

Tender No.

AIESL / PPMM / WMS / 01

(Dated: 09th Sep 2025)

For

**E-Tender for engaging a Service Provider
for Warehouse Management Services to AIESL on All India basis**



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

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

DISCLAIMER

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

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

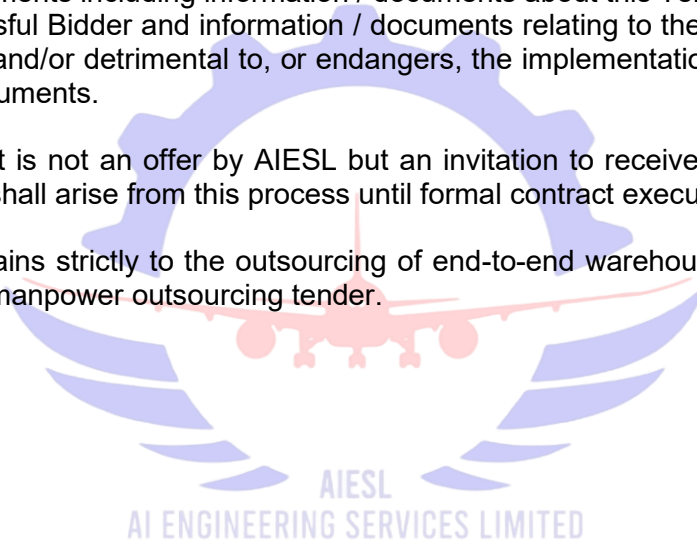
This Tender is not an agreement and is neither an offer nor an invitation by AI Engineering Services Ltd. to the prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and commercial offers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

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

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

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

Note: This tender pertains strictly to the outsourcing of end-to-end warehouse management services and is not to be treated as a manpower outsourcing tender.



NOTICE INVITING TENDER (NIT)

AI Engineering Services Limited (hereinafter referred to as "AIESL"), a company incorporated under the Companies Act 1956, having its registered office at 2nd Floor, CRA Building, Safdarjung Airport Complex, Delhi - 110003, India invites online Bids (Single stage - Two Bid System with Part I - Technical Bid & Part II - Price Bid) from eligible Bidders (hereinafter referred to as "Bidders") meeting the Technical Bid Evaluation Criteria mentioned at Section A of the Tender and also complying with other terms and conditions of the subject Tender, for Warehouse Management Services in AIESL in PAN INDIA (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur) on comprehensive basis in complete accordance with this Tender.

PURPOSE OF THE TENDER

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

The purpose of this tender is to engage a competent Service Provider for Aviation Warehouse Management Services, ensuring efficient, secure, and compliant operations in line with aviation regulatory requirements and AIESL's operational standards.

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

- **Inventory Management:** Barcode-based inventory tracking and real-time record-keeping of all inward and outward stock movements.
- **Material Handling & Essential Infrastructure:**
 - (i) The Service Provider shall ensure continuous availability of essential infrastructure such as PCs, printers, barcode scanners, weighing scales, step ladders, stackers, hydraulic lifts, and safety gear at all times.
 - (ii) Equipment such as forklifts and scissor lifts shall be arranged by the Service Provider on an as-and-when required basis, with payments made on actuals upon prior approval from AIESL.
- **Statutory Compliance:** Arrangement of BCAS Airport Entry Passes (AEPs) for all deployed personnel, at the Service Provider's own cost.
- **Reporting & Controls:** Daily and monthly submission of MIS reports, stock reconciliation, and KPI-based performance data to AIESL.
- **Safety & Housekeeping:** Ensuring cleanliness, fire safety preparedness, and waste disposal as part of day-to-day warehouse operations.
- **Coordination:** Deployment of a Warehouse In-Charge to act as a single point of contact for effective coordination with AIESL.

Note:

This tender pertains to management services and not manpower supply. The Service Provider is responsible for providing end-to-end warehouse management solutions with trained staff under its direct supervision and payroll.

Following terminology is used contextually throughout the document:

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

SUMMARY OF BIDDING INFORMATION

TENDER SCHEDULE:

Date of Release : 09th Sep 2025
Last Date for Submission : 30th Sep 2025
Opening of Technical Bids : 30th Sep 2025
Contact Person : Mr. Manish Sagar (manish.sagar@aiesl.in), 011-24600762

BID DATA SHEET (BDS):

Bid Validity : 120 Days from the date of opening of the technical bid
EMD : ₹2,00,000/- (Exemption for MSEs applicable)
Performance Security : 5% of Contract Value
Submission Mode : Online submission through GeM portal



SECTION A - (GENERAL TERMS AND CONDITIONS)

TERMS AND CONDITIONS GOVERNING THE BID

1. DEFINITIONS

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

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

2. SUBMISSION OF BIDS

- (i) Bidders must ensure online submission of the Technical Bid and the Price Bid proposals, clearly mentioning the Tender number and Bid type (Technical Bid or Price Bid).
- (ii) PART I: This shall be named "Technical Bid".

No Price Bid related information shall be mentioned in the Technical Bid.
- (iii) PART II: This shall be named "Price Bid" and shall comprise of Bill of Quantity and Price.
- (iv) If for some reason, the Bid Due Date / Time or the Bid opening date is declared a holiday, then the Bid Due Date / Time or the Bid opening date will automatically stand extended to the same timings of the next working day. In the event of the receipt of the Bid after the Due Date / Time, the Bid shall be rejected. AIESL reserves the right to reject any Bid in part or full or annul the Tender process without assigning any reasons.

- (v) The Bid shall be furnished under Single Stage – Two Part Bidding system i.e., Technical Bid and Price Bid, as mentioned in NIT. AIESL invites Bids from interested Bidders to provide on-line Bids on GeM Portal for Warehouse Management Services in AIESL Pan India Locations (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur) through open Tender, considering Least Cost Criteria (L-1) for selection. The complete Tender can also be downloaded from AIESL's official website.
- (vi) AIESL reserves the right to itself to postpone and/or extend the date of receipt or to withdraw the Bid notice, without assigning any reason thereof, entirely at its discretion. In such an event, Bidders shall not be entitled to any compensation, in any form, whatsoever.
- (vii) Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions.
- (viii) Vague and ambiguous replies and replies such as "Refer covering letter, conditions of Bid, etc. shall be avoided. Such replies shall be deemed to be incomplete and may prevent the Bid from being considered by the AIESL.
- (ix) The Bidders in their own interest are advised to be very careful while mentioning their rates in Price Bid in electronic form.
- (x) The Warehouse Management Services covered by Bid specifications shall be executed strictly in accordance with the conditions specified in this Bid document. If any of the aforesaid condition is not clear to the Bidder, clarification may be sought from the AIESL before submission of its Bids. Bidder is advised to accept all the conditions specified in the Bid document, to facilitate early finalization of its Bids. Separate set of commercial conditions (such as Bidders' standard printed conditions) enclosed with the offer and any reference thereto may render the Bids liable to summarily rejection.
- (xi) The Bidders shall submit rate analysis / bifurcation of quoted price, if so desired by AIESL.
- (xii) The Bidders must submit their Bids online as mentioned in section 1 - Notice Inviting Tender (NIT) under Single Stage – Two Part Bidding process i.e., Technical Bid and Price Bid. Selection will be based on Least Cost L-1 criteria.
- (xiii) Bids received through any other mode will not be considered.
- (xiv) Bids received late, or Bids that are incomplete or those, which are not in the prescribed format, will be rejected.
- (xv) Bids should be neatly filled / typed, all pages duly Numbered, duly Signed and Stamped on every page by an Authorized Signatory of the Bidder. Unsigned Bids will be rejected.
- (xvi) The rates quoted in the Price Bid should be clearly typed / written in figures and words, free from over typing or over writing. The corrections, if any, must be authenticated by the full Signature of the person, who has Signed the Bid.
- (xvii) The Price Bids should be in Indian Rupees (INR) only.
- (xviii) Conditional discounts / credits, if any, shall not be given any consideration in the evaluation.
- (xix) AIESL reserves the right to accept or reject, in whole or in part, any of the Bids, without assigning any reason whatsoever at any stage.
- (xx) All information related to the price quoted by the Bidders should be given only in the Price Bid format.
- (xxi) A copy of the Price Bid with all financial values duly masked (i.e., hidden or redacted) must be submitted along with the Technical Bid for evaluation purposes. Failure to comply with this requirement may result in rejection of the bid.

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

prevail, and the total shall be corrected.

- (xxxvii) AIESL reserves the right to reject the lowest bidder (L1) if the rates quoted are found unreasonably low compared to estimated cost or not viable.

3. OPENING OF BIDS

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

4. REJECTION OF BIDS

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

- (vii) In case the Bidder being an MSE unit as specified in Clause 12 of Section A, fails to submit a copy of the relevant MSE certificate and the required Bid Security Declaration Form along with the Technical Bid.

5. AMENDMENTS / CLARIFICATIONS AND EXTENSIONS

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

6. TENDER FEE

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

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

- (i) The price quoted by the Bidders shall be valid for a period of 120 (One Hundred Twenty) days from the date of opening of the Technical Bid. Any Bid whose validity is less than 120 (One Hundred Twenty) days shall be summarily rejected.
- (ii) The service quantum to be available could vary $\pm 25\%$ from that as indicated in the Tender to accommodate fluctuations in demand between the date of release of the Tender and the date of award of the Contract. The Bidder must maintain the quoted/contractual price for these variations in quantity during the Contract Period.
- (iii) The price offered / agreed shall remain firm till the completion of the Contract and subject to the terms & conditions of the Tender / Contract.
- (iv) The Bidders should commit to passing on the benefit to AIESL of reduction in statutory taxes, etc., by the Government, during the period of the Contract.

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

8. PERIOD OF CONTRACT

The Contract Period would be 02 (Two) years from the date of execution of the Contract ("Contract Period"). However, AIESL reserves the right to extend the Contract Period for a further period of 01 (One) year at the same rate, terms, and conditions, subject to the mutual consent between AIESL and the Successful Bidder.

9. MODIFICATION OF BIDS

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

10. EARNEST MONEY DEPOSIT (EMD)

- (i) The Bidder shall submit an EMD of Rs. 2,00,000 (Rs. Two Lakhs only) through Electronic Bank transfer to the AIESL Account Number and Bank Particulars, link given at AIESL website, www.aiesl.in. The acknowledgement of the payment shall be attached along with the Bid on GeM portal.
- (ii) EMD in any other mode other than what is specified above will not be accepted.
- (iii) It is hereby clarified that the EMD paid through cash and/or cheque shall not be accepted by AIESL.
- (iv) EMD will be interest free.
- (v) EMD Exemption applicable to MSEs only if they are registered in the same type of business.
- (vi) EMD of the unsuccessful Bidders will be refunded within 45 days after completion of the Tender process and award of the Contract in favor of the Successful Bidder.
- (vii) EMD of the successful Bidder will be returned after receipt of Security Deposit or Bank Guarantee in lieu thereof as stated in the clause of Security Deposit. EMD will be forfeited in the event of Bidder withdrawing or modifying their Bid or fails to abide by any terms of the Tender, after opening of the Bids or deviates or derogates from the conditions of the Tender or if the successful Bidder declines / refuses to accept the Letter of Award (LOA) and execute the Contract, or declines to furnish the Security Deposit.
- (viii) If the Successful Bidder seeks exemption from submission of EMD, it must submit the relevant documents.
- (ix) If the Bidder is an MSE unit and claims exemption from submission of EMD, in such an event the Bidder shall submit a copy of the relevant MSE certificate at the address mentioned in the Tender along with the submission of the Technical Bid, for their Bid to be considered as per the Tender.
- (x) EMD of the Bidder will be forfeited if the Bidder withdraws or amends its Bid after the due date, impairs or derogates from the Tender in any respect, or declines to accept or honor the Contract if awarded in his favor within the Bid validity period. If the Successful Bidder fails to furnish Security Deposit within the specified period, its EMD is liable to be forfeited.
- (xi) AIESL reserves the right to reject / not consider the Bid if it has been received without EMD or proof of

submission/details thereof or the EMD has been submitted in a mode other than as specified above, or a valid proof of exemption from submission of EMD has not been provided.

11. EXEMPTION / PREFERENCE TO MSE UNITS

- (i) As per Public Procurement Policy for Micro and Small Enterprises (MSEs) preference will be provided to MSEs as per the prevailing policy as formulated by the Ministry of Micro, Small and Medium Enterprise of Govt. of India. MSEs must be registered with any of the following to avail of the benefits / preference available vide Public Procurement Policy MSEs Order, 2012:
 - a) District Industries Centers (DIC)
 - b) Khadi and Village Industries Commission (KVIC)
 - c) Khadi and Village Industries Board
 - d) Coir Board
 - e) National Small Industries Corporation (NSIC)
 - f) Directorate of Handicraft and Handloom
 - g) Any other body specified by the Ministry of MSE.
 - h) Udyog Aadhaar (UDYAM)
- (ii) MSEs participating in the Tender must submit the certificate of registration with any one of the above agencies indicating the details of the Tendered item along with their Bid.
- (iii) The MSEs registered with District Industries Centers must submit the Acknowledgement of Entrepreneur Memorandum (EM) Part-II along with their Bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit a valid NSIC registration certificate along with their Bid.
- (iv) The registration certificate issued from any one of the above agencies must be valid as of the close date of the Tender. The Successful Bidder should ensure that the same is valid till the end of the Contract period.
- (v) The MSEs, who have applied for registration or renewal of registration with any of the above agencies / bodies but have not obtained the valid certificate as of the close date of the Tender, are not eligible for exemption/preference.
- (vi) Security Deposit: The Successful Bidder (MSE / Non-MSE) will be required to submit the Security Deposit as applicable on the Contract value. However, in the case of MSE Bidders, the Security Deposit / Bank Guarantee can be submitted on a yearly basis, renewable every year.

12. PRICE PREFERENCE:

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

13. SECURITY DEPOSIT / PERFORMANCE GUARANTEE

- (i) The Bidder who qualifies for the award of the Contract will have to deposit with AIESL a sum of rupees

which is 5% (Five percent) of the total value of the Contract towards an interest-free Security Deposit, within 2 weeks of receipt of the Contract. The Security Deposit is to be paid by way of an Account Payee Demand Draft, Banker's Cheque, Bank Guarantee (BG) issued from any commercial bank, in favor of 'AI Engineering Services Limited', payable at Delhi.

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

14. PRICE NEGOTIATION

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

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

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

process of Price Bid evaluation and they would be duly intimated by email.

16. ELIGIBILITY CRITERIA:

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

(ii) Experience:

The Bidder should have experience of having successfully completed warehouse management services during last 04 years ending 31.03.2025, should be either of the following:

- Three warehouse management services costing not less than the amount equal to Rs. 2.28 Crores.
- Two warehouse management services costing not less than the amount equal to Rs. 2.85 Crores.
- One warehouse management service costing not less than the amount equal to Rs. 4.56 Crores.

(iii) Turnover:

Average Annual financial turnover of the Bidder should not be less than Rs. 1.71 Crores (Rs. One crore Seventy-One Lakhs) in last three financial years from 01.04.2021. Please furnish self-attested copies of audited accounts for the three financial years of 2021-22, 2022-23 & 2023-24

(iv) IT Returns:

IT Return pertaining to the last three Financial Years as mentioned above in (iii) to be provided by the Bidder. Please submit copies of the IT Returns for the above last three financial years.

- (v) PAN and GST Registration are must. The Bidder shall submit the copies of the documents.

- (vi) ESI Registration and PF Registration are must. Please submit the relevant Registration copies.

- (vii) The Bidder should have clearance from BCAS to deploy manpower in the respective Airport restricted areas in Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur. A copy of the same should be included by the Bidder.

However, the Bidders not having BCAS clearance as on date of bidding may also participate in the Bid with undertaking that they shall obtain necessary clearance from BCAS within 45 days from issuance of LoA (Letter of Award). In the interim, the selected Bidder shall start the services for non-BCAS areas.

- (viii) The Bidder must submit EMD or applicable exemption letter.

- (ix) The Bidder shall have a working office in each of the location (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur). Proof of Rent Agreement / Electricity Bill, etc. to be attached.

Note: In case the Bidder is not having a working office in any of the locations, then the Bidder must attach an undertaking to arrange a working office in these locations within 30 days of issuance of LOA.

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

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

- (i) The Successful Bidder must counter-sign and return Letter of Award (LOA) / contract within 07 days of receipt of the same and provide their bank details with a canceled cheque.

- (ii) The Successful Bidder must commence the Services within 30 days after execution of the LOA.
- (iii) The Successful Bidder shall execute the Contract within 30 days of acceptance of LOA. The cost towards the preparation, negotiation, and execution of the Contract shall be borne by the Successful Bidder.

18. FRAUDULENT PRACTICES

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

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

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

- (ii) Shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract.
- (iii) Shall declare a Bidder ineligible and blacklist such Bidder, either indefinitely or for a stated period if, at any time, AIESL determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.
- (iv) Shall rescind the Contract forthwith, in case of Successful Bidder adopting fraudulent / corrupt practices during the currency of the Contract.
- (v) Bid Security Declaration will be applicable, or the Security deposit shall be forfeited, as the case may be in addition to the above-mentioned remedies which AIESL shall have.

19. CONTRACT MANAGEMENT

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

20. CONTRACT SURVIVABILITY

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

21. ERRANT BIDDERS

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

22. JURISDICTION

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

of Delhi only.

23. DISQUALIFIED BIDS

Price Bids of the technically disqualified Bidders would be returned to them after the finalization of the contract under intimation and against acknowledgment from the Bidders.

In case a Bidder fails to collect the Price Bid within the stipulated 30 days' time, the Bid shall be shredded in the "as is where is" condition after the expiry of 30 days' time.

24. ZERO DEVIATION

- (i) Bidders are advised to quote strictly as per the terms and conditions of the Tender and not to stipulate any deviation/exceptions. This is a zero-deviation Tender, and no deviation shall be permitted.
- (ii) Bidders are advised to note that taking a deviation from the following terms and conditions of the Tender may lead to the rejection of their Bids:
 - a) Firm / Quoted Price throughout the Contract Period and the extension period
 - b) EMD
 - c) Scope of Work
 - d) Special Conditions of Contract
 - e) Functional terms and conditions
 - f) Service Delivery / Completion Schedule
 - g) Period of Validity of Bid
 - h) Performance Bank Guarantee / Security Deposit
 - i) Arbitration / Resolution of Dispute
 - j) Service Level Expected (SLE)
 - k) Force Majeure: Neither AIESL nor the Service Provider shall be liable for failure to fulfill obligations due to Force Majeure events including natural calamities, war, strikes, or government restrictions. The affected Party must notify the other within 5 days and resume obligations as soon as feasible. If Force Majeure continues beyond 90 days, either Party may terminate the Contract without penalty.
 - l) Statutory Compliance with Applicable Laws
 - m) Registration of PF & ESIC in the name of the Firm
- (iii) All the pages of the Tender must be mandatorily signed and stamped by the authorized signatory along with the supporting documents as asked in the Technical Bid. (Signed by any key managerial personnel or an officer of the company duly authorized by the Director / Partner / Proprietor on his behalf).
- (iv) All documents in support of the Tender must be submitted in accordance with the checklist as per the Check sheet attached in Section-F.
- (v) Any other condition specifically mentioned in the Tender elsewhere that non-compliance of the clause shall lead to rejection of the Bid.

25. SUBMISSION OF BILL

- (i) The Bidder shall tender monthly Tax Invoice (Consolidated bills should be submitted within every First Week of the month to DGM (PPMM) of the respective location) for the Warehouse Management Services provided to AIESL. A checklist and original documents in support of various Charges indicated in the bill should accompany each bill. Any bill not accompanied by a checklist and one or more documents will not be received in AIESL. Personnel authorized by AIESL will acknowledge receipt of the bills after due verification of enclosures. Bills that are returned to Service Provider on account of deficiencies will contain remarks about deficiencies.
- (ii) Separate Tax Invoices may be submitted viz:

- A) Warehouse management charges for the month (this will be the agreed Bid amount): Relevant supporting documents, viz payment of wages, PF, ESI challan etc. must be attached w.r.t. payment of wages to the personnel deployed for the AIESL Warehouse Management Services.
- B) Another invoice for Royalty / GTO if applicable along with relevant royalty payment details to the Airport Operator.
- (iii) It is to be noted that with respect to (A) above, there may be two separate areas for personnel deployment at any location, viz. Airport restricted areas and non – Airport restricted areas. Accordingly, the invoices in respect of personnel deployed in Airport restricted areas shall be submitted separately for the purpose of Royalty payment to the relevant Airport Operator (if applicable). Accordingly, there may be two separate contracts executed with the selected bidder, viz. one contract for Airport restricted area and one contract for non-airport restricted area.

26. PAYMENT TERMS

All payments to the Bidder for the services rendered by it shall be subject to the following compliances:

- (i) AIESL shall make every effort to examine and arrange payment of bills within 45 days of receipt of the Tax Invoice with all the relevant original supporting documents.

However, a delay in the settlement of payments shall not be accepted as a valid ground for Service Provider to delay consignments and/or make any request for advance payment. It is clearly and specifically understood that storage charges incurred on account of delay in transportation of consignments on grounds of delay in payment of bills on the part of AIESL will have to be borne by Service Provider. AIESL does not undertake to communicate to Service Provider, reasons for partial or non-admission of one or more claims made in the bills.

- (ii) The bills should be submitted as per the agreed Tender terms & conditions clearly with the breakup along with the supporting documents, failing which the bills will not be considered for payment process until the SP submits the clear and relevant supporting documents.
- (iii) Payment will be made through ECS (Electronic Clearance Service) / NEFT etc.
- (iv) The successful Bidder is required to submit a duly verified Bank Mandate form along with a copy of the relevant cheque leaf, duly canceled to enable Accounts Department to make payment through ECS / NEFT, etc.
- (v) TDS shall be deducted by AIESL from the payment made against these invoices, as per the applicable laws.

27. FALL IN PRICE CLAUSE

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

28. INDEMNIFICATION

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

- a) Injuries, damages, or loss caused by their personnel or operations.
 - b) Breach of statutory compliance including PF, ESI, labor laws, or BCAS regulations.
 - c) Any damage to AIESL assets or disruption of services caused by Service Provider's personnel.
 - d) Legal violations including IPR infringement or negligence.
- (iii) The Bidder shall indemnify AIESL against all liability arising out of any claim, penalty, loss damages, or costs actually paid, suffered, or incurred by AIESL pursuant to any injury or death to any person or by reasons of any damage to any property (including but not limited to the Aircrafts) belonging to AIESL caused by the Bidder's personnel deployed for the Services. In case, any such amount is not deposited / paid to AIESL, the same shall be deducted from Security Deposit / Bills / Future payments due to the Bidder, without prejudice to the other rights available to AIESL under any applicable law.
- (iv) The Bidder shall indemnify AIESL from all liability arising out of any claim, Penalty, loss, or damages, including costs (including counsel fees and reasonable legal cost) thereof, arising out of any breach or violation by the Successful Bidder of any provisions of any law, including but not limited to the intellectual property rights whether in India or any other country and labor laws governing the employees of the Successful Bidder.
- (v) The Bidder shall be responsible for any destruction / theft or damage to property and/or illness, injury, including death that may be suffered by its employees, contractors, or other representatives for whom it is in law responsible.
- (vi) The Bidder shall maintain adequate liability insurance covering accidents, third-party risks, fire, and personnel-related risks.

29. CONFIDENTIALITY

The Parties (Bidder and AIESL) shall at all times keep confidential, all information acquired in consequence of this proposal, except for information which they may be entitled or bound to disclose under compulsion of law or were requested by regulatory agencies or to their professional advisers where reasonably necessary for the performance of their professional services.

30. EXIT / TERMINATION OF CONTRACT

- (i) The Contract shall expire ipso facto upon the expiry of the Contract Period i.e., 02 (Two) years from the date of execution of the Contract if not be extended.
- (ii) In case of unsatisfactory performance or breach of any of the clauses of the contract, AIESL shall issue a notice of 30 days to the Bidder to rectify the breach and improve the Performance failing which AIESL shall be at liberty to terminate this Contract by providing 30 days written notice to the Bidder. In such case, the Bidder shall not be entitled to any compensation whatsoever for costs incurred or to be incurred on this account.
- (iii) In the event of a breach of confidentiality, the Contract can be terminated by AIESL with a notice period of 1 (one) month.
- (iv) The Parties shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the Contract till the termination.
- (v) Notwithstanding the above, AIESL shall also be at liberty to terminate the Contract for any reason including change in situation/circumstances, etc. by providing a 30-day prior written notice to the Bidder. The Bidder shall also be at liberty to terminate this Contract by providing AIESL with a 90-day prior written notice. In such an event, the terminated party shall have no right to claim compensation/damages, etc. from the

terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.

- (vi) In case the Bidder serves the termination notice before exhaustion of 40% of the contract value or, they will be debarred from participating in the immediate next Tender for that item/service.
- (vii) Refer Annexure B – Exit Management Plan for detailed exit obligations and service transition responsibilities.

31. CLAIMS FOR DAMAGE

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

32. FORCE MAJEURE

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

33. RESOLUTION OF DISPUTES AND ARBITRATION

- (i) Any dispute arising between the Bidder and AIESL (Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation, or effect of the Contract or the validity or breach thereof (the "Dispute"), shall first be settled by mutual consultation between the authorized representatives of the Parties. If the Dispute remains unresolved after a period of 90 (ninety) days from the date when the

mutual consultation has, the same shall be settled and finally resolved by arbitration.

- (ii) Such arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time, by a panel of three (3) arbitrators. The Parties shall appoint one (1) arbitrator each and the two (2) such appointed arbitrators shall, in turn, appoint the third (3rd) arbitrator as the presiding arbitrator.
- (iii) The arbitration award passed under the arbitration shall be final and binding on the Parties.
- (iv) The proceedings of the Arbitration shall be conducted in English language and the place of arbitration shall be Delhi.
- (v) Each Party shall bear their own cost concerning such arbitration.

34. NOTICES

Any notice by one Party to the other according to the Tender/Contract shall be sent in writing to the address specified for that purpose in the Contract at para No 3(iv)

35. INTERPRETATION

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

36. EXPENSES

Each Party shall bear its costs and expenses (including legal expenses) associated with the preparation, negotiation, and execution of this Contract and any other relevant documents.

37. SEVERABILITY

If any clause, section, or provision of this Contract is found to be invalid, illegal, or unenforceable, by the provisions of the applicable law, such invalidity, illegality, or unenforceability shall not render the remaining clauses, sections, or provisions hereof invalid, illegal, or unenforceable. In such a case, the Parties shall amend this Contract as appropriate, seeking to achieve the minimum extent necessary to make this Contract, legally valid and enforceable.

38. AMENDMENT

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

39. RATE REASONABLENESS

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

40. CONFLICT OF INTEREST

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

41. GOVERNING LAW

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

42. SERVICE PROVIDER'S RESPONSIBILITIES

- (i) Deployed manpower Duty Hours (availability of the manpower in shifts at certain warehouses on 24x7 and rotational basis).
- (ii) The Service Provider shall submit a monthly roster of all deployed manpower with assigned shifts for approval to the Warehouse In-Charge by the 25th of each month.
- (iii) Normal working hours for the Bidder's personnel deployed at warehouse shall be as per the warehouse location requirement i.e. either in General duty hours (normally 9:00am to 5:00pm, 6 days a week) and/or 24x7 basis in shifts as per requirement of AIESL.
- (iv) The Bidder must ensure that working hours of the manpower and other related provisions of Factories Act 1948 and amendments / labor laws or codes as notified by the Government shall be adhered to in all respects including payment of wages/salaries and other social security related regulations.
- (v) The Bidder shall provide all required manpower for handling and binning the materials at Warehouse; issue and receipt of materials; loading and unloading of materials.
- (vi) The Bidder shall provide the following personnel who shall be continuously available as and when required from the Commencement Date onward, and any proposed change in personnel shall be approved by AIESL in advance:
 - a) Qualified Warehouse Supervisor to take care of warehouse management system/operations.
Note: The Supervisor must have completed graduation. He / She must be computer literate and familiar with warehouse management system / operations.
 - b) Utility Handlers for physical receipt / issue / loading / offloading of materials at warehouse
Note: The Utility Hand must have completed matriculation.
- (vii) The Bidder must ensure that all the warehouses are properly manned and no interruptions should arise at any time during the Contract period in the smooth and seamless functioning of the warehouses.
- (viii) The Bidder will be responsible for food / transportation / accommodation / identity cards / uniform / any incidental expenses, etc. for their personnel deployed at warehouse or any other place.
- (ix) AIESL reserves the right to reduce / increase the number of Bidder's personnel by 25% based on the AIESL's functional requirement.
- (x) The warehouse supervisors and utility handlers will be approved by AIESL prior to their allocation to the respective location.
- (xi) The allocation of the Bidder's personnel to any warehouse location shall be flexible depending on the requirement of work at AIESL.
- (xii) Supervision: The Bidder will be responsible for supervision and administrative control of the personnel deployed by them for Warehouse Management Services at respective location. The deployed supervisor will further report to the designated AIESL official at each location. In the event personnel of Bidder is found to be disobedient or erring in duties assigned, AIESL reserves the right to demand replacement personnel.
- (xiii) Uniform: The personnel deployed shall report for the duty at warehouses neatly dressed in the approved uniform as provided by the Bidder.
- (xiv) The Service Provider shall ensure a proper inventory management system including barcode-based

tracking of all incoming and outgoing material, and periodic stock reconciliation in line with AIESL's audit requirements.

- (xv) The Service Provider shall facilitate quarterly stock audit by AIESL internal team or any third-party CA/firm as nominated by AIESL.
- (xvi) The Service Provider shall be responsible for ensuring fire safety compliance, including placement and upkeep of fire extinguishers and conducting basic fire safety training to deployed staff in coordination with AIESL.
- (xvii) The Service Provider shall maintain cleanliness and hygiene of the warehouse premises, ensuring that the area is free from dust, waste material, and unauthorized items at all times.
- (xviii) The Service Provider shall deploy a dedicated Warehouse In-Charge who will be the single point of contact with AIESL for operational coordination, reporting, and daily performance review.
- (xix) The Service Provider shall ensure that a daily checklist and monthly performance report is submitted to the designated AIESL official, capturing key warehouse KPIs including turnaround time, bin accuracy, and dispatch compliance.
- (xx) The Service Provider shall be responsible for packaging and preservation of aviation stores as per OEM and DGCA requirements, including desiccants, anti-corrosion treatments, and appropriate racking systems.
- (xxi) Insurance of inventory handled or stored shall be the responsibility of AIESL; however, the Service Provider shall be liable for any loss due to negligence, mishandling, or non-compliance with handling instructions.
- (xxii) The Service Provider shall implement and maintain a digital logbook for inbound and outbound transactions accessible to AIESL in real-time.
- (xxiii) The Service Provider shall ensure that all safety equipment (gloves, safety shoes, helmets, etc.) is provided to its staff and its usage strictly monitored during operational hours.
- (xxiv) The Service Provider shall be entitled to charge a maximum of 10% over and above the purchase cost towards procurement of accessories and equipment required for warehouse operations, subject to prior approval of AIESL.
- (xxv) Forklifts or other specialized lifting equipment, as and when required by AIESL, shall be arranged and deployed by the Service Provider at its own cost, including transportation and maintenance.
- (xxvi) Airport Entry Pass (AEP) as per BCAS norms for all personnel deployed by the Service Provider in Airport Restricted Areas shall be arranged and borne by the Service Provider. No separate reimbursement shall be admissible from AIESL in this regard.
- (xxvii) All computing equipment such as PCs, Laptops, Printers, Barcode Scanners, and relevant accessories required by the personnel for the execution of services shall be provided by the Service Provider. AIESL shall only provide physical space, tables, chairs, and connectivity to the existing ERP system.
- (xxviii) All AIESL locations will be equipped with one computer and with one printer along with ERP access.
- (xxix) All sorts of machineries and equipment required for functioning of warehouses will be provided by AIESL and will be managed under Annual Maintenance Contracts (AMCs). Bidder shall ensure that all the machineries and equipment are kept serviceable all the time.
- (xxx) The service provider shall provide the mechanical lifting devices, stackers, steps, etc. as may be required by the personnel carrying out the various warehouse activities.

(xxxi) Indemnification for compliance with Statutory Obligations by the Bidder:

The Bidder shall indemnify AIESL for compliance of the following:

- a) The Bidder shall be responsible for ensuring compliance with provisions related to Labour Laws (Central / State) and especially Minimum Wages Act, Payment of Wages Act, PF Act, ESI Act, Payment of Bonus Act, Contract Labour (R&A) Act - 1970, Workmen Compensation Act-1923, Industrial Dispute Act – 1947, Bombay Labour Welfare Fund Act-1953 etc. as applicable from time to time including wage/labour codes.
- b) The Bidder shall be solely responsible for any cost and consequences on account of any breach and/or non-compliance of any of the provisions of the Labour Laws. The Bidder shall indemnify AIESL against any claims / cost / damages and penalties in respect of breach of any of the provisions of the Laws in force.
- c) The employee of the Bidder shall not be deemed to be employee of AIESL; hence the compliance of all the statutory Laws will be the sole responsibility of the Bidder. It shall be the responsibility of the Bidder to comply with all liabilities arising out of any provisions of Labour Acts / Codes, Enactments hitherto in force or enacted from time to time during the execution of this Service Contract.
- d) All records, documents under various statutory provisions maintained by the Bidder shall be open for inspection by an authorized representative of AIESL / 3rd Party authorized by AIESL / to any Law-abiding Govt. Agency and the Bidder shall produce the same as and when required for inspection.
- e) AIESL shall not be responsible to provide any canteen, medical and/or transport facility (inside or outside the Airport) to any personnel of the Bidder.
- f) AIESL shall not be responsible for any injury sustained by the Bidder's personnel during the performance of their duties and also any damage or compensation due to any dispute between them. Any expenditure incurred by the AIESL to handle any such situation arising out of the conduct of deployed personnel or otherwise shall be deducted from the bills / security deposit of the Bidder.
- g) The Bidder has to ensure payment of wages to his employees through ECS only. The wages should not be less than the Minimum Wages as notified from time to time by the appropriate Government (State Govt.) in respect of each of the applicable category of employees. The wages should be paid on or before 7th of the month following.

43. VERIFICATION OF CREDENTIALS:

- (i) Security Compliance: This section consolidates all security-related obligations of the Service Provider:
 - a) Personnel background checks with local police verification prior to deployment.
 - b) Mandatory compliance with BCAS, Airport Operator, and CISF norms.
 - c) Service Provider shall issue and manage Airport Entry Passes (AEPs).
 - d) AIESL reserves the right to reject or demand replacement for non-compliant personnel.
 - e) Uniforms with high visibility jackets must be provided by the Service Provider.
 - f) Security incidents (e.g., theft or malpractice) shall be investigated and penalized.

- (ii) The Bidder should ensure verification of character and antecedents of their allocated personnel through Local Police before deployment to AIESL since AIESL is a “protected industry” and Indian Airports are “protected areas”.
- (iii) The Bidder shall furnish a copy of Police verification of personnel deployed, with their photograph to designated AIESL official for the record purpose.
- (iv) The Bidder shall issue photo identity cards to the staff deployed on AIESL duty. The staff shall carry and show the ID card, as and when demanded by Police / CISF / AIESL Security.

44. RELATIONSHIP

The relationship between AIESL and the Bidder shall be on ‘Principal to Principal Basis’. Nothing contained shall be construed or interpreted as constituting a partnership agency or joint venture or any association between the parties. No party shall have any right, power, or authority to enter into any agreement or act in any manner on behalf of the other.

45. COMPLIANCE OF SECURITY REGULATIONS (WHEREVER APPLICABLE):

- (i) The Bidder should obtain the requisite approval from respective Airport Operators and Bureau of Civil Aviation Security (BCAS), Government of India before commencement of the Work, as it has been made mandatory for any Agency to carry out functions in the restricted areas of Indian Airports.
- (ii) The Bidder shall ensure that all the safety and security regulations of AIESL, BCAS, Airport Operator or any other agency associated with airports activity are strictly adhered to and complied with by personnel deployed.
- (iii) Any violation of security regulations and indulging in illegal activities by his personnel will be at the cost / risk of the Bidder.
- (iv) The Bidder should ensure verification of character and antecedents of his personnel by Police before deployment, since AIESL is “protected industry” and Airport is “protected area”. Every employee’s photograph, copy of Police verification of character and antecedents and Contractor’s undertaking to be furnished to Security Department.
- (v) The Bidder shall provide at his own cost proper uniforms with high visibility jackets (approved by AIESL) for the personnel deployed. High visibility jackets are required in the Apron area controlled by BCAS/CISF/Airport Operator.
- (vi) On award of Contract, the Bidder shall arrange entry passes for its personnel at their own cost from BCAS within 45 days.
- (vii) The personnel so deployed must be in possession of photo identity cards provided by the Bidder under his signatures, company’s name and seal apart from AEP issued by BCAS for Airport / sterilized area entry, to be shown if and when demanded by AIESL officials.
- (viii) The personnel so deployed must not report on the duty under the influence of alcohol, drugs, etc. and observe no smoking norms in offices / warehouse.
- (ix) The Bidder shall have a system to issue / retrieve Airport Entry Permit (AEP) to their employees while they report / leave the AIESL / Airport premises, so as to ensure that their employees are not misusing the AEP.
- (x) The Bidder shall have a system to surrender the Expired / Lapsed / Terminated Employees’ AEP to the issuing authority.
- (xi) Any lapse noticed on the part of Bidder’s employees involvement in theft / pilferage / malpractices, shall be inquired into by AIESL security / other officials and suitable action including legal proceedings initiated

for breach of Contractual liability and also it will attract penal provisions of law.

- (xii) The Bidder shall take responsibility for good conduct of its / his / her employees in AIESL premises / airport. If any of the Bidder's employees is involved in any theft / pilferage of property of AIESL / Cargo consignments / AIESL property kept / present in their areas of Work as assigned by AIESL. AIESL reserves the right to impose penalty on the Bidder apart from initiating or provide assistance in the legal ramifications.
- (xiii) The Bidder shall also be responsible for getting all necessary clearance, if any, from all Govt. Agencies / Legal Authorities including Airport Operator and BCAS from time to time.
- (xiv) It will be the responsibility of the Bidder to ensure that no unauthorized personnel other than those deployed specifically for the Work, gains access to the Airport premises where the services are to be provided.
- (xv) The Bidder should obtain security clearance to comply with requirement of Rule 92, of Aircraft Rules 1937 (amended in 2004) from the BCAS HQrs., New Delhi before commencement of the work.
- (xvi) The Bidder shall ensure compliance of the following regarding Airport Entry Permits:
 - a) The Bidder shall ensure that no person, who has retired/left the work on his own or has been terminated from service or whose period of Contract has expired shall retain the Airport Entry Pass issued to him for legitimate function at the Airport.
 - b) It shall be the responsibility of Bidder that NOC is not issued to an employee who has retired / left the work on his own or has been terminated from service unless the Airport Entry Pass issued to him is returned to the authorized signatory of the concerned Department / Agency.
 - c) It shall be the responsibility of the Bidder to retrieve Airport Entry Passes from the person who has retired / left the work on his own or has been terminated from service or whose period of services has expired and deposit such Airport Entry Passes with the concerned Regional Dy. Commissioner of Security (CA), BCAS within 10 days after retirement / resignation / termination of their employees.
 - d) Any deviation from the above-mentioned instructions, i.e. failure to return Airport Entry Passes within 10 days of retirement, resignation, termination of any employee, would render defaulter and action would be initiated by the BCAS.

46. PENALTIES

- (i) Delay reporting: The personnel deployed at the warehouses shall always report for the duty on scheduled time and shall be available throughout the office timings. Any delay in reporting for the duty on any working day shall attract a penalty of Rs. 500/.
- (ii) Absent manpower: All the AIESL warehouses shall always be manned during the official duty timings on a working day. Any absentism of deployed manpower shall attract a penalty of Rs. 1,000/- per day per manpower.
- (iii) Total penalty on account of absentism of deployed manpower in a month shall not be more than 10% of the invoice value.
- (iv) Following absentism of the total deployed manpower of the Bidder on all the AIESL contracted warehouses across India would be considered breach of Contract if more than 10% of the total deployed manpower is absent for 03 continuous working days.
- (v) If the Bidder is found to breach the contract, AIESL reserves the right to terminate the Contract by giving a notice period of 30 days.
- (vi) Any Bidder signing the Bid and other documents in connection with the Tender must certify whether he

signs as:

- a) A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
- b) A partner of the firm/LLP if it is a partnership must have the authority to refer to arbitration, or 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. Constituted attorney of the firm if it is a Company.
- c) Authorized signatory of the firm (signatory will be any key managerial personnel or an officer of the company duly authorized by the Director/Partner/LLP/Proprietor in this behalf).

47. OTHER TERMS & CONDITIONS

- (i) Issue/submission of the Bid form does not necessarily mean that the Bidder is eligible.
- (ii) Bidder is advised to quote strictly as per terms and conditions of the Tender and not to stipulate any deviation/exceptions.
- (iii) Our Tender closes on the Due Date/ Time specified in the Tender. Bidders must submit their Bids well in time before the scheduled close date and time of the Tender to avoid any last-minute glitches such as internet / server or for any other reasons.
- (iv) AIESL will not entertain last-moment requests for an extension of the Due Date/Time and reserves the right to accept or reject such request for extension at its sole discretion.
- (v) The Due Date/Time of Tender may be extended at any time before the date of closing of Tender. The closing date of submission of Bids may be extended at any time including after the scheduled date of closing, at the sole discretion of AIESL.
- (vi) AIESL reserves the right to close the Tender / reject any / all Bids at any stage of the Tender at its sole discretion, without any additional cost to AIESL.
- (vii) AIESL reserves the right not to consider the Bid of any Bidder, blacklist the Bidder for 3 years if it is determined / noticed at any stage during the Tender process or after Contract Period that the Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice to Bid/obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate actions as deemed fit, in AIESL sole discretion.
- (viii) AIESL reserves the right to reject/not consider at its sole prerogative the Bids of such Bidders who have been involved in any litigation with AIESL in the last 5 years / ongoing litigation or arbitration with AIESL or have been blacklisted/ debarred by any PSU, Govt. bodies.
- (ix) In the event of any Suppression / Misrepresentation of such facts, AIESL reserves the right, at its sole discretion, to take appropriate action as deemed fit including but not limited to disqualification of the Bidder and termination of the Contract.
- (x) Any clarifications sought by AIESL concerning the Bids submitted by the Bidders will be considered as a part of the Bid and AIESL reserves the right to seek clarifications at any stage of the Tendering process.
- (xi) All relevant documents required related to the Services to be provided under this Tender are to be submitted by the Bidders at their own cost.
- (xii) Conditional Bids shall not be accepted and are liable to be rejected.
- (xiii) The terms of the Tender and the Contract are CONFIDENTIAL, and anything contained in the Tender shall not be disclosed by the Bidders to any third party in any manner, whatsoever.

- (xiv) Bidder will give the official mailing address, email, and contact No. (Land Line/Mobile) numbers to which all correspondences shall be sent by AIESL. Also, in the event the address of the Bidder is changed, the same shall be intimated to AIESL immediately by the Bidder.
- (xv) AIESL reserves the right to annul the Tender process and reject any or all the Bids at any time before the award of the Contract without incurring any liability to the Bidders or without any obligation to inform the Bidders of the grounds of such annulment/rejection. AIESL further reserves the right to add/delete/modify any one or more of the terms and conditions contained in the Tender or any of the agreements proposed to be entered into by AIESL with the Successful Bidder.
- (xvi) The Near Relatives of employees of the AIESL office who is likely to benefit the Bidder during the award/implementation of the Contract are prohibited from participation in this Tender. Near relatives are defined as:
 - a) Members of a Hindu undivided family.
 - b) Their husband or wife
 - c) Relatives in the manner as father, mother, son(s), son's wife, daughter(s), Daughter's husband, brothers, brother's wife, sister, and sister's husband

48. CORRECTION OF ARITHMETICAL ERRORS

- (i) The Bidder shall correct arithmetical errors on the following basis:
 - a) If there is a discrepancy in the quoted rates in Price Bid between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
 - b) Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with the same, shall result in the rejection of the Bid.

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

Section B - (SCOPE OF WORK)

AIESL intends to outsource its warehouse management operations at Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur. The specifications provided in this scope of work are general in nature, based on currently available information. AIESL reserves the right to make variations in the future, at its sole discretion, as may be deemed necessary. The detailed scope of work is given as below:

01. Storage / Handling / Issuance / Receipt of Goods (including Dangerous Goods)

- (i) The contractor shall handle Bonded Stores (customs regulated), Non-Bonded Stores (duty-paid goods), and Quarantine Stores (segregated defective or restricted materials) as part of service scope.
- (ii) The warehouse operations shall include handling of the following store categories:
 - a) Bonded Stores: These are stores where imported goods are stored without payment of customs duty until they are cleared for use. Access and handling require compliance with customs regulations.
 - b) Non-Bonded Stores: These are stores where locally procured or duty-cleared materials are stored. These do not require customs oversight.
 - c) Quarantine Stores: These are stores used for segregating items that are either defective, damaged, or awaiting inspection/clearance. Such items are not to be used until cleared.
- (iii) The Bidders must have demonstrable experience in Warehouse Management – including handling of aircraft spares, tools, rotables, consumables, and safety-critical components under regulatory compliance frameworks (DGCA, BCAS, etc.).
- (iv) The Bidder shall be responsible for management of warehouses and shall report to designated AIESL official for day-to-day coordination / operations. The Bidder shall also be responsible for proper storage and handling of all the materials / equipments / tools / items / goods / parts / components (all combining hereinafter referred as “Materials”) in all the AIESL warehouses.
- (v) The Bidder shall be responsible for storing of all the Materials in the warehouse in a good, safe, orderly and efficient manner as per laid down procedure by AIESL. The deployed personnel of the Bidder would be imparted necessary training to follow the AIESL storage / handling procedures, by AIESL at no cost basis.
- (vi) Materials should be stored along with the respective tags and required documents to meet the requirements of regulatory authorities, like DGCA / EASA / FAA, as the case may be.
- (vii) The Bidder must ensure that the Materials are not released from the warehouse unless there is Material request duly signed by authorized official. Only serviceable Material is handed out for internal use as well as for shipping to customers.
- (viii) The Bidder must ensure that the AIESL handling procedures are followed by the deployed personnel at the warehouses. The special crates, boxes, containers, transportation vehicles and any other facilities for Material handling to provide maximum protection from damage shall be provided by AIESL.
- (ix) The Bidder shall always keep warehouse and AIESL's property clean and in an orderly condition
- (x) The Bidder should take utmost care while handling the Materials to avoid any damage to them. Damages to Materials, due to negligence of the Bidder shall attract penalty and the Bidder have to bear the cost of damage to materials (Refer Para 06 for insurance of the materials).
- (xi) The Bidder must ensure to enter data in the AIESL ERP system AIESL would provide the necessary trainings to the personnel of Bidder at no cost to them.

02. Environmental Control

The Bidder shall monitor the temperature, humidity and dust count at regular intervals as per AIESL requirement. In case of any variation beyond the defined limits, the same shall be brought to the notice of designated AIESL officials.

03. Physical Reconciliation

- (i) Physical Stock Verification Report shall be submitted by the Bidder's supervisor on monthly basis or whenever demanded by AIESL.
- (ii) The Bidder shall conduct monthly cycle counts of AIESL inventory and ensure 100% accuracy of reported quantities. Any discrepancy shall be immediately reported to the designated AIESL official in writing for necessary corrective action.
- (iii) The Bidder must ensure warehouse management through AIESL ERP system which shall be used for generating inventory reports, detailing all transactions taking place at the specific period and to keep AIESL abreast of the updated inventory status at all the times.

04. Reports - Daily Report / Weekly Report / Monthly Report

- (i) Being responsible for upkeep of AIESL documents / files, the Bidder shall keep and maintain proper books and accurate records of the movement of materials at warehouse and provide proof of such records to AIESL as may be requested from time to time.
- (ii) The Bidder will be responsible to maintain the records of movement (issue & receipt) of Materials in AIESL ERP and in the registers provided by AIESL.
- (iii) The Bidder will be required to adhere to the following reporting requirements (To provide a periodic report as defined in a format acceptable to the AIESL):
 - a) Shelf-Life Expiry Dates and Shelf-Life monitoring in warehouses (Weekly)
 - b) Materials Received (Monthly)
 - c) Materials Transferred to locations as per AIESL instructions (Monthly)
 - d) Stock Statement / Inventory Control Register (Monthly)
 - e) Materials consumed/issued to the user (Monthly)
 - f) Daily record of dust particle count / temperature / humidity checks (Monthly)
 - g) Any other report available through ERP system as and when required by AIESL

For any specific report pertaining to warehouse management as required by AIESL, the Bidder shall prepare appropriately the relevant details and the format which will be mutually agreed between AIESL and the Bidder.

05. Addition / Deletion of Scope of Work or Increase / Decrease in Manpower:

AIESL reserves the right to add or reduce any scope of work or to increase / decrease the strength of manpower, considering the company's requirement or due to any unforeseen circumstances. While doing such Addition / Reduction of Scope of Work or Increase / Decrease in Manpower, there will be no change in service charges per diem during the validity of the Contract and extensions, if any, under any circumstances.

06. Insurance for inventory and warehouse

The warehouses including the Materials will be insured by AIESL. Any damage to the warehouse / Materials shall be claimable from insurance company. However, if any damage to the warehouse / inventories is found due to negligence / mismanagement of the handling of Material by the Bidder, the Bidder shall be responsible for the damages and losses to AIESL. The cost of damage of the Material shall be paid by the Bidder to AIESL within 90 days of occurrence of damage.

07. No Deviation

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



SECTION C - (ELIGIBILITY CRITERIA)
Eligibility criteria will be accessed by AIESL.

The confirmation of compliance shall be submitted by the Tenderers:

SN	Description	AIESL Requirement
01.	The Bidder must be a Limited Company registered under Indian Companies Act, 1956/2013 or a partnership firm/LLP or a sole proprietorship firm or a Private Limited Company duly registered under the concerned acts applicable for conducting business in India. (Please attach copy of the relevant Deed / Registration document, as applicable)	Must
02.	<u>Turnover</u> : The Bidder shall have a minimum average annual turnover of Rs. 1.71 Crores (Rs. One crore Seventy-One Lakhs), in three financial years starting from 01.04.2021. (2021-22, 2022-23 & 2023-24) (Please attach self-attested copies of audited balance sheets & P&L Accounts)	Must
03.	The bidder shall have at least 3 years' experience in managing warehouses, including aircraft components, rotables, and DGCA-compliant processes.	Must
04.	<u>Experience</u> : The Bidder should have experience of having successfully completed warehouse management services during last 04 years ending 31.03.2025 should be either of the following: a) Three warehouse management services costing not less than the amount equal to Rs. 2.28 Crores. b) Two warehouse management services costing not less than the amount equal to Rs. 2.85 Crores. c) One warehouse management service costing not less than the amount equal to Rs. 4.56 Crores. (Please furnish copies of Contracts / Purchase Orders)	Must
05.	<u>Income Tax (IT) Return</u> : IT Returns pertaining to any three financial years from 01.04.2021 to be provided by the Bidder. (Please submit copies of the IT Returns for FYs 2021-22, 2022-23 & 2023-24)	Must
06.	ESI Registration and PF Registration are must. Please submit the relevant Registration copy.	Must
07.	The Bidder must submit EMD or applicable exemption letter. (Please furnish EMD payment details)	Must
08.	The Bidder shall have a working office in each of the location (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur). Proof of Rent Agreement / Electricity Bill, etc. to be attached. (Note: In case the Bidder is not having a working office in any of the locations, then the Bidder must attach an undertaking to arrange a working office in these locations within 30 days of issuance of LOA.)	Must
09	PAN and GST Registration are must. Please submit copies of the documents.	Must
10.	The Bidder shall have BCAS clearance or must obtain the same within 45 days of issuance of LoA, to deploy manpower in the respective Airport restricted areas in Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur. (Please attach copies of relevant BCAS clearance / an undertaking to effect that within 45 days of issuance of LoA, the same shall be obtained)	Must

Technical Bid Evaluation Criteria (TBEC)

For Bidder to become technically qualified, it is essential to meet the Eligibility criteria. The Bids will be evaluated as per Technical Bid Format given in Section D.

Price Bid Evaluation Criteria (PBEC)

The L-1 Bidder will be determined as per the criteria specified in Section E.



SECTION D - (TECHNICAL BID FORMAT)

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

The selected Service Provider shall be responsible for providing comprehensive Warehouse Management Services at AIESL's designated locations. These services shall include, but not be limited to, the following:

1. End-to-end management of warehouse operations at AIESL bases (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, Nagpur), including:
 - a) Inward and outward logistics of aircraft spares and consumables.
 - b) Bin-level inventory management using barcode-based digital systems.
 - c) Implementation and maintenance of digital logbooks for material traceability.
2. Equipment and infrastructure provisioning:
 - a) Provision of barcode scanners, printers, terminals, and safety gear.
 - b) Deployment of forklifts and lifting tools, including associated maintenance.
 - c) Arrangement of Airport Entry Passes (AEP) for deployed personnel as per BCAS norms.
3. Operational deliverables:
 - a) Submission of daily and monthly MIS reports covering KPIs such as stock turnaround time, accuracy, shrinkage, and compliance.
 - b) Packaging and preservation of stores per OEM and DGCA norms using desiccants, anti-corrosion measures, and humidity control.
4. Facility responsibilities:
 - a) Housekeeping, waste disposal, fire safety compliance, and general upkeep of warehouse premises.
 - b) Coordination with AIESL officials through a dedicated Warehouse In-Charge at each base.
5. The Service Provider shall maintain and deploy its own manpower under its payroll and supervision. AIESL shall not exercise any control over recruitment, salaries, or administrative matters of the Service Provider's personnel.
6. The Service Provider shall bear full responsibility for adherence to applicable statutory obligations, safety, insurance, and regulatory compliance.

A. BIDDER'S DETAILS

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

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B. TECHNICAL BID FORM

SN	Description	AIESL Requirement	Bidder	Document Proof
01.	The Bidder must be a limited Company registered under Indian Companies Act, 1956/2013 or a partnership firm/LLP or a sole proprietorship firm or a private limited company duly registered under the concerned acts applicable for conducting business in India.	Must	Yes/No	To submit document proof
02.	ESIC Regn No. Self-attested copy be enclosed (Must)	Must	Regn. No..... Date.....	
03.	PF Regn. No. Self-attested copy to be enclosed (Must)	Must	Regn No..... Date.....	
04.	Prior BCAS clearance / obtain BCAS clearance within 45 days of issuance of LoA, to deploy manpower in the respective Airport restricted areas in Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur. (Please attach copies of relevant BCAS clearance / an undertaking to effect that within 45 days of issuance of LoA, the same shall be obtained)	Must	Yes/No	
05.	Has any Director/Partner/Proprietor been convicted at any time by a court of law? (If yes, give details)	Must	Yes/No	
06.	Has your company ever been Blacklisted by any agency of the airport or elsewhere? (If yes, give details)	Must	Yes/No	
07.	Minimum average annual turnover of Rs. 1.71 Crores (Rs. One crore Seventy-One Lakhs) during last three financial years from 01.04.2021. Self-attested copies of audited balance sheet & P&L Account to be attached.	Must	Yes/No	To submit document proof
08.	IT Returns in respect of the above three financial years. Self-attested copies of the IT returns to be attached.	Must	Yes/No	To submit document proof
09.	Proof of experience of providing Warehouse Management Services. (as per Para 03 description of Section C)	Must	Yes/No	To submit document proof
10.	Documentary Proof of Handling and Storage of Aircraft Spares & Components: The bidder shall submit documentary evidence (e.g. work orders, contracts, client certificates, or performance reports) demonstrating past experience in handling and storage of aircraft spares and components in an aviation or MRO warehouse environment.	Must	Yes/No	To submit document proof
11.	The Bidder shall have a working office in each of the location (Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata and Nagpur). Proof of Rent Agreement / Electricity Bill, etc. to be attached. (Note: In case the Bidder is not having a working office in any of the locations, then the Bidder must attach an undertaking to arrange a working office in these locations within 30 days of issuance of LOA)	Must	Yes/No	To submit document proof
12.	Agree to the general terms and conditions as mentioned in Annexure-B	Must	Yes/No	To confirm

13.	Agrees to pay a non-interest-bearing security deposit which shall be 5% of the contract value as a security deposit for the period of the contract. (Refunded / returned without interest within 60 days after completion of contract)	Must	Yes/No	To confirm
14.	Agrees that the payment will be made against their invoice submitted on 45 days credit term basis	Must	Yes/No	To confirm
15.	PAN and GST Number	Must	Yes/No	To submit document proof
16.	Shall verify that they have insurance coverage to protect their employees.	Must	Yes/No	To confirm and submit document proof at the time of LOA

C. Details of Warehouse Management Services provided by the Bidder during the last three financial years ending on 31st March 2024 along with a copy of contract / invoices of clients.

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

Note: This is a performance-based management services contract and not a manpower supply arrangement.

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

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

SECTION E (PRICE BID FORMAT)

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

Tender No: AIESL/PPMM/WMS/01 DATED 09th SEP 2025 / _____

Tender Name: Tender for Warehouse Management Services in AIESL

PRICE BID FORM PART 1 (A)	
Name of the Bidder / Co.	
Address	
Telephone No./ Fax No. / Mobile No.	
Name of Contact Person	

Bidders are required to quote all-inclusive monthly composite rates (excluding GST) for comprehensive warehouse management services at each AIESL location. Quoting for all six locations is mandatory.

The monthly quoted price shall cover the following inclusions:

01. Equipment & Tools: Desktops, barcode scanners, printers, step ladders, stackers, weighing scales, hydraulic lifts, and other essential infrastructure.

Note: Forklifts, scissor lifts, and other high-value equipment shall be arranged by the Service Provider on an as-and-when-required basis, subject to prior written approval from AIESL. The cost for such deployment shall be reimbursed on actuals and shall not form part of the monthly composite charges.

02. Manpower: Cost of all deployed manpower under the Service Provider's payroll and supervision.

03. Safety & Consumables: Safety gear, uniforms, consumables, and IT peripherals.

04. Compliance: Cost of Airport Entry Passes (AEP) and BCAS compliance for all deployed manpower.

05. Administrative & Statutory Costs: Insurance, administrative overheads, and compliance with all statutory requirements (PF, ESI, Bonus, Leave wages, etc.).

FORMAT: Please quote the rates in the below format:

1. Name of Service: Warehouse Management Services 2) HSN Code: _____

SN	LOCATION (a)	MONTHLY CHARGES (Rs.) (b)	GST (%) (c)	Total per month (Including GST) (d)={b+(b*c)}	Total per month including GST in words (Rs.) (e)
01.	DELHI				
02.	MUMBAI				
03.	HYDERABAD				
04.	TRIVANDRUM				
05.	KOLKATA				
06.	NAGPUR				
07.	TOTAL				

Note:

- Bidders are required to quote for all 06 locations individually. Quoting for lesser no of locations will disqualify the bidder.
- Please specify the applicable HSN Code for the Ware House Management service.
- This is not an exclusive manpower supply service. Bidders must quote consolidated service rates including equipment & manpower costs.
- The manpower costs included in the price shall be for the indicative manpower as per Annexure-G.

Total of PART - 1 (A)

Sum Total: Rs. (in figures) _____
Rs. (in words) _____

Part - 1 (A): INCLUSIONS

The bidder shall quote a single consolidated monthly charge for each location. This charge shall comprehensively cover:

- (i) tools and equipment required for warehouse operations as specified;
- (ii) wages of deployed manpower along with all statutory and social security components (PF, ESIC, leave pay, insurance, etc.); and
- (iii) associated costs such as uniforms, ID cards, name badges, Airport Entry Passes (AEPs), substitution and supervision, warehouse management service charges, profit margin, and all applicable taxes including GST.

Part - 1 (A): EXCLUSIONS

- a) Overtime (OT) wages, if any, for resources deployed shall be payable separately on actuals.
- b) Airport levies (Royalty, GTO, etc.), if applicable on these services, shall be reimbursed by AIESL on actuals against submission of bills and supporting documents by the Service Provider.

Notes:

- (i) In case of any requirement for additional manpower, the same shall be provided by the Service Provider at the prevailing minimum wages of the respective State, inclusive of all statutory and social security contributions (PF, ESI, Bonus, etc.) as applicable.
- (ii) The prices quoted by the Bidder shall remain firm and fixed for the entire duration of the contract.
- (iii) Payment of wages and compliance with all statutory/social security requirements (PF, ESI, Bonus, Leave, etc.), as applicable in the respective States, shall be the sole responsibility of the Service Provider. Compliance with all applicable wage laws, labour laws, and statutory codes in respect of manpower deployed for providing Warehouse Management Services to AIESL shall rest entirely with the Service Provider. Bidders must factor these obligations into their monthly composite charges.

L-1 CRITERIA:

- (i) Determination of L-1 shall be based on the Grand Total Warehouse Management Charges quoted in Part 1(A), Row 07 (Column d) across all six locations, including GST. The bidder quoting the lowest consolidated monthly rate for all six locations shall be declared as the L-1 bidder.
- (ii) In the event of a tie, the evaluation and final selection shall be carried out in accordance with the prevailing GeM procedures.
- (iii) The L-1 bidder shall be required to match the lowest quoted rates for all individual locations. For example, if the L-1 bidder is lowest in three locations, but other bidders have quoted lower in the remaining two locations, the L-1 bidder must align its rates to those lowest rates in order to ensure uniformity across all six locations.

Note:

The cost of essential infrastructure (such as PCs, printers, barcode scanners, weighing scales, step ladders, stackers, hydraulic lifts, safety gear, etc.), IT equipment, accessories, and warehouse tools required for operational execution shall be included in the bidder's quoted price. No separate reimbursement shall be made by AIESL. The Service Provider must factor these costs along with manpower expenses in the consolidated financial bid.

PART - 1 (B):

The bidder is required to provide following rates for reference of AIESL which shall be the basis for payment for extra work hours, etc. and future addition/deletion of manpower.

(1) Daily OT Wage Rate beyond normal working hours		(Amount in Rs.)					
SN	Particulars	DEL	MUM	HYD	KOL	NAG	TRV
01	Per hour OT rate for Supervisor (Graduate)						
02.	Per hour OT rate for Utility hand (Matriculate)						

In case the resource is retained for beyond 60 minutes after the normal working hours by the authorized official of AIESL, then the resource is entitled for additional wages at the above rates.

(2) Monthly Wage Rates (including GST)		(Amount in Rs.)					
SN	Particulars	DEL	MUM	HYD	KOL	NAG	TRV
01.	Monthly Wage rate for supervisor (Graduate)						
02.	Monthly wage rate for utility hand (Matriculate)						

Rates quoted at Part 1 (B) (2) above shall be the basis for proportionate increase/decrease in the monthly warehouse charges payable to the Bidder in case of increase or decrease in the number of resources in future.

It is compulsory to quote rates at Part 1 (A), Part 1 (B) (1) and Part 1 (B) (2).

Rates at Part 1 (A) are to be quoted in INR as per the format given in this Price Bid Form and the GeM format. Any deviation in format or if rates quoted are conditional, the same shall be out rightly rejected.

Declaration:

I have carefully gone through the bid document and have understood the Terms and Conditions, scope of work and service requirements governing this contract and quoted the rates/price.

I hereby confirm that I am authorized to quote for this bid and signed accordingly.

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

SECTION F: CHECKLIST

SN	Description	SPECIFY YES/ NO
01	The Bidder shall have a minimum average annual turnover of ₹1.71 Crore (Rupees One Crore Seventy-One Lakhs) during the last three financial years (2021-22, 2022-23 & 2023-24). Self-certified copies of audited Balance Sheet & Profit & Loss Account, along with corresponding ITR acknowledgements, shall be submitted.	
02	Documentary proof of experience in providing Warehouse Management Services.	
03	Confirmation that the Bidder has the necessary facilities, infrastructure, and technology to efficiently manage warehouse operations.	
04	Confirmation that the Bidder agrees to abide by the rules/clauses stipulated in Annexure-B of the tender document.	
05	Confirmation that the Bidder agrees to deposit a non-interest-bearing Security Deposit equivalent to 5% of the contract value, valid for the duration of the contract.	
06	Confirmation that payments will be accepted on 45-day credit terms against invoices submitted by the Service Provider.	
07	A duly masked Price Bid has been attached with the Technical Bid.	
08	Copies of PAN and GST Registration Certificates submitted.	
09	Confirmation that the Bidder has valid insurance coverage to protect its employees.	
10	All pages of the tender documents are duly signed, stamped, and uploaded on GeM.	
11	Acceptance of all terms and conditions along with a signed and stamped undertaking.	
12	EMD / Bid Security Declaration attached (in case of MSE, as applicable).	

Authorized Signatory:

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

ANNEXURE A

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

To

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

UNDERTAKINGS

In response to the fulfillment of the requirement for eligibility to Bid for Tender No. AIESL/PPMM/WMS/01 DATED 09th SEP 2025 / __ (Tender for Warehouse Management Services in AIESL)

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

Signature of Authorized Signatory

Name of Signatory

Designation of Signatory

Place

Date

Company Seal



ANNEXURE B

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

To

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

Tender Ref: AIESL/PPMM/WMS/01 DATED 09th SEP 2025 / ____ (Tender for Warehouse Management Services in AIESL) Dated: 09th Sep 2025 Due Date: 30th Sep 2025

ACCEPTANCE OF TERMS AND CONDITIONS

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

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

ANNEXURE C

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

To

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

UNDERTAKING FROM BIDDERS

Tender Ref : AIESL/PPMM/WMS/01 DATED 09th SEP 2025 /____ (Tender for Warehouse Management Services in AIESL) Dated: 09th Sep 2025 Due Date: 30th Sep 2025

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

Signature of Authorized Signatory _____

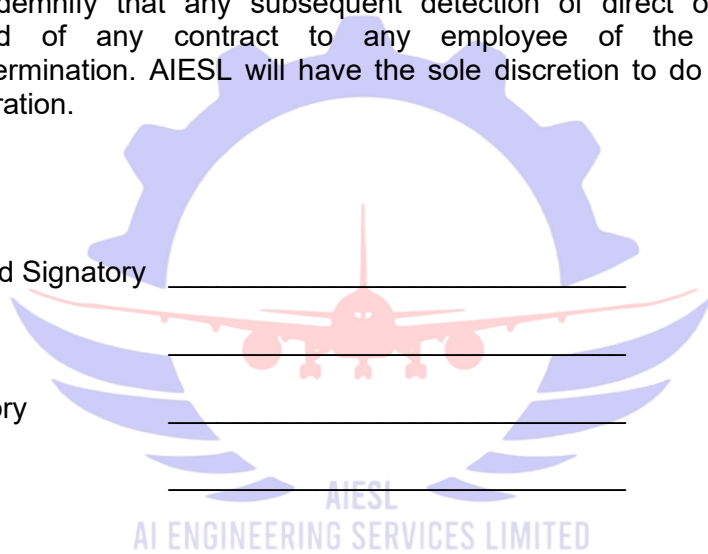
Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____



ANNEXURE D

To

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

PERFORMANCE BANK GUARANTEE / SECURITY DEPOSIT FORM

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

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

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

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

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

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

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

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Name & Address of the Bank Branch

ANNEXURE E

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

To

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

SECURITY DEPOSIT LETTER

Tender Ref : AIESL/PPMM/WMS/01 DATED 09th SEP 2025 /____(Tender for Warehouse Management Services in AIESL) Dated: 09th Sep 2025 Due Date: 30th Sep 2025

I / We, the undersigned declare that:

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

Signature of Authorized Signatory _____

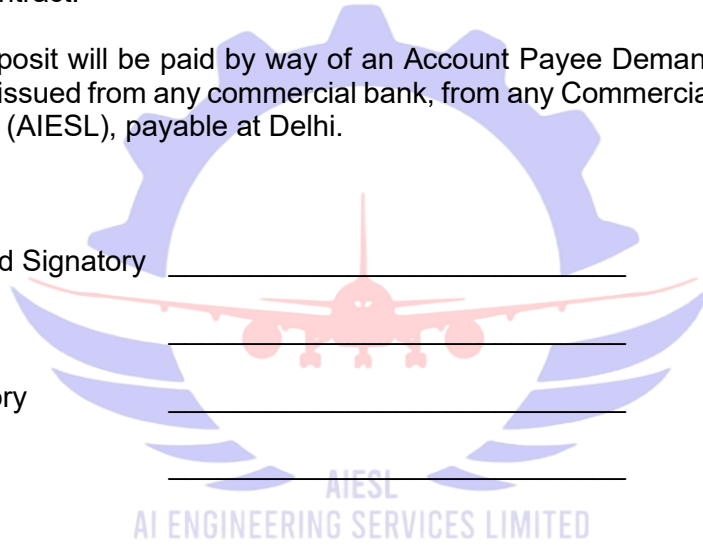
Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____



ANNEXURE F

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS INSTEAD OF EMD

(Applicable for MSE Bidders only)

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

To

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

Tender Ref : AIESL/PPMM/WMS/01 DATED 09th SEP 2025 /____(Tender for Warehouse Management Services in AIESL) Dated: 09th Sep 2025 Due Date: 30th Sep 2025

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

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

Signature of Authorized Signatory _____

Name of Signatory _____

Designation of Signatory _____

Place _____

Date _____

Company Seal _____

ANNEXURE G (INDICATIVE MANPOWER REQUIREMENT)

Note: The below staffing estimate is only used to arrive at the total estimated tender value. AIESL will not prescribe or regulate actual manpower deployment. The service provider shall be responsible for delivering results under the scope of Warehouse Management Services.

Sr. No.	LOCATION	Location 1		Location 2	
		(Front Line Warehouse)		(Base Maintenance Warehouse)	
		SUPERVISOR	UTILITY HAND	SUPERVISOR	UTILITY HAND
01.	DELHI	10	05	08	08
02.	MUMBAI	04	04	06	06
05.	KOLKATA	00	00	01	01
06.	HYDERABAD	00	00	02	02
07.	NAGPUR	00	00	02	02
08.	TRIVANDRUM	04	04	04	04
INDICATIVE REQUIREMENT		18	13	23	23

Indicative Supervisors requirement: 41

Indicative Utility Hand requirement: 36

Note:

1. The manpower deployment at each location can not be less than the indicative number as above unless mutually agreed. In case of lesser number of manpower deployment is mutually agreed, then the monthly charges shall be proportionately reduced at the rates quoted in Sr. No. 2 of Part 1 B of the price bid.
2. In case additional manpower deployment as per the requirement of AIESL then payment over and above monthly charges shall be paid for such additional numbers at the rates quoted in Sr. No. 2 of Part 1 B of the price bid.

ANNEXURE H: INDEMNITY BOND

THIS INDEMNITY BOND is _____ executed _____ on this _____ Day of _____ 2024 by _____ having, its Registered Office at _____ herein after referred to as the Bidder (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 Bidder) 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 2nd Floor, CRA Building, Safdarjung Airport Complex, Delhi - 110003 (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 Bidder by means of an agreement shall provide Manpower Services to AIESL as per indicative list and amended from time to time as per company policy.

- (i) The terms and conditions specified in the Tender Document AIESL/PPMM/WMS/01 DATED 09th SEP 2025 / _____ dated We 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.
- (ii) 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; 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 thereunder, 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 Bidder 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 LOI (letter of intent), 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 license 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/Organization 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 Bidder 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 Bidder 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:

- 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 appropriate 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/Organization, approach the competent authority, under any Labour Act or the Court. The entire expenses in this behalf shall be borne by us/our Company/Organization. If we fail to comply with mandatory requirements under all the applicable Acts/Laws, we 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 such action taken by the said Enforcement

Agencies.

- (iii) 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.
- (iv) It is further agreed that we/our Company/Organization shall, within ten days from the receipt of LOI (Letter of Intent), 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 is not 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.
- (v) 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 Bidder and other emoluments/allowances payable to the workmen deployed by the Bidder during the validity of the Contract. The Bidder 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.
- (vi) 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.
- (vii) 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 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.
- (viii) 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.

- (ix) 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/PPMM/WMS/01 DATED 09th SEP 2025 /WMS/01 DATED 09th SEP 2025 /.....dated which specifies so.

Signed, Sealed & Delivered

Within the named _____

Through their Director/Proprietor/Representative

Witness:

1.

2.

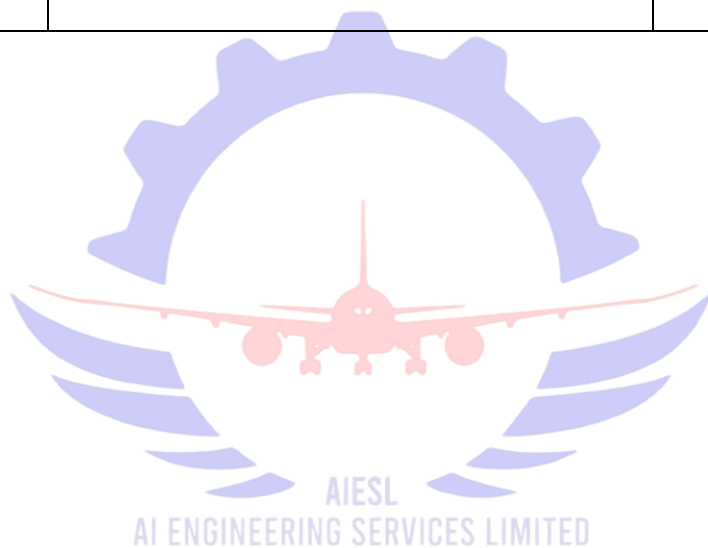
Date:

Place:



TECHNICAL EVALUATION CRITERIA

SN	Criteria	Max Marks
01.	Similar work experience	30
02.	Financial Turnover	20
03.	Client feedback / performance	10
04.	Manpower Management Plan	20
05.	Security and Safety Compliance	20



SERVICE LEVEL AGREEMENT (SLA)

SN	SLA Component	Benchmark	Penalty for Breach
01.	Inventory Accuracy	$\geq 99\%$	₹5000 per instance
02.	Absenteeism > 5%	Not acceptable	₹1000 per shift missed
03.	TAT for indents	≤ 30 mins	₹200 per delay incident



EXIT, ARBITRATION, AND JURISDICTION

Exit Clause: AIESL reserves the right to terminate the contract by giving 30 days' notice without assigning any reason.

Force Majeure: Either party may terminate the contract in case of unforeseeable circumstances without penalty.

Arbitration: In case of dispute, arbitration shall be as per the Arbitration and Conciliation Act, 1996.

Jurisdiction: All legal matters shall be subject to jurisdiction of courts in Delhi.

