

# AI ENGINEERING SERVICES LIMITED

Ref No: MRO/NAG/PPMM/2025/018

Date:18/09/2025

## COVERING LETTER

**Subject: Tender for Comprehensive AMC of CCTV surveillance system installed at AIESL MRO Nagpur.**

AI Engineering Services Limited (AIESL), Nagpur invites bids through GeM portal from authorized firms/contractors for the Comprehensive Annual Maintenance Contract (AMC) for the CCTV Surveillance System installed at AI Engineering Services Ltd. (AIESL), MIHAN, SEZ, Nagpur.

The existing system is based on Hikvision Technology, comprising servers, storage, client systems, and allied equipment. The objective of this AMC is to ensure uninterrupted functionality, preventive maintenance, and prompt corrective action for all CCTV system components.

### • SUMMARY OF BIDDING INFORMATION

| Sr. No. | Particulars                                                      | Details                                                                                                                                                                         |
|---------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.      | Name of the Work                                                 | CAMC (Two Year) for <b>CCTV Surveillance System</b> at AIESL,                                                                                                                   |
| 2.      | Last Date of Submission of Bids                                  | <b>On 29/09/2025, through GeM (Government E-Marketplace) portal only.</b>                                                                                                       |
| 3.      | Availability of Bidding Documents                                | Available on GeM Portal and AIESL website: <a href="http://www.aiesl.in">www.aiesl.in</a>                                                                                       |
| 4.      | Estimated Cost                                                   | Rs. 9,32,000/- (Nine Lakh thirty two Thousand only) (Inclusive of GST).<br>For 2 years                                                                                          |
| 4.      | Earnest Money Deposit (EMD)                                      | Rs. 18650 /- (eighteen thousand six hundred fifty only) to be paid online via payment gateway link provided in AIESL website ( <a href="http://www.aiesl.in">www.aiesl.in</a> ) |
| 6.      | Time, Date, and Place of Opening of Technical and Financial Bids | Technical Bids will be opened post submission deadline. Financial Bids will be opened after validation of received bids on the GeM portal.                                      |
| 7.      | Validity of the Offer                                            | Ninety (90) days from the date of Bid Opening.                                                                                                                                  |

- **DISCLAIMER**

1. The information contained in this tender document or / and any information pertaining to the aforesaid subject matter provided subsequently to the applicants / bidders in any form by AIESL, shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AIESL, prior to award of the Tender.
2. The purpose of this tender document is to provide all bidders with the information that may be useful to them in the formulation of their proposals / bids in response to this tender document. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL, do not purport to contain all / exhaustive information on the aforesaid subject matter that each applicant may require for the purposes of submitting their bids.
3. The assumptions, assessments, statements and information contained in this tender document may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender document and shall obtain independent advice from appropriate sources at no cost to AIESL.
4. The information provided in this tender document to the applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
5. AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. AIESL also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance by any applicant / bidder upon the statements contained in this tender document.

**• DEFINITIONS**

- The term “AIESL” shall mean ‘AI Engineering Services Limited’.
- The term “Bidder” shall mean the one who has signed the Tender Form and submitted the quotation in response to this Tender.
- The term “Contract” shall mean the agreement entered into AIESL and the Successful Bidder, confirming its acceptance of the terms and conditions of the Tender as mentioned therein.
- The term “Days” used herein shall mean the working days of AIESL.
- The term “Operation and Maintenance” shall mean the services referred to in section- IV of this Tender.
- The term “Government”/ “Authority” shall mean, the Government of India and competent authorities in India.
- The term “Tender” shall mean this Tender, Ref No: MRO/NAG/PPMM/2025/018 Dtd. 18/09/2025.
- The term “Site” shall mean the AIESL MRO, MIHAN SEZ, Khapri (Rly) Maharashtra. Nagpur 441108
- The term “Successful Bidder”/ “Contractor” shall mean the Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.

**• INSTRUCTIONS FOR SUBMISSION OF BID:**

1. All the bids shall be prepared and submitted in accordance with the instructions as mentioned herein below. Any proposal which is not submitted in accordance with these instructions will be rejected without any further communication in this regard.
2. The Bid shall be submitted through the GeM (Government e-Marketplace) portal in TWO stages, namely:
  - a. Technical Bid
  - b. Financial Bid

**Technical Bid:**

The Technical Bid shall contain the following documents, as specified in Section III, duly filled, signed, and stamped by authorized and accountable personnel only:

- Signed and Stamped Bid Document and tender document – to be signed by authorized and accountable personnel only.
- Power of Attorney – duly notarized, authorizing the individual signing the Bid on behalf of the Bidder.
- Details of EMD (Earnest Money Deposit) – paid to AI Engineering Services Ltd online via payment gateway link provided in AIESL website (www.aiesl.in).

**Important Note: No financial or price-related information shall be included in the Technical Bid. If any price or financial bid-related documents are found enclosed with**

**the Technical Bid, AIESL reserves the right to summarily reject the entire Bid without any further consideration. No plea, representation, or clarification in this regard shall be entertained under any circumstances.**

**Financial Bid:**

- The Financial Bid shall be submitted exclusively through the GeM (Government e-Marketplace) portal. The total value quoted for the works shall be considered for the purpose of evaluation and determination of the L1 (lowest) Bidder. The Financial Bid shall contain Annexure I (Financial Bid – BOQ): This must be duly completed, signed and stamped by the authorized representative of the Bidder.

**❖ For any clarification, please contact the following officials:**

- 1) Technical clarification-Mr. Amit Parate , Executive II- EFD, e-mail: Amit.parate@aiesl.in.
  - 2) Bid clarification- Ms.Priyanka Munje, Dy. Manager-MM, email: priyanka.munje@aiesl.in
3. Any individual signing the Bid and related documents must certify the capacity in which they are signing. A Power of Attorney, duly notarized, must be submitted in favor of the individual signing the Bid, clearly delegating authority to sign and submit the Bid or participate in the bidding process on behalf of the Bidder.
  4. All Bids must be filled in English. All correspondence and documentation exchanged between the Bidder and AIESL shall also be in English.
  5. Bidders must ensure that each page of the Bid is electronically numbered, signed, and stamped by the person authorized via the Power of Attorney. This applies to both Technical and Financial Bids.
  6. All enclosures accompanying the Bid must be numbered, signed, and stamped by the authorized signatory.
  7. Both the Technical and Financial Bids must be submitted exclusively through the GeM portal. Submissions through any other mode shall not be accepted.
  8. All entries in the tender forms must be clear and legible. If space is insufficient, additional sheets may be attached, duly signed by the authorized signatory.
  9. Minor corrections will be allowed in the Technical Bid if endorsed with signature by the Bidder.
  10. No corrections, including overwriting or striking out, will be permitted in the Financial Bid. Any such occurrence shall result in rejection of the Bid.
  11. Any bid submitted without EMD, or found to be incomplete or conditional, shall be summarily rejected.
  12. Interested Bidders are strongly advised to visit the site and inspect the facilities and services to gain a comprehensive understanding of the scope of work before submitting their Bids.
  13. All incidental costs related to execution of the work – including but not limited to transportation, staff accommodation, canteen facilities, medical expenses, paid leave, annual increments, and bonuses for contract workers not covered under the Minimum Wages Act – shall be borne by the Successful Bidder.
  14. AIESL shall not be responsible for any such costs, and no payments beyond the quoted amount (based on actual work carried out) shall be made.

**Modification/ Withdrawal of Bids:**

The Bidder may modify or withdraw their Bid after submission, strictly in accordance with the provisions and timelines permitted by the GeM portal.

**Rejection of Bids:**

Bids shall be rejected forthwith without further evaluation of the tender process under any of the following circumstances:

1. If the Bid has been submitted through any mode other than the GeM Portal, including but not limited to fax, email, physical submission, or courier.
2. If the Bid is unsigned or not duly authorized by the designated signatory.
3. If the Bid is submitted without the requisite EMD (Earnest Money Deposit).
4. If the Bid is found to be non-compliant with any disqualification or rejection criteria specified elsewhere in this Tender document.

**EVALUATION CRITERIA:****Technical Bids:**

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

**Price Bids:**

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

**TERMINATION AND EXIT CLAUSE:**

1. In case of unsatisfactory performance or breach of any of the clauses of this contract, AIESL would issue a notice of 30 days to the party to rectify the breach and improve the performance, failing which AIESL shall be at liberty to terminate this agreement by providing 30 days written notice to the party. The party shall not have any right to dispute or question the judgment of AIESL of the unsatisfactory performance of the party.
2. Notwithstanding the above, AIESL shall also be at liberty to terminate this agreement for any reason including change in situation/circumstances, etc. by providing the party with 90 days

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

**PENALTY CLAUSE**

If the CCTV system remain under breakdown for long period that is for 7 days (excluding breakdown of major critical component like CCTV storage server client pc) the contractor shall be liable pay damage (LD)/ penalty charges at the rate 0.5 % per week or subject to maximum of 10% of the work order contract value. This is to be recovered from the Security Deposit/ Performance Guarantee.

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

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

**Earnest Money Deposit (EMD)/ Bid Security:**

The Tenders shall be accompanied by proof of payment towards an Earnest Money Deposit (EMD) of Rs. 18,650/-, **paid online to AI Engineering Services Limited through payment gateway link:** <https://forms.eduqfix.com/aiengineering/add>

**Exemption of EMD:**

**The bidders seeking EMD exemption must submit the valid supporting documents for the relevant category with the Bid.**

1. Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar.
2. Startups as recognized by Department of Industrial Policy and Promotion (DIPP).
3. Sellers who have got their credentials verified through the process of Vendor assessment by vendor Assessment Agencies for the particular product for which e-Bid/ RA has been invited.
4. OEMs having annual turnover of Rs. 500 Cores and above and having profit in last three years out of five years.
5. MSEs/ MII units registered with the NSIC under its single point registration Scheme/Public Sector Registered with Udyog Aadhar Memorandum (UAM).

**Security Deposit / Performance Bank Guarantee:**

1. The Successful Bidder shall deposit with AIESL a Performance Security Deposit equivalent to 5% (five percent) of the total bid amount quoted for 02 years. This security deposit must be maintained throughout the contract period and shall be furnished in the form of a Bank Guarantee from a Nationalized or Scheduled Bank, in accordance with the standard format provided in Annexure – IV.

## AI ENGINEERING SERVICES LIMITED

**Ref No: MRO/NAG/PPMM/2025/018**

**Date:18/09/2025**

2. Upon receipt of the Letter of Intent (LOI), the Successful Bidder shall deposit the Performance Security within fifteen (15) days of receiving the LOI.
3. The validity of Bank Guarantee would be till 60 days after the scheduled completion of all obligations under the Contract to the satisfaction of AIESL.
4. If the Performance Security Deposit is not submitted within the stipulated time or is not maintained at the required level throughout the contract period, the amount shall be recovered from the contractor's first or subsequent bills.
5. In the event of a breach of contract or violation of any terms and conditions of the agreement, AIESL reserves the right to invoke the Bank Guarantee.
6. All costs associated with the execution of the Bank Guarantee shall be borne by the Successful Bidder

### **Payment Terms**

1. Billing Cycle: Quarterly invoice Submission upon completion of service visit duly signed by contractor and AIESL
2. All invoices generated by the Contractor must be prepared in the approved SEZ format and submitted Quarterly through the SEZ Consultants to the following address:  
AI ENGINEERING SERVICES LIMITED  
MRO Facility, MIHAN SEZ (Developed by MADCO)  
Near Khapri Railway Station  
Nagpur – 441108, Maharashtra
3. Commercially clear bills, submitted with all necessary supporting documents, shall ordinarily be settled within 30 to 45 (thirty to forty-five) days from the date of receipt at the AIESL MRO office in Nagpur. Payment will be made after verification of the work performed and after deducting applicable taxes, including TDS (Tax Deducted at Source), retention money, penalties, and any other applicable deductions.

## ***Scope of Work for Comprehensive AMC of CCTV Surveillance System***

### **1. Overview**

This Scope of Work (SOW) pertains to the Comprehensive Annual Maintenance Contract (AMC) for the CCTV Surveillance System installed at AI Engineering Services Ltd. (AIESL), MIHAN, SEZ, Nagpur.

The existing system is based on Hikvision Technology, comprising servers, storage, client systems, and allied equipment. The objective of this AMC is to ensure uninterrupted functionality, preventive maintenance, and prompt corrective action for all CCTV system components.

### **2. System Coverage**

The AMC shall comprehensively cover all installed CCTV equipment, including but not limited to:

- All CCTV Cameras (IP/Dome/PTZ) – Total 43 Nos.
- Network Video Recorders (NVRs)
- Storage Devices (Enterprise-grade HDDs, NAS, SAN as applicable)
- Client Systems
- Touchscreen Joysticks
- Control Room Equipment (Complete Client System)
- Power Supply Units of CCTV Cameras (SMPS / Adapters)

### **3. Scope of Services**

#### **3.1 Preventive Maintenance**

- Scheduled preventive maintenance visits (Minimum quarterly).
- Cleaning of cameras, lenses, and recording devices.
- Inspection of cables, connectors, and terminations.
- Licensed Firmware/software updates and patches for NVR/DVR/VMS (Hikvision-compatible)
- Health check of storage devices and backup verification.
- Testing of power supply units/adaptor
- Calibration/adjustment of camera angles and focus.

#### **3.2 Corrective Maintenance / Breakdown Support**

- Unlimited breakdown calls during AMC period.
- On-site response within 24 hours of complaint.
- Supply & Replacement of faulty components (Hikvision Tech based only) including:
  - a. CCTV cameras (PTZ & Dome) 8 mp, 48x Zoom Hikvision make having same or higher specification and compatible with existing system
  - b. CCTV HP Server

- c. NVR system Hikvision Tech based
- d. Storage Server
- e. Enterprises Grade HDDs
- f. Touch Screen Joysticks
- g. Complete Client System
- h. Computer system
- i. Media Converters

- Provision of temporary standby equipment in case of major repairs.

### **3.3 Remote Support (From Hikvision Tech)**

- Remote monitoring and troubleshooting through VPN/secure access.
- System alerts and proactive support for downtime reduction.
- Support for HikCentral License

## **4. Spares & Repairs**

- All spare parts, components, and consumables shall be included in AMC cost (Comprehensive AMC).
- Only consumables such as LAN cables, connectors, Network/POE switches and fiber cables shall be excluded and remain in AIESL's scope.

## **5. Reporting & Documentation**

- Maintenance visit reports after each service.
- Breakdown/ rectification reports with details of faults and corrective measures.
- Quarterly performance reports highlighting uptime, downtime, and preventive actions taken.

## **6. Service Levels & Response Time**

- Response time: Within **[24 hours]** of logging complaint.
- Resolution time: Within **[7 days]** depending on severity.

## **7. Exclusions (if any)**

- Physical damages due to fire, flood, theft, or force majeure events.
- Electrical issues beyond the CCTV system's dedicated supply line.
- Supply & Installation of Additional CCTV cameras in the same system.

## **8. General Terms**

- The contractor shall depute qualified service engineers.
- All maintenance activities shall be carried out in coordination with AIESL's security/IT department.
- Access to restricted areas shall be taken with prior approval.

### ***Qualification Criteria***

Please submit the relevant documents as part of Technical Bid:

1. Details of Firm / Company:

Firm's name:

Address:

Contact No. and Email ID:

Contact person:

2. Bidder must be the OEM (Hikvision) or an authorized dealer/channel partner of Hikvision Technology

3. Details of similar works done:

The bidder should have successfully executed similar works such as Installation / Commissioning / Upgradation of CCTV Surveillance Systems (Hikvision Technology) in Airports / Aviation MRO Industry with more than 40 CCTV Cameras (considering high security sensitive zone), during the last three years ending 31st March 2025, meeting either of the following:

a) Three similar completed works, each costing not less than 40% of the estimated cost.

OR

b) Two similar completed works each costing not less than 50% of the estimated cost.

OR

c) One similar completed work costing not less than 80% of the estimated cost.

Supporting documents (Work Orders / Completion Certificates) must be enclosed.

4. Valid PAN and GST registration are mandatory.



## AI ENGINEERING SERVICES LIMITED

Ref No: MRO/NAG/PPMM/2025/018

Date:18/09/2025

### BIDDER'S GENERAL INFORMATION

#### BIDDER'S DETAILS

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

**Date:**

**Place:**

**Company Name & Seal:**

**Bidder Signature:**

**Name & Designation:**

## AI ENGINEERING SERVICES LIMITED

Ref No: MRO/NAG/PPMM/2025/018

Date:18/09/2025

### CHECK SHEET OF DOCUMENTS:

#### Checklist of Documents to be Attached in the Technical Bid:

| S. No. | Description                                                                                                      | Attached (✓/X) |
|--------|------------------------------------------------------------------------------------------------------------------|----------------|
| 1      | Certificate of Incorporation or Partnership Firm Registration Certificate (Not required for Sole Proprietorship) |                |
| 2      | PAN Card                                                                                                         |                |
| 3      | GST Registration Certificate                                                                                     |                |
| 4      | Proof of EMD Payment                                                                                             |                |
| 5      | Tender Document duly signed, stamped, and completed in all aspects                                               |                |
| 6      | OEM (Hikvision) certificate or an authorized dealer/channel partner of Hikvision Technology certificate          |                |
| 7      | Copies of Contracts (Work Orders & Completion Certificates as per qualification criteria clause 3)               |                |



## AI ENGINEERING SERVICES LIMITED

Ref No: MRO/NAG/PPMM/2025/018

Date:18/09/2025

### **Annexure I** **Price Bid Document**

AI ENGINEERING SERVICES LTD.  
NAGPUR MRO  
MIHAN SEZ,  
NAGPUR, 441108

**NAME OF WORK: Comprehensive AMC of CCTV surveillance system installed at AIESL MRO Nagpur.**

| S.N.                          | Particulars                                                | Qty | UOM | Rate in Rs. |
|-------------------------------|------------------------------------------------------------|-----|-----|-------------|
| 1                             | Comprehensive AMC of CCTV surveillance system for two year | 1   | LS  |             |
| GST %                         |                                                            |     |     |             |
| Total Amount Including of GST |                                                            |     |     |             |

**Quoted Amount in words Rs.( Inclusive of IGST)**\_\_\_\_\_

**Important Note: No financial or price-related information shall be included in the Technical Bid. If any price or financial bid-related documents are found enclosed with the Technical Bid, AIESL reserves the right to summarily reject the entire Bid without any further consideration. No plea, representation, or clarification in this regard shall be entertained under any circumstances.**

I / We hereby declare that I / We have read and understood the scope & description of work, General & additional conditions of Contract and hereby agree to abide by the same.

Date:

Name and Signature of Bidder

Email:

Mob no: