) BATTERYCHARGERANDBATTERIES:01SET

AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023

- **Input volt** - 220/250A.C.
- **Output volt** - 24D.C.
- **Frequency-** 50Hz.A.C.Supply
- **Batteries2Nos.** - 12Volts,13plates,80AHeach

(E) LIFTNO.1

Type of Lift	Passenger
No. of Lift	01No.
Capacity	08Passengers
Make	OTIS Elevator Company
Drive	2speed
No. of servicing floor	Ground+1stfloor+2ndfloor
Electric supply	440V.AC,50C/S

(F) LIFTNO.2 (under brake down)

Type of Lift	Freight-cum-Passenger
No. of Lift	01No.
Capacity	3000kgs.
Make	OTIS Elevator Company
Drive	Single speed
No. of servicing floor	Basement+Ground+1st floor+2nd floor
Electric supply	440V.AC,50C/S

NOTE: -CONTRACTORS SHOULD VISIT THE OFFICE OF REGIONAL MAINTENANCE MANAGER FOR DETAILED SPECIFICATIONS OF ITEM NOS.A,B,C,D,E& F.

-THE CONTRACTOR IS REQUIRED TO SEE THE INSTALLATIONS AS MENTIONED IN THE SCOPE OF WORK BEFORE SUBMISSION OF THEIR QUOTATION.

-THE MAINTENANCE OF ELECTRICAL INSTALLATION/ EQUIPMENTS WHICH ARE NOT SPECIFICALLY MENTIONED IN THIS TENDER, SHALL ALSO BE INCLUDED IN THIS CONTRACT.

ANNEXURE-D.1.7

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated:

SCOPE OF WORK

3. Water Supply EMF Building

3.1 AMC for Operation/Filling/Routine Maintenance of Tube wells/ Underground Overhead Tanks, Water Booster / Submersible Pumps at EMF Bldg. at Terminal-2, IGI Airport, New Delhi.

3.1.1 The scope of work consists of operation/Routine maintenance of tube wells, pumps etc. This also includes uninterrupted water supply to overhead tanks, and ensure filling of tanks in all areas of AIESL at Terminal-2. The water supply is required to be manned 24 hours on all days brief scope of work is as under:-

1. The bidder will be responsible to operate tube well, booster pumps for filling/ replenishment of water in the underground / overhead tanks in EMF Bldg. At IGIA, Terminal-2, New Delhi
2. Routine Maintenance and checks of Tube wells, pumps motors and allied equipment.
3. To carryout change of gland packing of tube wells pumps to repair minor leakage in pipes, valves etc. whenever required.
4. The bidder will provide adequate number of qualified & trained operators to operate and maintenance of water supply system in the area mentioned above for 24x7 days.
5. The bidder will maintain necessary check on the performance & conditions of the plants to be kept at Pump House.
6. The bidder will be responsible to maintain uninterrupted water supply for 24 hours at these locations during the period of the contract as water is being used for flight operations.
7. The operators deployed by you shall not be utilized for any other job, except for the operation and maintenance of the said plants & accessories.
8. Attend to minor maintenance works such as changing of water pump glands, pump couplings, rubber, fuses, oiling & greasing etc.
9. The bidder will carry out checks for contact in electrical wiring/ Electrical panel, Pump connecting parts, plugs etc. periodically.
10. As we do not possess any layout plan of the pipelines nor do we have any drawings of the same, contractor, is required to find out sources & layout of water supply system at IGIA of their own.

11. In the event of any loss/damage to our property/requirements during the process of maintenance/operation of water supply by your personnel, the contractor will be liable to make good such losses.
12. List of tube wells, overhead tanks, underground tank, booster pump etc. is attached as Annexure-2.
13. In case of submersible pump gets un-serviceable, The bidder will lift and lower the pump any number of times during the contractual period along with maintenance and actual material will be reimbursed along with bills.
14. The following materials should be arranged by the contractor himself and no extra amount will be payable to him on this account.
 - i) Welding electrodes
 - ii) Fuse wires and insulation tapes
 - iii) Sutli and safeda required in plumbing works
 - iv) Grease required in fans and exhaust fans/motors and pumps
 - v) Lime/bleaching powder required for disinfections of water tanks
15. The contractor shall engage other work man like welder plumber etc. as and when the work demands in addition to the routine labour (skilled and unskilled) at no extra cost.
16. In addition to the jobs that are required to be carried through the minimum labour force, the following jobs shall be carried out by the contractor periodically at frequency shown against each job:

Cleaning and disinfections of :(As per list given in annexure-9)

 - a) Underground/ground level (portable and unfiltered water) tanks. **Once in five months**
 - b) Over head terrace tanks **Once in four months**
17. No extra payment will be made with party for the above work.
18. The passes of labor are to be made from BCAS by the contractor for day-to-day maintenance of work at his own cost as required.
19. LIST OF EQUIPMENTS i.e. TUBEWELLS, OVERHEAD /UNDERGROUND TANKS & WATER BOOSTER/SUMEBERSIBLE PUMPS ETC. AT AIESL EMF Building in Terminal-2, at IGIA, New Delhi is attached at Annexure 9.
20. No extra payment will be made for addition of Pumps & motors.

AI ENGINEERING SERVICES LTD.

MATERIAL MANAGEMENT DEPARTMENT

Tender No.

Dated:

Sub: AMC for Operation / Filling / Routine Maintenance of Tube wells/ Underground Overhead Tanks, Water Booster / Submersible Pumps at EMF Bldg. at Terminal-2, IGI Airport, New Delhi.

LIST OF EQUIPMENTS

EMF Bldg.

S/No.	Item	Location	No.	Capacity	Remarks
1	Water Tanks on GROUND	CONCRETEHUME	12	66,000L	
		Tank on Pedestal			
2	Water Tanks(O/H) Sintex on terrace	Sintex Tanks	1+2	9,000 L	
3	Water Booster Pumps	Pump Room	2	As on site	
4	Submersible Pump	Pump Room	2	As on site	
5	Portable water underground tank / pump		1	Ground	
6	Portable water tank (O/H)		1	3,000L	

Annexure E
(Performa for technical bid along with Check List)

Bidders are to submit this form duly completed & signed in a sealed envelope super scribed either

- “Technical Bid – REF **AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023**

Technical Bid Form – Part A

1.	<u>Name of Contract:</u>				
2.	Name of the Company / Establishment				
3.	In the event of the registered office not being in Delhi, then address of the branch office at Delhi is to be furnished.				
4.	Full Address of Registered Office				
5.	Name of contact Person.				
6.	Telephone No. / Mobile No.				
7.	Email ID				
8.	Nature of company (Whether Proprietorship Firm / Partnership Firm / Limited Company / Corporation / Any Other (Specify) (Enclose Proof)				
9.	Particulars of Registration – Issued in the name of the Bidder	Yes / No	If Yes, give details		
			Number	Date of Issue	Valid up to
A	Company Incorporation Certificate				
B	Existing Valid License (Electrical Licence (Regulation & Abolition) Act 1970 showing up-to-date renewal. (Only one)				
C	PAN number				
D	Goods & Service Tax (GST) Registration No.				
E	ESI registration certificate with the seventeen-digit code allotment letter in the				

	name of bidder				
F	PF registration certificate in the name of bidder				
G	BCAS clearance certificate with validity for auxiliary services on the day of submission of the bid.				
10a.	Previous Experience for maintenance activity				
10b.	Copies of Current Contracts in support of 10a , duly certified by hiring company / self-attested enclosed				
11	Total Number of personnel employed for maintenance activity service.				_____ persons
12a.	Wage sheet for the month of April-2022 enclosed for one client or one station where ESI/ PF is applicable.	Yes/No			
12b.	ESI remittance challan for the month of April-2022 for deployed persons of the same client under the seventeen-digit code	Yes/No			
12c.	PF remittance challan for the month April-2022 for deployed persons of the same client	Yes/No			
12d.	Tender document signed, stamped and duly completed in all aspects	Yes/No			
13a.	Annual turnover for the previous Financial Year (2018-19) & Financial year (2019-20) Financial year (2020-21)	Rs _____ (In Lakhs) Rs _____ (In Lakhs)			
13b.	Copy of Balance sheet and P&L Account for the Financial Year Financial Year (2018-19) ,(2019-20 & 2020-21) duly signed by the proprietor/ Director enclosed.	Yes/No			
14a.	Annual Turnover pertaining to Business of providing Services for Financial Year (2018-19), Financial Year (2019-20) & Financial (Year 2020-21) (Auditors Certificate).	Rs _____ Rs _____ Rs _____			
14b.	Copy of Contracts supporting to the above, Turnover for services related to said tender.				

15. Earnest Money Deposit Details:

Amount	Name of Bank	Demand Draft No. & Date
Rs. Two Lac		

16. If claimed exemption under MSME/ SSI/Start up please provide the particulars”

Exemption claimed as MSME/ SSI/ NSIC/ PSU/ Udyog Aadhar/ Start up	Certificate No	Validity date	Amount approved as per certificate

17a	Has any Director/Partner/ Proprietor been convicted any time by court of law	YES/ NO (If yes, give details)
17b	Has your company been Blacklisted by any agency of the airport or elsewhere	YES/ NO (If yes, give details)
17c	Whether you raised any dispute with AIESL/AIAHL & its subsidiaries in relation to any contract (either as a company or as a director of the company)	YES/ NO (If yes, give details)
18	IT returns for Assessment year 2018-19, 2019-20 & 2020-21	
19	Company Profile	

Bidder will be summarily disqualified if any Director/partner/Proprietor have been blacklisted. If it comes to the notice of AIESL at a later stage that the Bidder has concealed the facts about conviction/blacklisting the contract of the service provider will be immediately terminated and SD/PBG will be forfeited.

20. Details of Electrical field experience / Licences suitable to this contract.

21. (A separate sheet may be enclosed for these details together with a copy of contract)

S.No.	Name Of Contract	Name &Address of Client	Period of Contract (From...to...)	No. of Personnel Employed	Annual Value Of Contract
I					
II					
III					
IV					

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

23. **CHECK SHEET: Following Documents must be attached with Technical Bid in this order (Annexure E)**

	Yes	No
1 Technical Bid format Annexure E duly typed with particulars on company		

	letterhead.		
2	Self-Attested copies of:-		
1	Company Incorporation Certificate/ Establishment certificate		
2	ESI Registration certificate with the seventeen-digit code allotment letter		
3	PAN No. & TAN NO.		
5	GST Registration No.		
6	Solvency certificate issued by a nationalised bank.		
7	Existing Valid License (Electrical Licence and experience of the subject field) Act 1970 showing up-to-date renewal. (Only one updated certificate)		
8	ESI online submission printout for month April-2022.		
9	NSIC/MSME/Start up certificate for maintenance activity services		
10	Copy of Current contract		
11	Original copy of Authorized Signatories		
12	Registration /Affiliation with any other Agency (Please Specify Details)		
13	Copy of experience		
14	Copy of draft assignment/ Appointment letter proposed to be issued to their employee being deployed in AIESL.		
15	Site visit certificate (Site visit should be done on or before pre bid)		
16	Auditor certificate for annual turnover for the year 2018-19, 2019-20 and 2020-21 in Lakhs along with separate mention of turnover from services rendered by the bidder		
17	IT returns for Assessment year 2018-2019,2019-20 & 2020-21		
18	Balance Sheet and P/L account for financial year 2018-19,2019-20 & 2020-21		
19	Letter of authorisation for signing the bid document issued by the director/ proprietor		
20	Tender document excluding Annexure I duly signed and stamped		
21	Undertaking		
22	Price bid (Masked)		
23	BCAS clearance certificate		
3	Company profile		
4	List of other Airlines/ other organisation where similar services are provided currently with Tel No. & contact person		
5	Submission of Indemnity Bond on non-judicial Stamp paper of Rs. 200/-duly notarised.		
6	Tender document duly signed, stamped and completed in all aspects.		

UNDERTAKINGS: (To be agreed and signed by the Bidder)

AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023

- 1) It is confirmed that if the LOA is awarded by AIESL to us, I/we shall obtain Form-V if required from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority within One Month & deposit a copy with AIESL at the time of commencement of the job. In the event of the Service Provider not being covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, the Service Provider shall obtain a letter from the concerned labour authorities confirming the same.
- 2) It is confirmed that the registrations and licenses under all the applicable local and central taxes and laws and to be specified separately under each applicable tax/ law/ act/ BCAS clearance/ GST/ Work Contract Act/ Provident Fund Act/ Establishment Act/ ESI Act/ Income Tax Act / Import, etc.) shall be produced for verification / checking of AIESL or to third party authorized by AIESL/ Law abiding agencies of Govt. of India.
- 3) It is agreed that the requisite work as per enclosed work scope would be completed to the satisfaction of AI Engineering Services Ltd.
- 4) It is agreed that the spot surprise checks could be conducted by AIESL / Service Provider authorized by AIESL, anytime and shortcomings are to be penalized.
- 5) All the pages of the Technical Bid (Annexure E) have been duly signed by Bidder.
 - I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Work scope and Specifications governing the tender.
 - I hereby confirm that I am authorized to sign the tender document and the information given in the tender is true and correct to the best of my knowledge and belief and nothing material is concealed / suppressed.
 - I am submitting a soft copy of all scanned documents & enclosures of technical bid marked Tech Bid pen-drive.

Date: _____ Signature _____
Place: _____ Name & Designation:- _____
Co. Name & Seal: _____

Annexure F

INDEMNITY BOND

THIS INDEMNITY BOND is executed on this _____ the Day of _____ 2021 by _____ having, its Registered Office at _____ hereinafter referred to as Service Provider (which expression shall unless it be repugnant to the context to the meaning thereof shall be deemed to mean and include its successor and assigns).

Whereas _____ (name of the Service Provider) shall enter into an agreement with M/s. AI Engineering Services Limited, a Company hereinafter referred to as "AIESL" incorporated in New Delhi under Companies Act, 2013 having, its Registered Office at Airlines House, 113, Gurudwara Rakabganj Road, New Delhi-110 001 (which expression shall unless it be repugnant to the context to the meaning thereof shall be deemed to mean and include its successors and assigns)

And whereas the Service Provider by means of an agreement shall provide Manpower Services to AIESL at Delhi under Northern Region as per indicative list and amended from time to time as per company policy.

1. The terms and conditions specified in the Tender Document AIESL/Tender..... datedWe agree to keep AIESL indemnified against any claims / cost / damages and penalties in respect of breach of any Labour Laws currently applicable/in force and amended from time to time as per company policy.
2. We hereby undertake to fulfil all the terms and conditions specified herewith with regard to labour compliance under all applicable laws currently in force and amended from time to time as per company policy.
 - a. We shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to our employees. We shall duly comply with all Central and State Acts, laws, statutory rules, regulations, byelaws as applicable or which might be applicable to us for rendering services to AIESL which is MRO.
 - b. We shall at all times indemnify and keep indemnified the Company against any/all claims under the Employee's Compensation Act; Payment of Wages Act, Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act;

AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023

Payment of Gratuity Act, Minimum Wages Act, Employees' State Insurance Act or any other Act(s) or statutory amendments / modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury / death sustained by any worker or other personnel deployed by us or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made there under, by any person whether in our employment or not, who provided or provides the said Services under this Agreement.

- c. We shall indemnify AI Engineering Services Limited at all times against any damages so caused to the Company on account of failure on our part to obtain such licenses and permission. This indemnity Bond is being furnished by us on non-judicial stamp paper of Rs. 200/- duly notarized as per Annexure F of the tender document. Copy of the Indemnity Bond to be furnished is attached as Annexure F.

Under provisions of the Contract Labour (R & A) Act, 1970, and/ or any other act in lieu of this:

- d. We shall undertake to comply with the applicable provision of all welfare legislations and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this contract. We shall further observe and comply with all Government Laws concerning employment of staff employed by the Service Provider and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that we are fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of Law, as currently applicable and amended from time to time.
- e. We shall hereby indemnify and compensate the AI Engineering Services Ltd., if AIESL as Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970 and/ or any other law in lieu of this becomes liable to assume any liability towards the workforce engaged by us. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in Toto. It is mandatory on our part of the to ensure that within ten days from the date of acceptance of LOA (Letter of Award), we shall obtain Form-V from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority.

In the event of our Company/Organization not be covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, we shall obtain a letter from the concerned Labour authorities confirming the same.

- f. Our Company/Organization shall maintain proper record / register as required under the Contract Labour (Regulation and Abolition) Act 1970 or any other acts, rules and other relevant enactments thereon. The Records / Registers shall be produced for Verifications / Inspections as and when required by AIESL. AIESL reserves the right and power to check regarding statutory payments of Wages, ESI, EPF, GST, as considered necessary. We shall possess a valid licence for the jobs being carried out. The said licenses and permission issued by statutory authorities

shall be renewed from time to time and kept valid during the currency of the contract.

Under provisions of Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948.

- g. We/our Company/Organization shall ensure that our firm is registered under the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act having its independent Code number. Thus we/our Company/Organization shall ensure that all the eligible employees deployed by us are covered under these Acts.
- h. We/our Company/Organization shall ensure that all mandatory contributions in respect of Provident and ESI are mandatorily paid to the concerned authorities latest by 15th and 21st of the following month.
- i. While submitting bills to AIESL as above, we shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by us in respect of the workforce under consideration for payment of wages, failing which, the payment of the bill by the Company shall be withheld until such compliance. Copy of the format for details to be furnished will be as per Annexure G of the tender document.
- j. In case, while on duty and during the course of engagement in the work premises of the AIESL under this contract, if any of the workforce deployed by us meet(s) with any injury indisposition due to the accident or other natural calamities, we shall ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, we/our Company/Organization shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948 and all other applicable statutes for the time being in force and amended from time to time.

Other relevant Acts which are applicable:

- k. We/our Company/ Organization hereby confirm that we shall have our Company/Organisation registered with each and every authority under all applicable provisions of law, requiring registration and it is further confirmed that all licenses required under each and every applicable provisions of law had been possessed by the said Service Provider and that the provisions of Contract Labour (Regulations and Abolition) Act, 1970, Employees Provident Fund and Misc. Provisions Act, 1952, Employees State Insurance Act, 1948, Payment of Wages Act, 1936, Employee's Compensation Act, 1923 and Minimum Wages Act, 1948, Employer Liability Act, 1938 are being followed by the said Service Provider in strict compliance thereof. We/our Company/Organization shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.

Personnel related compliance:

AIESL/DELWB/PPMM22-23/22172, Date: 06.01.2023

- l. We/our Company/Organization shall not engage any workmen below the age of 18 years or above the age of 35 years. We/our Company/Organization shall produce age proof in respect of the workmen deployed by us.
- m. It is confirmed that we/our Company/Organization shall be the only employer in respect of the personnel deployed by us and AI Engineering Services Limited shall not be held partially or fully responsible for any dispute that may arise between us and Personnel deployed by us.
- n. At no stage of the Contract shall our employees be deemed to be employees of AI Engineering Services Ltd. We/our Company/Organization shall be liable not only to pay wages to our employees but we/our Company/Organization shall also be liable to make mandatory payments such as overtime, payment for weekly offs, compensation if any, notice pay, gratuity or bonus as applicable/payable. The Principal Employer shall not be held liable for any obligation in this regard on our part. Further we/our Company/Organization shall be responsible for providing facilities such as canteen, transport and medical to our employees as it shall not be binding on AIESL to provide these facilities to the persons deployed by us. We shall make arrangements to provide proper and valid identity cards to the employees.
- o. We/our Company/Organization shall strictly ensure that Minimum Wages as stipulated by the State Government for semiskilled/ un-skilled category with is being paid by each month to the workmen deployed by us. We shall issue salary slips to each of the workmen engaged by us every month in respect of the wages paid. We shall ensure that the workmen deployed by us are granted a paid weekly off. This shall be a mandatory compliance.
- p. All payments shall be made to the workmen deployed by us/our Company/Organization on a monthly basis through ECS. Details of the payment made towards wages shall be obtained from the concerned Bank duly stamped and sealed.
- q. Attendance register incorporating all details of attendance in respect of the workmen deployed by us will be maintained.

We shall ensure that the disbursement of wages to the persons deployed / engaged by them shall be made on or before the 10th of each month. The signature of the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed.

- r. We/our Company/Organization shall perform the work assignments to the best satisfaction of the AIESL. In case of unsatisfactory performance, intimation shall be given in writing to us and the AIESL reserves the right to cancel the Contract forthwith after due notice period. In that event of any legal payments to be/being made by the Principle Employer to the workforce engaged by us, the same shall be recoverable shall be fully recoverable from our Security deposit /outstanding bills.
- s. It shall be our sole responsibility to settle disputes if any, rising, between ourselves and the personnel engaged by us. The Management of AI Engineering Services Limited shall not be in any way be responsible, in the event, the personnel engaged by us/our Company/Organisation, approach the competent authority, under any Labour Act or the Court. The entire expenses in this behalf shall be borne by us/our Company/Organisation. If we fail to comply with mandatory requirements under all the applicable Acts/Laws, we shall alone be responsible for

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all action initiated by the Enforcing Agencies of the Government & others, including penalties imposed thereon and AIESL shall have no obligation towards such action taken by the said Enforcement Agencies.

3. As per the terms and conditions specified in the Tender Document, we/our Company/Organization agree to be responsible for ensuring the compliance of Labour Laws both Central and State especially, but not limited to Employees State Insurance Act, 1948 and Workmen's Compensation Act, 1923, Employees Provident Funds & Miscellaneous Provisions Act 1952, Payment of Wages Act 1936, Minimum Wages Act, 1938, Contract Labour (Regulations and Abolition) Act, 1970, Employers' Liability Act, 1938, Maternity Benefit Act, 1961 and Bombay Labour Welfare Fund Act, 1953 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 Labour Laws and shall indemnify AIESL against any claim/cost/remedies and penalties in respect of breach of any of the provisions of Laws in force.
4. It is further agreed that we/our Company/Organization shall, within ten days from the receipt of LOA (Letter of Award), obtain Form-V from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority & deposit a copy with AI Engineering Services Limited at the time of commencement of the job. In the event of us/our Company/Organization Service Provider not be covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, we/our Company/Organization shall obtain a letter from the concerned labour authorities confirming the same.
5. It is further agreed that we/our Company/Organization shall indemnify AI Engineering Services Limited against any claim/s with regard to Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Contract Labour (Regulations & Abolition) Act, Workmen Compensation Act, Bombay Labour Welfare Fund Act, any Acts/Laws prevailing during the validity of the contract applicable to the Service Provider and other emoluments/allowances payable to the workmen deployed by the Service Provider during the validity of the Contract. The Service Provider confirms that all records of payments including Wage Registers/ Muster Roll/ Bank Clearance Statements/Overtime incurred penalties and advances if any in respect of the workmen engaged by us/our Company/Organization shall be maintained and produced as and when required by the AI Engineering Services Limited and/or any other third-party including Government Agencies/Authorities.
6. We/our Company/Organization further confirm that necessary ESI/PF payments in respect of the workmen engaged by us shall be made during the tenure of the contract within the time schedule as specified under the applicable Acts and we further indemnify AI Engineering Services Limited against any claim/s and liabilities arising out of the contract during the validity of the contract.
7. We/our Company/Organization also confirm that the relevant records pertaining to half yearly returns in respect of ESI and Annual returns in respect of PF filed by us shall be submitted to the AI Engineering Services Limited from time to time. We/our Company/Organization also undertakes to produce the relevant documents in respect of the various returns and the payments made during the tenure of the contract in respect of the workmen engaged by us before any third party, Government Agency/Authority. We/our Company/Organization also confirms that we shall maintain all records relevant to

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the record of ESI/PF deductions/deposits made and shall produce the same before the AI Engineering Services Limited as and when required and/or required by any third party, Government Agency/Authority.

8. We/our Company/Organization hereby indemnifies and agree to keep the AIESL indemnified, during the period of the contract and even thereafter, to make good any losses, payments, penalties incurred by the AI Engineering Services Limited on account of non-compliance of whatsoever nature on our part in the matter of all applicable legislations with regard to our employees deployed on the contract awarded to us by the AI Engineering Services Limited.
9. We/our Company/Organization hereby indemnify/indemnifies and agree to keep the AI Engineering Services Limited indemnified, against any clause elsewhere as referred to in this tender document No. AIESL.....dated which specifies so.

Signed, Sealed & Delivered

Within the named _____

Through their
Director/Proprietor/Representative

Witness: 1.

2.

Date:

Annexure G

UNDERTAKING

I, ----- son of ----- proprietor / partner / Director of -----, do hereby declare & undertake as under:

1. That in the capacity of independent contractor by AI Engineering Services Ltd. I have complied with the provision of Contract Labour (Regulation & Abolition) Act. 1970 in holding a valid license under the Act & the Rules thereto. I have timely paid the wages for the month of ----- to all my employees as per provision of Payment of Wages Act. & no dues are payable to any employee.
2. That I have covered all the eligible employees under Employees Provident Fund & Miscellaneous Provisions Act & the Employees' State Insurance Act & deposited the contribution under our code no ----- and code no. _____ respectively for the month of _____ on / before scheduled date as per provision of the Act and as such no amount whatsoever is payable.
3. I further declare and undertake that I have complied with all other statutory liabilities as applicable for the time being in force.
4. I further declare & undertake that in case any liability pertaining to my employees is to be discharged by the principle employer for my lapse, I undertake to reimburse the same or the Principal employer is authorized to deduct the same from my dues as payable.
5. Certified copies of following documents are enclosed.
 - a. ESI Online remittance Challan for the month of -----
 - b. P/F Online remittance Challan for the month of -----
 - c. List of workers engaged for AIESL for the month of -----
 - d. Muster Roll for the month of -----
 - e. Wage Register.
 - f. Bank Clearance Statement of payment through ECS for the month of ____ duly signed and stamped by the authorised representative of the Bank.

CONTRACTOR'S SIGNATURE & STAMP

Annexure H

Tenders are to be submitted in this form duly completed & signed in a sealed envelope superscribed

Price Bid

(Bidder must have "Police verification certificate" with validity for auxiliary services on the day of submitting bid)

To

.....

.....

AI Engineering Services Limited

.....

1. Name of the Contract	AMC for Operation / Filling / Routine Maintenance of Tube wells/ Underground Overhead Tanks, Water Booster / Submersible Pumps at EMF Bldg. at Terminal-2, IGI Airport, New Delhi.
2. Name of the Company / Establishment	
3. Address	
4. Telephone No.	Mobile No:
5. Name of Contact Person:	
6. E-mail address	

A- O&M of electrical supply and equipment (As pe Annexure D & D1.1 to D1.6)

Serial No.	Description	Rate per Month in Rs.	Qty of month	Total amount (Excl. of taxes)
1	All-inclusive comprehensive Operation (24X7) & All routine, preventive and major/special maintenance works as required from time to time per month up to 12 month for complete sub-station equipment's comprising as per annexures of work scope There will be DG set , H.T panels, transformers, PSS, L.T panels, Bus ducts, rising mains, Power cables, Internal & External Electrical wiring and installations etc. as per details of installations i/c cost of all type of repairs complete as per terms & conditions. Spares parts used in maintenance/repair shall be paid separately on basis of actual cost and invoice of company submitted by the contractor. Dismantled spares shall be deposited to the Scrap yard, NAC, A320 Hangar.		12	

Amount in word: Rs.

GST rate: _____%

***Note GST will be paid extra in time of billing as per the notified rate of Govt of India. TDS will be deducted as applicable.**

1. Scope of work Day to day operation and maintenance of E&M Installation, Water Supply and all as per its Annexures.
2. Deployment of Staff : The contractor shall always/whenever required deploy a minimum strength of experienced staff.

B- O&M of water supply and equipment (As pe Annexure D1.7 to D1.8)

Serial No.	Description	Rate per Month in Rs.	Qty Of month	Total amount (Excl. of taxes)
1	Operation & Maintenance of 2 Nos. of water supply pump sets of capacity 20/25 HP with 90 mtr. (Head) and one pump set of capacity 5 H.P. with 30 mtrs. (Head) from 8.00a.m. to 6.00p.m. daily on all the six days of the week. Details are given in work scope annexure-----		12	

Amount in word: Rs.

GST rate: _____%

***Note GST will be paid extra in time of billing as per the notified rate of Govt of India. TDS will be deducted as applicable.**

1. Scope of work Day to day operation and maintenance of E&M Installation, Water Supply and all as per its Annexures.
2. Deployment of Staff : The contractor shall always/whenever required deploy a minimum strength of experienced staff.

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PS: Overall L1 party shall be decided on the total outgo to company in respect of quotes. Price preference will be given to MSME as per Govt. of India policy.

Undertaking:

1. I have carefully gone through and have understood the General Terms & Conditions, Work scope of the Tender and agree to accept the same.
2. The Price bid shall be valid for 120 days from the date of opening of Technical Bid Part A.
3. I hereby confirm that I am authorized to sign the Tender document.
4. No claim shall be entertained on increase of minimum wages up to 10% of the minimum wages as per clause.
5. All the pages of the Price Bid (Annexure H) have been signed.
6. Contractor's profits on purchase of extra material will be given by principal after taking approval of principal. That would not be exceeded 20% of material cost.
7. I hereby certified that the above quoted rate is in compliance with Minimum Wages Act and all the statutory provisions and rules as applicable. The above rate is exclusive of GST or any other tax payable to the Government/concerned authority.
8. Where there is a difference between the words and figures expressed, the amount in words shall be considered.

Date: _____

Signature: _____

Place: _____

Name: _____

Designation: _____

Company Name & Seal: _____

Annexure I

Service Level Agreement (SLA) for
AI Engineering Services Limited By

M/s -----

Effective Date: _____

Document Owner :	AI Engineering Services Limited
------------------	---------------------------------

Version

Version	Date	Description
1.0		Service Level Agreement

Approval

(By Signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
AI Engineering Services Limited	GM-Engineering NR		
_____	Proprietor/Director/ Authorised Signatory		

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between M/s _____ and AI Engineering Services Limited for services, maintenance, operation & preventive maintenance of electrical installations such as Electric Sub-Station, Equipment, D.G. Set etc. and Water supply tanks and accessories at EMF Building, AIESL, IGI Airport, New Delhi

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all AMC Electrical / water supply maintenance covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent AMC Electrical / water supply maintenance and support to the AI Engineering Services Limited by the Service Provider.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision.
- Match perceptions of expected service provision with actual service support & delivery.
- Outline services to be offered and working assumptions between the AIESL and Service Provider. Quantify and measure service level expectation
- Outline the potential methods used to measure the quality of service provided
- Define mutual requirements and expectations for critical processes and overall performance.
- Strengthen communication between AIESL and Service Provider
- Provide a viable/feasible medium for resolving conflicts
- Any other matter which is required to assess the Service Provider's performance.

2. Stakeholders

The following Service Provider and AI Engineering Services Limited shall be used as the basis of the Agreement and represent the primary stakeholders associated With this SLA:

M/s. _____ . ("Service Provider")

AI Engineering Services Limited ("Customer")

3. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid for one year. This Agreement shall be reviewed at a minimum once every quarter; however, in lieu of a review during any period specified, the current Agreement shall remain in effect.

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all

affected parties. The Document Owner shall incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: GM (Engineering), AI Engineering Services Limited or his nominee.

Review Period: Every Quarter

First Review Date: 1st review will be carried out three months after commencement of the contract and thereafter every three months. (Every quarterly)

4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the on-going support of this Agreement.

4.1. Service Scope

The following Services are covered by this Agreement:

Work scope outlined the Tender document: _____

4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Certification of the task performed as assigned to the service personnel time to time.
- Certification of the bills by the designated official, the list shall be provided after 15 days from the commencement date of the contract; in case of any change of designated official the same shall be intimated in writing to the service provider.
- Payment for all support costs at the agreed interval.
- Reasonable availability of designated supervisor of the service provider when resolving a service-related incident or request.

4.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service & with recommended manpower related incidences.
- Appropriate notification to Customer for all scheduled activity.
- The deployment of personnel by the Service Provider will be done subject to suitability.

4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services shall be communicated and documented to all Stakeholders in the addresses indicated below.
- General Manager AIESL, Delhi

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- Proprietor, (of the Service Provider): Mr. _____
- M/s _____,
Email: _____

4.5. Any other matter which is required to assess the Service Provider's performance.

5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1. General Service Requirements

1) Allocation:

The allocation of service shall be advised by AI Engineering Services Ltd (AIESL) specifying the location and numbers required.

2) Reviews:

Periodical review meetings shall be held between the company & the service provider to review the quality & quantum of service provided by the service provider & shall discuss any modifications, if required.

3) Service Performance:

The decision of AI Engineering Services Ltd., or any officer authorized by AIESL, shall be final with regard to the satisfactory performance of the services and any matter arising there from shall be binding on the service provider.

4) Audits:

GM (Engg.)/his representative may audit the capability of the service provider, before commencement of work of providing office assistance services. Subsequently, AIESL shall be at liberty to perform periodical audits / spot checks at their discretion.

5) Statutory Payments:

The Service Provider shall maintain proper record / register as required under the Contract Labour (Regulation & Abolition) Act 1970 and rules and/ or other applicable laws/ other relevant enactments thereon. The records / registers shall be produced for verification/ inspection as and when required by AIESL, who shall have powers to conduct checks regarding statutory payments of wages, ESI, EPF, and other applicable statutes for the time being in force.

6) Policies & Payments:

6.a The service provider shall take-out Employee's compensation policy / complete requisite formalities under the ESI Act, covering all their workmen and submits the same to AIESL. The insurance shall cover the period of the agreement. The Service Provider shall make payment of monthly salary / wages

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(in compliance to the minimum wages act) to its workmen on or before the 10th Day of the subsequent month as applicable. The monthly bills to AIESL every month shall be submitted after making payment of salary wages to the workmen along with ESI /PF remittance challan.

6.b The service Provider assures not to delay payment of wages / salary to his workmen under any circumstance and to ensure availability of adequate funds with them to pay wages / salary to their workmen in the eventuality of delay in payment of his monthly bills.

6.c The Service Provider shall not use the sources deployed under this contract undertake to provide / arrange subject service directly to any of AIESL's customer airlines/competitive airlines.

7) Workforce:

The service provider shall deploy well behaved / skilful employees / workforce of unblemished character and with duly verified antecedents.

8) Workforce –Details & Verification

The service provider shall furnish to the company in writing the name, parentage, residential address, educational & technical qualifications, specimen signatures, finger prints and two recent passport size photographs of all personnel whom he proposes to employ for the purpose of this contract. The company shall be at liberty to forbid the deployment of any person whom it may consider undesirable after verification. The service provider shall also have the character & antecedents of all persons employed by him verified by the police to the satisfaction of the company, before a workman is deployed by the contractor. The proof of antecedent's verification by the prescribed authority shall be submitted to the company before deploying the individual for this contract. The appointment /assignment letter to work under this contract at AIESL – copy to be furnished.

9) Uniform & Accessories:

All employees of the Service Provider shall report for duty in proper and suitable attire and/ or safety shoes. They will report for duty in a presentable condition at all times. It is also to be ensured that the said personnel report for punctually as per the office timings.

5.2. Operational Service Requirements

a. Liaising:

It shall be the responsibility of the Service Provider to maintain continuous liaison with AIESL officials at all levels. Supervisor of the service provider shall be solely responsible in this regard. In this regard, the officials of AIESL, GM (Engg.)/ his representative.

b. Work- Area:

The service provider shall ensure that none of their employees/ workforce entering the areas of Hangars, Shops, Plants located at EMF building under Northern Region as per indicative list and amended from time to time as per company policy for which they are not specifically designated, as per the duty roster and any violation thereof, shall render the concerned individual to forfeiture of his Entry permit

besides imposition of penalty as may be decided by the designated authority officials.

In case anything unusual or any abnormal is observed by the staff of the Service Provider that belongs to the Company/Management of AIESL, the same shall be immediately informed & handed-over to AIESL authorized staff.

c. Items in Office:

In case of missing of items / theft on the office, proven to be done by the staff of the service provider, AIESL at its sole discretion may levy penalty as deemed fit, against the service provider and / or the staff concerned.

While performing the AMC Electrical / water supply maintenance by the personnel of the Service Provider if any item belonging to AIESL is found, the same shall be deposited immediately with Officials of AIESL against receipt.

d. Statutory facilities:

The Service Provider shall ensure that all statutory facilities are extended to the personnel deployed by him.

e. Work Culture:

The Service Provider shall ensure that the staff deployed by him shall maintain polite and courteous behaviour towards employees & staff of AIESL and also of customer airlines. If AIESL has any misgivings about any individual staff of the service provider, the said staff shall be removed by the service provider forthwith.

f. The Service Provider shall ensure that his staff shall not be under influence of liquor or any other intoxicants while on duty. In the event of such happenings the staff shall have to be removed from the services by the Service Provider and any damage caused by such of the service Provider 's employees shall be borne totally by the Service Provider including, legal expenses. The Service Provider staff shall not be loitering around, when no work is assigned to them.

g. Service Deficiency:

The service provider shall make all possible efforts to overcome deficiencies in standards of service brought to their notice within reasonable time frame (as mentioned in the contract document, penalty clauses).

h. Servicing –Personnel, Office Equipment:

The personnel & office equipment to be used by them as specified in the contract / amendment letter to be provided with by AIESL.

i. Any default on part personnel deployed by the Service Provider in terms of attendance, behaviour and non-performance shall be recorded.

j. The Service Provider shall ensure that the personnel deployed by him are available in the event of any exigencies of work. If such a requirement arises the Service Provider will be informed in advance.

k. Monthly-Bills:

The service providers shall submit monthly bills duly supported by details of services rendered on a day-to-day basis with the total number deployed each day to principal for certification of bills. The bills will be raised after fulfilling all the compliances as required under the various applicable statues that are in force.

On receipt of the bills, the Authorized Officials of AIESL shall check the same as per records of the service form.

Any deficiency in service will attract a penalty (as per the contract document), the same shall be reflected on the bill/invoice before forwarding the bill to Finance Department for final payment.

In this connection, records of statutory payments, as mentioned in above shall also be scrutinized every month before settlement of bills any discrepancy in this regard shall result in payment getting delayed. The Service Provider shall ensure that such records are kept proper & updated and submitted with monthly invoices on a regular basis.

5.3. Service Provider shall ensure the provisions of all applicable welfare statutes and other applicable statutes will be meticulously complied by him.

6. Governing Terms and Conditions

The terms and conditions that govern the contract shall be as outlined in the Annexure B, C, D, F of the contract against Tender

Ref. No. dated.....

Signed on _____ at _____

AI Engineering Services Limited
Customer

M/S _____
Service Provider

Service Level Agreement (SLA)

Successful Bidder is required to sign SLA with AIESL for Manpower and required Services.

Annexure – J

FORMAT OF AUTHORIZATION LETTER FOR ATTENDING BID OPENING

(On Bidder's Letter Head)

To

The Dy. Gen. Manager – E
 Avionics Complex
 AI Engineering Services Ltd
 I.G.I Airport T- 2
 New Delhi – 110037

Sub: Authorization for attending bid opening

Tender No:

Subject:

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

Sr. No.	Name	Email ID	Contact No.	Signature
1.				

Authorised Signatory

Signature _____

Name & Designation _____

With SEAL

Note:

1. Permission for entry to the hall where bids are opened, may be refused in case authorization letter as prescribed above is not received.
2. The authorized representatives, in their own interest, must reach the venue of bid opening well in time.
3. The authorized representative must carry a valid photo identity.

Certificate for site visit

(To be filled by Bidder)

To,

In-charge EFD ,

AIESL, EMF building, Group-B, Delhi

Subject: Authorization for site visit at AIESL.

I/we, -----representative of M/S-----
--have visited the site and understood the scope of work and terms & conditions detailed in the tender.

Authorised Signatory
Signature _____
Name & Designation _____
(With company seal)

To be filled by AIESL:

This is to certify that M/S -----have visited the site for assessment of the work as per scope of work.

Authorised Signatory _____

Company Seal _____

Date of visit _____

Annexure - L

SECURITY DEPOSIT FORM

To
Dy. Gen. Manager-Engg
AI Engineering Services Ltd.
Avionics Complex
IGI Airport,
New Delhi-110037

I/We, the undersigned declare that:

After having been qualified for award of Contract and vide Para 18 of the captioned tender, we will deposit equivalent sum of **3% (Three percent) of the total value of the Contract towards interest free Security Deposit**, within 2 weeks of receipt of the Contract.

The Security Deposit will be paid by way of Account Payee Demand Draft, Banker's Cheque, Bank Guarantee (BG) issued from any commercial bank, Fixed Deposit Receipt from any Commercial bank, in favor of AI Engineering services Limited (AIESL), payable at Delhi.

Date : _____

Place: _____

Signature _____

Name & Designation _____

Company Seal _____

*****End Of document*****

AIESL