

**Ref No: AIESL/MMD/Printer AMC/03****Date: 30.01.2026****INSTRUCTIONS TO BIDDERS**

Subject: Tender for AMC of Canon all in one Copier for three years at AI Engineering Services Ltd (AIESL), Old Airport, Kalina, Mumbai.

AI Engineering Services Limited (AIESL), Old Airport, Santacruz (E) invites on line bids through GeM portal from authorized firms/contractors for Annual contract for Canon all in copier for three years.

- a) **Description:** AMC of Canon all in one Copier for three years at AI Engineering Services Ltd (AIESL), Old Airport, Kalina, Mumbai.
b) **Job/Work Location:** AIESL, OAP, Santacruz (East), Mumbai – 400 029.

DISCLAIMER

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

❖ General Terms and Conditions

- ✓ 'AIESL' as used in the Tender document means 'AI Engineering Services Limited'.
- ✓ "Contract" means the agreement entered into between the Purchase and the Contractor, as recorded in the contract form signed by the parties including all annexure thereto and appendices therein.
- ✓ "Tenderer" or "Seller" or "Bidder" means as used in the Tender document, is one who has submitted the quotation in response to our tender document. It also means the individual or firm or company, who are manufacturers and suppliers, on whom the order for work is placed and shall be deemed to include their

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approved successors, heirs, executors and administrators, holding company/Group/Group Companies, Conglomerate as the case may be.

- ✓ It is further clarified that any individual signing the tender or other documents in connection with the tender must certify whether he signs as:
 - i) A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - ii) A partner of the firm if it is a partnership must have authority to refer to arbitration and disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the tender should be signed by all the Partners.
 - iii) Constituted attorney of the firm, if it is a Company.
 - iv) Authorized signatory of the firm.

❖ **ONE BID PER BIDDER:**

A Bidder shall submit only 'one [01] Bid' in the same Bidding Process either as single entity. A Bidder who submits or participates in more than 'one [01] Bid' will cause all the proposals in which the Bidder has participated to be disqualified.

- ✓ A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practices. The bidder found to have a conflict of interest shall be disqualified. A bidder shall be considered to have a conflict of interest with one or more bidders in this bidding process, if:
 - a) they have controlling partner (s) in common; or
 - b) they receive or have received any direct or indirect subsidy/ financial stake from any of them; or
 - c) they have the same legal representative/authorized signatory/agent for purposes of this bid; or
 - d) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder; or
 - e) Bidder participates in more than one bid in bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.
 - f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;
 - g) In case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common business/ management units in same/ similar line of business. Bidders are required to submit a confirmation for no conflict of interest with other bidders. Failure to comply this clause during tendering process will disqualify all such bidders from process of evaluation of bids.
- ✓ Alternative Bids shall not be considered.
- ✓ Bidders are required to provide complete details of all Directors/Partners/Proprietors etc. including Father's name, Residential address, AADHAR, PAN Card details. & DIN Nos. and corresponding documents.

In case of Partnership / LLP: Bidder must submit copy of Partnership /LLP Deed.
In case of Public / Limited Company: Bidder must submit copy of Share Holding details of all shareholders.
- ✓ It is the responsibility of the participating Bidder(s) to assess the relationship as mentioned above. In case any undertaking/declaration given by a Bidder(s) in this regard is found to be false, this would be a sufficient ground for rejection of Bid(s) /termination of contract and also initiation of further action as per Corrupt/Fraudulent/ Collusive / Coercive Practice.

❖ **Standard Terms & Conditions:**

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- ✓ AIESL reserves the right to close the tender / reject any / all offers at any stage of tender at its sole discretion.
- ✓ AIESL reserves the right not to consider the bid of any Bidder, blacklist the Bidder for 3 (three) years, if it is determined / noticed at any stage during the tendering process or after release of Contract that the said Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid / obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate action as deemed fit.
- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AIESL in the last 3 years and / or are at present involved in any ongoing litigation or arbitration proceedings against AIESL. Further, those bidders who have records of poor performance during the last 3 (three) years, as on the date of submission of the bid, such as abandoning the work, rescinding of the contract for which the reasons are attributable to the non-performance of the Bidder or its constituents, inordinate delays in completion and/or have a consistent history of litigation / arbitration awarded against the Bidder or any of its constituents or financial failure due to bankruptcy etc. are liable to be disqualified.
- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders have been blacklisted / debarred by any PSU, government bodies in India.
- ✓ Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income Tax, EOW etc. Suppression / Misrepresentation of such facts whenever it comes to light would invite disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.

❖ **SPECIAL CONDITIONS**

- ✓ The location of work is Hangar/Apron areas, at Old Airport. The area is highly security sensitive and contractor will be required to obtain entry pass from our Security dept.
- ✓ A qualified and responsible supervisor will always remain present at site, when the work is being carried out. He will ensure compliance of standard safety precautions and use of safety equipment.
- ✓ Equipment which are in fit to use and serviceable condition only shall be provided to AIESL. It will be the contractor's sole responsibility to attend break down of equipment, if any, during the operation.
- ✓ Safety of the contractor's personnel / equipment shall be responsibility of the contractor.

❖ **TENDER PROCEDURE**

- ✓ This tender is strictly a **Two Bid Tender** i.e. Technical Bid and Price Bid. **Both the bids are to be submitted through GeM portal. No other mode of submission will be acceptable.**
- ✓ The close / due date for submission of bids may be extended at any time, including after the scheduled date of closing, at the sole discretion of AIESL.
- ✓ Amendments or extension of the close / due date, if any, to this tender will be informed via GeM portal
- ✓ In their own interest, bidders are advised to submit bids, well before the close date / time of tender in order to avoid any last moment glitches. AIESL may not entertain any request for extension of close date and time and reserves the right to accept or reject any such request at its sole discretion.
- ✓ The bidder or their authorized representatives (maximum two) would only be permitted to attend the pre-bid meeting, if any.
- ❖ **For any clarification, please contact the following official.**
 - ✓ Technical clarification- Mr. Anurag Nisal, Executive -II, DIT, e-mail-anurag.nisal@aiesl.in .
 - ✓ Bid Clarification- Mr. Ashish Ku Swain, Dy. Manager-MM, email-ashish.swain@aiesl.in
- ❖ **Handling of Grievances during the Tender Process:**
 - ✓ Any Supplier, Contractor or consultant that claims to have suffered or is likely to suffer loss or injury as a result of a decision/action/omission of the Procurement Entity may make an application for its review within a period of Five (5) days to Dy. GM-PPMM in the email id- sd.shende@aiesl.in. Successful bidders may seek de-briefing regarding the rejection of their

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bid, in writing or electronically, within Five (5) days of the declaration of techno-commercial or financial evaluation result.

- ✓ Only directly affected and participating bidders can raise a grievance.
- ✓ Grievances can be raised only for the stage in which the bidder is eligible.
 - **After Pre-qualification:** Only pre-qualified bidders may raise issue about technical/financial bids.
 - **After technical evaluation:** Only technically qualified bidders may raise issues about financial bids.

❖ Submission of BIDS:**Technical Bid:**

- ✓ Bidders are advised to study carefully the Terms & Conditions as given in this tender document and submit their **technical bid** accordingly.
- ✓ Bidders are required to download all the documents. Wherever applicable the documents are to be duly filled-in with the required details. The filled-in documents along with supporting documents, if any, need to be uploaded on GeM portal for technical evaluation purpose. **Uploading of required Documents is mandatory. The documents should not mention any rates / prices. else bidder will be disqualified during technical evaluation.**
- ✓ Bidders are **required to give their acceptance of the terms and conditions as per Documents.** Any deviation from the terms and conditions must be clearly spelt out in the Technical Bid.
- ✓ Any other deviation in the specifications or tender's terms and conditions must be communicated to the concerned buyer / user for acceptance of the same, prior to submission of the bid depending on the merit of the case. AIESL reserves the right to accept or reject the deviation. In case, the deviation is accepted, the tender document will be amended accordingly. The bidder should submit their bid in line with the tender document only or else the same would be liable for rejection.
- ✓ AIESL reserves the right to change this date of opening at its own discretion.
- ✓ **All the supporting documents, as specified in the tender documents that are required** for compliance of bid must be submitted with the technical bid.
- ✓ AIESL reserves the right to call for the original copies of the attached / submitted documents in the technical bid for verification purpose during the evaluation stage. The Technical Bids would be evaluated for compliance in accordance with the tender document. The User Department of AIESL reserves the right at its sole discretion to seek clarification for shortcomings in information/documents from the bidders as deemed necessary for the purpose of evaluation of the bids.

❖ Price Bid:

- ✓ Bidders are required to **quote for the entire tendered quantity.**
- ✓ AIESL will not accept inclusion of any additional costs, if requested for, after closing of the tender.
- ✓ Submission of incorrect or incomplete information or with arithmetical errors in compilation of the data would be at the bidder's sole risk. The decision of AIESL in such cases would be final and binding.

❖ Validity of Quotation, Prices, Govt. Taxes / GST

- ✓ The price offered / agreed should remain firm till completion of the contract.
- ✓ No request for increase in price shall be entertained during this period except on account of increase in GST or any other Government levy, if imposed by the Govt. of India. Proof of payment for such increase is to be submitted to AIESL by the successful Bidder.
- ✓ The Bidders should commit to pass on the benefit to AIESL of reduction in statutory taxes, etc. by the Government, during the period of validity of the Contract.
- ✓ During the contract period, if for any reason there is a downward revision in prices, the successful bidder will be responsible for passing on the benefits to AIESL.

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- ✓ Increase in Govt. Taxes / GST etc. or any new levies, if imposed by the Govt. of India / State Govt. / Local Bodies, during the contract period will be borne by AIESL, if requested for, by the Successful Bidder/s. However, such request will be considered only if it is substantiated with copies of valid documentary proof of the same and **only if the bidder/s has quoted their rate giving the break-up of Govt. Taxes / GST in their price bid.**

❖ **AMENDMENTS / EXTENSIONS:**

- ✓ AIESL reserves the right to, amend any part / terms and conditions of the tender / extend the due date at its sole discretion.
- ✓ Amendments and clarifications, if any, to this tender will be hosted on the GeM Portal & NIT will be published on website of AI ENGINEERING SERVICES LIMITED. AIESL will not intimate the tenderers individually of the same. The tenderers are, therefore, advised to visit GeM portal / AIESL website regularly till the date of closing of the tender. The last amendment, if any, will be hosted a minimum of seven days before the closing date of the tender.
- ✓ Amendments, corrigendum, if any, and any extensions of the due date of opening of the Bids, as per the requirements of AIESL, will be uploaded in GeM.

❖ **REJECTION OF BIDS:** The submitted Bid will be rejected on the following grounds:

- ✓ Tenders received without required information and relevant documents as per the eligibility criteria, are liable to be rejected. However, AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidders as it may consider necessary for the purpose of the technical evaluation.
- ✓ In case of any variation, in the documents / data declaration submitted by the Bidder in support of the Technical Bid with the original documents, the Bids of such Bidder would be out-rightly rejected and would be disqualified during Technical Bid evaluation of Tender.
- ✓ Conditional Bids are liable for rejection. Decision of AIESL in such case shall be final and binding.

❖ In addition to the above bid may also be rejected on the if bidder take deviations on the following clauses:

- ✓ Firm Price.
- ✓ EMD, Scope of Work(If applicable)
- ✓ Work Scope & Special Conditions of Contract
- ✓ Service Delivery Schedule (If applicable)
- ✓ Period of validity of Bid
- ✓ Performance Bank Guarantee/ Security Deposit
- ✓ Guarantee of work / Services/equipment.
- ✓ Service level agreement Arbitration / Resolution of Dispute Force Majeure Statutory Compliance to Applicable Laws (If applicable)
- ✓ All the pages of the Tender document must be mandatorily signed and stamped by the authorized signatory and along with the supporting documents as asked in the technical bid.
- ✓ All documents in support of the Tender must be submitted in accordance with the checklist.
- ✓ Any other condition specifically mentioned in the Tender documents, non- compliance of the clause thereof shall lead to rejection of the bid.

❖ **Benefits / Preference for Micro & Small Enterprises (MSEs) and make in India Purchase Preference (MII):**

- ✓ Benefits and purchase preference will be given to MSEs as per Public Procurement Policy for Micro and Small Enterprises (MSEs), Order, 2012 (Dated 23.03.2012).
- ✓ Benefits and purchase preference will be given to Make in India as per Govt. of India policy.

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- ✓ The Bidder/s who qualifies for award of Contract will have to deposit with AIESL 5 % (Five percent) of the total value of the Contract, as Security Deposit (SD) within 10 days of notification of acceptance of bid and communication of contract. This SD will be free of interest. In case, the SD is not deposited in time, the bills shall not be processed for payment till the SD is paid.
- ✓ The Applicable Security Deposit / Performance Bank Guarantee must be submitted in the payment gateway available in the “<https://forms.eduqfix.com/aiengineering/add>” through online mode.
- ✓ The SD is applicable to all bidders including MSME's.
- ✓ In case of submission of Security Deposit/Performance guarantee is to be paid by way of Account Payee Demand Draft, banker's Cheque, ECS, Bank Guarantee issued from any Commercial Bank, Fixed Deposit Receipt from any Commercial Bank for an equivalent amount in favour of AI Engineering Services Limited and payable at Mumbai.
- ✓ It may please be noted that the original BG has to be forwarded by the Bank directly to AIESL through registered AD as per the detailed procedure which will be advised to the successful bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder/s.
- ✓ In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- ✓ The Security Deposit / Bank Guarantee will be refunded / returned without interest within 60 days of successful completion of services against the Contract after adjusting for penalties, if any, that may be imposed under the terms of the Contract.
- ✓ Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.

❖ EVALUATION CRITERIA:**✓ Technical Bids :**

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

✓ Price Bids:

- ✓ The Price Bids of only those bidders who qualify as per the requirements of Technical Bid would be opened.

❖ Inspection Clause:

- ✓ Inspection of bidders' facilities at the time of evaluation of the Technical Bids: AIESL reserves the right to inspect at its cost the production facility / facilities of the bidders in order to assess their infrastructure and capability to produce and deliver in accordance with the work schedule as indicated in this tender. The decision of AIESL in such case shall be final and binding.
- ✓ Inspection of the facility of the bidder who has been awarded the Contract / Purchase Order: AIESL further reserves the right to inspect the work location/office facility of the bidder, who has been awarded the Contract / Purchase Order, in order to confirm consistency of quality of the items as produced for AIESL.

❖ Other Terms & Conditions:**✓ Force Majeure:**

- ✓ The Bidder / Successful Bidder /AIESL (herein referred to as Party / Parties) shall not be liable for, nor be in default by reason of any failure or delay in discharge of its obligations under this Tender /

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Contract, where such failure or delay is caused by any act, including but not limited to any act of God, action or inaction of government authorities, fire, flood, gales, storm, lightning, earthquake, explosions or other catastrophes, accidents, weather, power failure or shortage of power, riot, war (declared or undeclared), warlike operations, act of terrorism, boycott, embargo, rebellions, sabotage, epidemics, quarantines, lock out, restrictions on travel based on travel advisories of any governmental entity, unavailability of the usual means of transportation, hostilities, revolution, civil commotion or public disorder or any other cause beyond its control.

- ✓ The Party encountering and affected by such causes and event shall inform the other in writing immediately of such an occurrence event and shall use its best reasonable efforts to minimize the economic and other effects and rectify as soon as possible any harm or delay created thereby shall reasonably allocate its available resources, giving priority to their obligations under this Contract.
- ✓ For the avoidance of any doubt it is clarified that, payment obligations of AIESL shall be excused due to an event of Force Majeure.

- ✓ **Interpretation:** In the event of any difference in the interpretation of any of the clauses of the Contract / Purchase Order / Agreement and / or the Tender documents, the clarification given by CPO, AIESL shall be final and binding.

- ✓ **Arbitration:** Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be resolved amicably by mutual consultation. If an amicable settlement is not forthcoming and dispute is not resolved within 21(Twenty One) days, from the date when mutual consultation started, recourse may be taken to settlement of disputes through arbitration as per the Arbitration and Conciliation Act 1996, and the award made in pursuance thereof shall be binding on the parties.

❖ **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 inquiry for any service sought by AIESL or its subsidiaries at all locations.

❖ **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
- ✓ “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 LOI 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 LOI 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;
- ✓ “Fraudulent practice” means a misrepresentation/board of directors is the 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 (before 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.

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- ✓ “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.
- ✓ “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
- ✓ “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders/prospective Service Providers to restrict or manipulate a full and fair competition in the Tendering Process.
- ✓ AIESL 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.
- ✓ AIESL shall declare a firm ineligible and put on holiday, either indefinitely or for a stated period 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.
- ✓ AIESL shall rescind the contract forthwith, in case of successful bidder adopting fraudulent/forgery/corrupt practices during the currency of the contract.
- ✓ Blacklisting conditions: The party/ board of director (whose name is common) shall be blacklisted from participating in any Tenders floated by AIESL for the next six years, in case the Tenderer:
- ✓ Adopts fraudulent practices as cited above.
- ✓ Withdraws after award of the LOI/Work Order and fails to commence within the specified stipulated period and perform the contractual obligations during the currency of the contract.
- ✓ Negative feedback from AI and its subsidiaries.

❖ **JURISDICTION:-**The court of Mumbai only will have jurisdiction to deal with and decide upon any legal dispute what so ever arising out of this tender.

❖ **Quality inspection and Rejection after release of contract / Purchase Order:**

QUALITY ASSURANCE – Wherever applicable, successful bidder/s should ensure that Quality of the work/job is as per specifications. Not meeting the specification / parameter / quality and or deficient in any other respect would cause rejection at the time of inspection and material will be returned to the vendor at their cost.

Date:
Place:

Bidder Signature:
Name & Designation:
Company Name & Seal:

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PRE-QUALIFICATION CRITERIA - COMPLIANCE STATEMENT

Bidders who fulfil the following eligibility criteria, requirements, and submit documentary proof thereof along with the Technical Bid, will only be eligible for evaluation of the technical bids. Bidders are required to indicate the compliance status for each of eligibility criteria by stating Yes or No.

Sr. No.	Eligibility Criteria	Compliance (Yes / No)	Remarks
1	Whether Bidder is a Proprietorship/Partnership Firm, LLP Etc./Company registered in India under the Indian Companies ACT 1956 or Indian Companies Act 2013.		
2	The bidder must have at least three years' experience as on 31st March 2025 of providing similar type of service to central/ State Govt./PSUs/ Nationalised Banks/Reputed Organizations. The bidder must have successfully completed similar work over the last three years i.e. the current financial year and the last three financial years / :- • Three similar completed service costing not less than amount equal to Rs. 42,480/- each. or • Two similar completed services costing not less than the amount equal to Rs. 53,100/- each. or • One similar completed service costing not less than the amount equal to Rs. 84,960/-. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.		
3	Should be a Firm (Proprietorship or Partnership / Company / Registered Society etc.) and should be a Reputed Manufacturer/Reputed Marketer for the last 3 years. Self-attested copy(s) of proof of above like Current Shop & Establishment License with the name of the owner, date of registration of the Firm / Company / Organisation, complete address, nature of business / items being traded, copies of Purchase Order(s) / Contracts) issued by any customer or any other valid document as a proof of above should be enclosed.		
4	Minimum Average Annual turnover of related services during the last 3 years ending 31 st march 2025, should be at least Rs. 1 Lacs or above.		
5	Possession of PAN number is a must at the time of application of the tender. Self-attested copy of PAN Number should be enclosed.		
6	The bidder must possess GST Registration Number at the time of application of the tender. Self-attested copy of GST Reg. Number should be enclosed. In case, the bidder does not possess the GST Registration Number, they		

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	need to give an undertaking that they will apply for and obtain the GST Registration Number/unregistered bidder, if the subject contract is placed on them by AIESL.		
7	Bidder should have not been black listed by any of Governments Authority or public Sector Undertaking (PSUs) in the last three years.		
8	Bidder should submit individual directors / Proprietors / Partners Aadhar Card / PAN Card / DIN Details (In case of Public Ltd. / Pvt. Ltd. companies) against the One Bid Per Bidder clause. In case of Pvt. Ltd / Public Ltd. companies' bidder should also submit Share Holders details against the clarification if required		
9	Besides the above eligibility criteria, a team of AIESL Officials may visit the office of the bidder to assess their infrastructure and capability as per AIESL's request.		
10	Tender document should be duly signed, stamped, and completed in all aspects (pages).		
11	This is a no deviation tender. Deviation taken in any clause of the tender shall liable to rejection of the bids.		

Date:

Place:

Bidder Signature:

Name & Designation:

Company Name & Seal:



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❖ Payment Terms:

- No request for advance / pre-payment will be entertained.
- Duly certified invoices to be submitted to Invoicing section along with Proof of Delivery (POD).
- Payment will be made as per terms governed by GeM.
- 100 % payment will be made as per GeM guidelines.
- TDS/ taxes shall be deducted by AIESL from payment made against these invoices, as per the applicable laws.

Date:
Place:

Bidder Signature:
Name & Designation:
Company Name & Seal:



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Date: 30.01.2026

❖ **Penalty Clause:**

- If the supplier fails to supply the item/Complete the Job within the time frame shall be liable to pay the liquidated damage (LD)/penalty charges at the rate 0.5 % per week or part thereof the value of the undelivered portation of the goods/service (Excluding taxes and delivery charges) subject to maximum of 10% of the value of the undelivered or delayed goods. This is to be recovered from the Security Deposit/ Performance Guarantee.
- There should normally be no system of waiver of LDs for delayed supplies in supply contracts and it may strictly be an exception rather than a rule. For an extension of the delivery date with waiver of LD, approval of the CA with consultation of associated Finance may be taken and justifications recorded.
- **Penalty for Substandard / defective Quality / Short supply:** At the time of delivery / acceptance of the item / goods and service if it is found that the items / goods so delivered are not as per the specifications given in the Contract / Purchase Order then AIESL reserves the right to reject the entire lot and get the entire quantity replaced free of cost by the bidder. The service is acceptable as per the specification provided in the tender and subject to quality control of the user department.

❖ **Termination and Exit Clause:**

➤ In case of unsatisfactory performance or breach of any of the clauses of this contract, AIESL would issue a notice of 30 days to the party to rectify the breach and improve the performance failing which AIESL shall be at liberty to terminate this agreement by providing 30 days written notice to the party. The party shall not have any right to dispute or question the judgment of AIESL of the unsatisfactory performance of the party.

➤ Notwithstanding the above, AIESL shall also be at liberty to terminate this agreement for any reason including change in situation/circumstances, etc. by providing the party with 90 days written notice. The party shall also be at liberty to terminate this contract by providing AIESL with 90 days written notice. In such an event, the terminating party shall have no right to claim compensation/damages, etc. from the terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.

Date:

Place:

Bidder Signature:

Name & Designation:

Company Name & Seal:

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**Ref No: AIESL/MMD/Printer AMC/03****Date: 30.01.2026****BIDDER INFORMATION DETAILS****BIDDER'S DETAILS**

S. No.	Required Details	To be filled by the Bidder
1	Name of the Company	
2	Status of the Bidder – a) Whether a Firm (Proprietary, Partnership), Company, Corporation, Registered Society	
	b) If the Bidder is a partnership firm, then please state whether the signatory has the authority to refer to arbitration, any disputes concerning the business of the partnership agreement or a power of attorney.	
	c) If the Bidder is a Company incorporated under the Companies Act, 1956 / 2013, then the signatory should have the authority to submit the bid on behalf of the said Company and refer to arbitration disputes arising under this Tender and / or Contract by a power of attorney board resolution.	
3	Company office Address of the bidder	
4	Name of the Contact Person Designation Telephone no. / Mobile no. Email Address	
5	GST registration number	
6	PAN Card Number	
7	Copy of valid certificate of registration with agencies / bodies as mentioned under the Clause 'Benefits / Preference for Micro & Small Enterprises (MSEs)' must be submitted.	
8	Please specify the details of the registration certificate:	
	Registration Certificate No.	
	Date of Issue	
	Valid Up to	
	Item covered under Registration Certificate	
9	Do you have any ongoing disputes with any Govt. or statutory agencies? *	
10	Is the bidder a MSE unit owned by a person belonging to Scheduled Caste or Scheduled Tribe	
11	Relaxation to Start-up companies (whether MSME or Non-MSME) as per clause in tender terms will be given provided they submit the 'Certificate of Recognition' as mentioned in tender document under heading "Exemption of EMD" in tender terms.	
	a) Are you a Start-up Company	
	b) If yes, Certificate of Recognition to be attached.	
12	Any other relevant information	

(*) – if Yes, please provide details.

Date:**Place:****Bidder Signature:****Name & Designation:****Company Name & Seal:**

TERMS & CONDITIONS OF COMPREHENSIVE ANNUAL SERVICING / MAINTENANCE

**CONTRACT (CAMC) of CANON Model IR-ADV-6855(A6870) Sr.No. 36C00590 PHOTOCOPIER
MACHINE**

Sr. No.	Description of Material	Qty.
1	Comprehensive AMC of Canon Image Runner (Model: Model IR-ADV-6855(A6870) S/No. 36C00590)	01 Job

GENERAL

The Bidder must have at least 3 year's expertise in providing AMC services in

Central/State Govt/Public Sector Undertakings should be enclosed by the bidder with the

Technical Bid. The bidder has to submit Manufacture Authorization Certificate (MAF) of current year from the M/s CANON India OEM Manufacturing along with Technical Documents.

The firm is required to furnish documents in support of its standing and good will in the form certificates from other Central Govt. Ministries/Departments/Organizations.

There is Qty One (01) No of machine placed under CAMC.

Scope Of Work: -

This comprehensive maintenance service shall include repair/replacement of all spare parts/sub-assemblies (including plastic parts) during the period of AMC except consumable parts such as Toner/Cartridges and Drum. External cover, glasses, control Panel shall not be under AMC cover. It will be the responsibility of company / firm to provide and use genuine spare parts and consumables of machines of Manufacturer Company. If any damage is caused to machine due to use of spurious consumables or fake spares or during repair etc., cost of repair, to be done by manufacturer, will be borne by Comprehensive Service Maintenance Contract (CSMC) holder.

The service provider will provide unscheduled, (on call) corrective and remedial maintenance to set right the malfunctions/defects of the printers/photocopiers.

The Company will be required to nominate one technician and the details of technician is required to be submitted to AIESL on the letter head of the company along with copy of company Identity Card issued to him.

The company / firm will be required to intimate to all users the telephone/mobile numbers where complaints can be lodged, for this purpose stickers bearing name of company and telephone numbers will *have* to be put on machine.

A complaint number should be given by the company /firm *every* time a complaint is lodged.

Complaints should be attended within 3 hours. In case any complaint is lodged after 4.00 PM it should be attended **by 10: OOAM next day positively**. In any circumstances the machine should

be put in order within three days, failing which a penalty of Rs.300/- per day subject to a maximum of Rs.1, 500/- will be deducted from the bill of the firm.

The company/firm will be required to maintain a record of complaints, consumables used, parts replaced on *every* machine under contract indicating date, meter reading etc. It should be signed by technician and the user on *every* visit.

The initial servicing of the machines (including inner and outer cleaning) will *have* to be completed within 15 days from the date of commencement of contract and a report duly signed by users will be submitted to the AIESL in this regard.

The machines should be **serviced *every* month or earlier** and **cleaned (outer & inner) *every* fortnight or earlier**, as required, *even* if there is no complaint from users. A report in this regard duly signed by users will *have* to be submitted by the company /firm at the end of *every* month.

Minor complaints, including regular cleaning (outer & inner), of machines which are under warranty, will also *have* to be attended by the company /firm through technician. Any major complaint, including requirement of consumables like cartridge, toner, drum etc. should be reported to concerned authority in the AIESL.

The CAMC cost is inclusive of cost of spare parts required for maintenance of Canon copier.

During the period of contract, the Company / firm will be responsible for proper and consistent functioning of machine under contract. In case any machine goes out of order, the repair should be carried out by the Company /firm in the premises of AIESL.

Only such work, which cannot be executed in the premises of the AIESL, it will be allowed to be done in the workshop of Company with prior permission of concerned authority of AIESL.

AIESL for this no extra charges like cartage etc. will be payable.

In case any repair cannot be carried out immediately or within that day due to unforeseen circumstances, the Technician should report it to the user and concerned official in AIESL and have to replace by another machine as time being arrangement.

If AIESL feels this machines, under the contract, was not properly maintained / serviced by the Company or does not function for reasonable period after repair, a penal deduction from the bills will be made as decided by competent authority in the AIESL.

Necessary technical assistance and advices shall be extended by the Service Provider to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems encountered related to the printers/photocopiers under AMC.

Apart from the service/ repair calls, the service engineer shall visit the site once every month to assess the service ability of the machines. The user will not provide any conveyance/ traveling allowance to the engineer for the above said purpose.

Only original manufacturers make spare parts shall be supplied and fitted at the time of repairing.

Technicians will also be deputed on AIESL's call to attend any urgent repair. The contractor shall abide by all labour laws and shall be solely responsible for any untoward incidents.

Implementation Schedule:

Service Provider shall provide acceptance of Letter of Award within 7 days of its issuance.

The AMC shall be valid for three (03) years from the date of acceptance by the Service Provider.

Specific Conditions

CAMC shall not be cover damages due to following:

- a) High Voltage fluctuations
- b) Burn out of parts due to fire



SAFETY NORMS

The following norms are to be observed by the Contractor for the construction, installation, maintenance, repair, overhaul and erection jobs at the AIESL Premises.

As a part of the contract, contractor must satisfy the under mentioned safety requirement and must always ensure that these are followed without deviation:

Contractor should ensure in writing before starting job that their workers and Supervisor are trained and having adequate knowledge & experience of work and related safety precautions to follow.

Smoking is strictly prohibited in areas with combustibles or flammable and other areas where smoking are prohibited.

Any hot job (welding, soldering, gas, cutting etc.) however minor it may be or any job which involves open flame or using a hot source or temporary electrical connections shall not be done without prior hot work permission from Fire Officer-AIESL. Contractors are not permitted to carry out any hot work on holidays, Saturdays and Sundays or beyond AIESL normal working hours without AIESL-Supervision and prior permission in writing.

It is entirely contractor's responsibility to ensure that protective equipment such as safety belts, lifelines, helmets, Safety Shoes etc. depending on the jobs are issued & used by contract workmen. Contractor's supervisor shall be present at site all the time and ensure that these PPEs are used by workers. If contractor need any suggestion on the matter, contractor can approach EIC/Safety Officer-AIESL. Any lapse on matters of safety will be viewed seriously.

All equipment used to carry out work shall be rendered safe. No equipments such as ladders, tractors, cranes, etc. or welding sets or any tools which belong to the AIESL shall be used by contractor unless specifically mentioned in writing in the terms of contract. Notwithstanding these it is obligatory on contractor's part, to verify the quality and safety aspects of such equipment, machinery or tools so that no injury or accident will occur when used in the expected manner. Any incident occurs during work, contractors are entirely responsible for it including compensation that may arise out of the incident.

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Contractor must clearly bear in mind that a competent supervisor shall always be on site when contractor's men are at work. Lapse on this point shall be viewed seriously irrespective of occurrence of any incidents.

Contractor shall ensure that safety precautions expected of contractor's professional work are completely understood by contractor's supervisors and workers and that these are followed. Contractor shall also ensure that in every job that contractor must take cognizance of varying site conditions. Contractor's staff are completely knowledgeable about the hazards and dangers associated with the work for which due alertness and safe working methods shall be followed.

Site work is quite different from work in an organized workshop. Contractor shall bear this point in mind so that proper work methods to protect contractor's staff from any danger can be evolved.

Contractors are not permitted to carry out work within the premises of this AIESL which otherwise under conditions of contract are expected to be carried out in contractor's premises.

Contractor's materials which are flammable / combustible must under no circumstances be stored in any of our workshops or building or near aircraft. Contractor shall plan of temporary sheds so located that a fire in such a shed shall not involve any of the AIESL property. A Separate permission must be taken from Safety Officer-AIESL for it.

Supervisors and field staff may not be aware of the seriousness of consequences of going near aircraft under run-up. Contractors are responsible to see that out of curiosity and lack of awareness while going in a vehicle or otherwise people should not approach an aircraft under run-up.

Precautions During Welding

The contractor must ensure that welding machine is equipped with an earthing cable without joints.

Electrical supply to be tapped from power source identified by MSE-AIESL & connections must be firm to eliminate sparking. Circuit must be protected by fuse.

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There should be no flammable material nor any spillage of such material in the locations of work spot.

There should be no joint in the phase side conductor cables.

If the welding is to be carried out in the vicinity of aircraft, separating, distance should not be less than 150 feet.

Welding job should not be carried out directly above or below the aircraft in the hangar.

The welding work carried out in workshop should be under the personal supervision of Engineering Facilities Division Supervisor. He will ensure that welding work is carried out in safe location & all flammable material are removed from the site

The said Supervisor should inform the related workshop / Section Incharge (eg. COD, AOD etc.) that the welding job is being be carried out.

The Contractor's staff must be appraised of the hazards of

- i) Being near to an engine under run-up and
- ii) Not following smoking restrictions.

The above should also be conveyed in writing to concerned contractor/supervisor before starting the job.

Additional Precautions & Instructions

The Contractor should ensure to arrange due supervision to avoid accident and cause of accident.

The Contractor must be careful regarding "SAFETY FIRST" during working and in AIESL premises.

Each hot job that may be carried out particularly beyond office hours or on Holidays must have prior concurrence from a responsible authority of the rank of not below Technical Officer from (EFD).

The Contractor must ensure provision of adequate firefighting capacity to deal with at incident state itself, such provision should not be less than 2-gallon foam

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extinguishers properly maintained by them. The staff should know the uses of the above-mentioned fire extinguishers.

Jobs will be carried out only after obtaining a daily work permit from the AIESL.

1. General:

- a. All workers to wear helmets at the construction site. To be provided by the contractor.
- b. All workers to wear safety shoes. To be provided by the contractor.
- c. All workers to wear suitable clothing for the job required e.g. Welders to have leather aprons while welding and gloves to protect from the heat. To be provided by the contractor.
- d. All workers to be familiarised by the contractor the safe methods of operating and procedures in case of an emergency.
- e. All workers to attend Class / Briefing by the Safety Engineer-AIESL to familiarise the safety aspects on site.
- f. All scaffolding to be used should be of steel pipes and with adjustable clamps. To be provided by the contractor.
- g. All workers must be covered under the workmen compensations act. A suitable insurance policy to be taken and original copy to be kept with AIESL. All statutory regulations etc. to be observed by the contractor, and in case of any non-compliance the AIESL must be indemnified by the contractor.
- h. Where applicable, provident fund records to be kept at site.
- i. All wage records to be kept at site and payments to be as per the minimum wages act.
- j. Chipping etc, to be done wearing protective eyeglasses.
- k. Various types of fire extinguishers to be used depending upon the nature of fire are available with EFD Fire Section. Contractor has to ensure that they



position at site, suitable fire extinguisher type listed below, depending on nature of work.

1. 1 No. of AFFF Mechanical Foam Extinguisher
2. 1 No. of CO2 type Extinguisher
3. 1 No. of Water type CO2 Extinguisher
4. Two buckets of sand/water, preferably sand.

1. All unsafe incidents and occurrences will be reported to the site engineer immediately.

Working at heights:

- a. Contractor has to ensure that only workers capable of scaling heights should be deputed to do the jobs.
- b. All scaffolding to be made of steel pipes and with adjustable steel clamps. This should be tested and certified by the site supervisor of the contractor and AIESL site supervisor/Engineer to confirm the same. If possible, use A crow make scaffolding.
- c. Bamboo/wooden ladders to be checked for missing rungs and the fitness of the ladder should be certified by the AIESL engineer at site/ Safety Officer.
- d. All ladders to be tied at the top end, to prevent the slipping of ladders.
- e. All workers at height to wear nylon safety belts, as approved by AIESL. The other end of the belt to be hooked to a structural member of the building.
- f. While working on sloping roofs, nylon nets to be provided below to catch falling objects.
- g. Men working heights, should be provided with holsters for keeping hand tools for easy retrieval and will leave both hands free for climbing.
- h. As far as possible, mechanise the upward movement of materials, so that head load can be avoided.

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- i. Daily height work permit approved by Executive/AGM/DGM from AIESL be obtained for working at heights before beginning of work.

Electricals

- a. All electrical equipment brought to site, should be checked by the factory/site electrical supervisory staff of the AIESL, for the suitability of the equipment and certified by them. These certificates should be prominently displayed on the equipment.
- b. All electrical equipment should have proper proper earthing.
- c. The distribution board to have an ELCB of 30 mA capacity to be provided for the hand tools circuits.
- d. All connections through the distribution board to be made with a plug and socket and no loose wires, with wooden splinters.
- e. All hand tools to be earthen.
- f. All welding equipment to be provided with a cutout switch. The welding cables should be of adequate length for the earthing of the job and usage of rods etc. is not permitted.
- g. All wires/cables to run only above ground level at a height of min. 2.5 m.
- h. All outdoor light fixtures left unattended for the night time work must be checked for water tightness.
- i. While working with operating equipment they should be disconnected electrically and the fuses to be handed over to the supervisor of AIESL for safe keeping.

Vehicular traffic: (Applicable to vehicle owned by the contractor)

- a. All vehicles delivering the goods must be driven by licenced driver.
- b. Cleaners not to drive.

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- c. The vehicle must be in good condition.
- d. Unsafe acts like carrying people on running boards etc should be avoided.
- e. When outside vehicles come the contractor to ensure safe discharge of goods and send out immediately.
- f. Wherever possible all heavy machinery and equipment to be unloaded using a crane, or a derrick.