

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION  
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## COVERING LETTER

**Subject: Tender for hiring of service contract for housekeeping and gardening Services at OAP and NEC of AI Engineering Services Limited (AIESL).**

- a) AI Engineering Services Limited (AIESL), Old Airport, Santacruz (E), Mumbai-400029 invites on line bids through GeM portal from authorized firms/contractors for hiring of housekeeping and gardening Services at OAP and NEC of AI Engineering Services Limited (AIESL).
- b) **Description:** Tender for hiring of service contract for housekeeping and gardening Services at OAP and NEC of AI Engineering Services Limited (AIESL).
- c) **Earnest Money Deposit:** Rs. 2,00,000/- (Indian Rupees Two Lakhs only) must be submitted by means of Cheque/DD/NEFT in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060) payable at Mumbai. EMD will not carry any interest and will be adjusted against security deposit.

**In addition to existing specified form (i.e., Cheque/DD/NEFT) mentioned above for submission of EMD, the bidder can also submit the EMD through online AIESL Payment Gateway i.e <https://forms.eduqfix.com/aiengineering/add> .**

### 1. DISCLAIMER

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

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- ✓ AIESL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender document, from time to time till close date of tender.
- ✓ The tender document does not imply that AIESL is bound to select a bidder or to appoint the selected bidder, as the case may be, and AIESL, reserves the right to reject all or any of the proposals without assigning any reason whatsoever at any time. The bidder shall bear any and all its costs associated with or relating to the preparation & submission of its proposal / bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AIESL or any other costs incurred in connection with or relating to its proposals. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the proposal, regardless of the conduct or outcome of the bid selection process as contained herein.

## **2. General Terms and Conditions**

- ✓ 'AIESL' as used in the Tender document means 'AI Engineering Services Limited'.
- ✓ "Contract" means the agreement entered into between the Purchase and the Contractor, as recorded in the contract form signed by the parties including all annexure thereto and appendices therein.
- ✓ "Tenderer" or Seller" or "Bidder" means as used in the Tender document, is one who has submitted the quotation in response to our tender document. It also means the individual or firm or company, who are manufacturers and suppliers, on whom the order for work is placed and shall be deemed to include their approved successors, heirs, executors and administrators, holding company/Group/Group Companies, Conglomerate as the case may be.
- ✓ It is further clarified that any individual signing the tender or other documents in connection with the tender must certify whether he signs as:
  - i) A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
  - ii) A partner of the firm if it is a partnership must have authority to refer to arbitration and disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the tender should be signed by all the Partners.
  - iii) Constituted attorney of the firm, if it is a Company.
  - iv) Authorized signatory of the firm.

## **3. ONE BID PER BIDDER:**

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

A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practices. The bidder found to have a conflict of interest shall be disqualified. A bidder shall be considered to have a conflict of interest with one or more bidders in this bidding process, if:

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- a) they have controlling partner (s) in common; or
- b) they receive or have received any direct or indirect subsidy/ financial stake from any of them; or
- c) they have the same legal representative/authorized signatory/agent for purposes of this bid; or
- d) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder; or
- e) Bidder participates in more than one bid in bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.
- f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;
- g) In case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common business/ management units in same/ similar line of business. Bidders are required to submit a confirmation for no conflict of interest with other bidders. Failure to comply this clause during tendering process will disqualify all such bidders from process of evaluation of bids.

- ✓ Alternative Bids shall not be considered.
- ✓ Bidders are required to provide complete details of all Directors/Partners/Proprietors etc. including Father's name, Residential address, AADHAR, PAN Card details. & DIN Nos. and corresponding documents.

**In case of Partnership / LLP:** Bidder must submit copy of Partnership /LLP Deed.

**In case of Public / Limited Company:** Bidder must submit copy of Share Holding details of all shareholders.

- ✓ It is the responsibility of the participating Bidder(s) to assess the relationship as mentioned above. In case any undertaking/declaration given by a Bidder(s) in this regard is found to be false, this would be a sufficient ground for rejection of Bid(s) /termination of contract and also initiation of further action as per Corrupt/Fraudulent/ Collusive / Coercive Practice.

## 4. STANDARD TERMS & CONDITIONS:

- ✓ AIESL reserves the right to close the tender / reject any / all offers at any stage of tender at its sole discretion.
- ✓ AIESL reserves the right not to consider the bid of any Bidder, blacklist the Bidder for 3 (three) years, if it is determined / noticed at any stage during the tendering process or after release of Contract that the said Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid / obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate action as deemed fit.
- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AIESL in the last 3 years and / or are at present involved in any ongoing litigation or arbitration proceedings against AIESL. Further, those bidders who have records of

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poor performance during the last 3 (three) years, as on the date of submission of the bid, such as abandoning the work, rescinding of the contract for which the reasons are attributable to the non-performance of the Bidder or its constituents, inordinate delays in completion and/or have a consistent history of litigation / arbitration awarded against the Bidder or any of its constituents or financial failure due to bankruptcy etc. are liable to be disqualified.

- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders have been blacklisted / debarred by any PSU, government bodies in India.
- ✓ Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income Tax, EOW etc. Suppression / Misrepresentation of such facts whenever it comes to light would invite disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.
- ✓ Bidders shall bear their own costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery Fees, expenses associated with any demonstrations or presentations which may be required by AIESL or any other costs incurred in connection with or relating to their Bid. All such costs and expenses will remain with the Bidder and AIESL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of this Tender process.
- ✓ No bidder shall submit more than one Bid against this Tender. In case more than one bid is received only the last submitted bid would be considered.
- ✓ 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.
- ✓ 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.

## **5. SPECIAL CONDITIONS:**

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

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## 6. TENDER PROCEDURE

- ✓ This tender is strictly a **Two Bid Tender** i.e. Technical Bid and Price Bid. **Both the bids are to be submitted through GeM portal. No other mode of submission will be acceptable.**
- ✓ The close / due date for submission of bids may be extended at any time, including after the scheduled date of closing, at the sole discretion of AIESL.
- ✓ Amendments or extension of the close / due date, if any, to this tender will be informed via GeM portal.
- ✓ In their own interest, bidders are advised to submit bids, well before the close date / time of tender in order to avoid any last moment glitches. AIESL may not entertain any request for extension of close date and time and reserves the right to accept or reject any such request at its sole discretion.
- ✓ The bidder or their authorized representatives (maximum two) would only be permitted to attend the pre-bid meeting, if any.

## 7. For any clarification, please contact the following official.

### For Technical Query:

Mr. Sebastian Anthony Nadar, Executive IR, Email: [sebastian.nadar@aiesl.in](mailto:sebastian.nadar@aiesl.in) , Mobile: 7738416740

### For Commercial Query:

Mr. Sunil Shende, Dy. GM, PPMM, Email: [sd.shende@aiesl.in](mailto:sd.shende@aiesl.in)

Mr. Arghyadeep Bhattacharjee, Executive-PPMM, Email: [arghyadeep.b@aiesl.in](mailto:arghyadeep.b@aiesl.in) , Mobile: 7278757581

## 8. AIESL 'S RIGHT TO EVALUATE ELIGIBILITY:

- AIESL reserves the right to require a bidder to submit documentary evidence, in the form and manner that AIESL deems appropriate, to prove that it continues to satisfy the Eligibility Criteria at any time:
  - a. after the last date of bid submission; or
  - b. prior to or after the issuance of the LOI or execution of the Insurance Contract, if such a Bidder is selected as the Successful Bidder.
- AIESL reserves the right to verify all statements, information and documents submitted by Bidders in response to the Tender Document. Any such verification or lack thereof by AIESL will neither relieve the Bidders of their obligations or liabilities nor affect any rights of AIESL under this Tender Document.
- If AIESL is of the opinion that the Bidder does not satisfy the eligibility criteria, then AIESL shall have the right to:
  - a. disqualify the Bidder and reject its Bid; or
  - b. revoke the LOI or terminate the Insurance Contract after acceptance of its Bid by issuing a written notice to the Bidder.
- AIESL's determination of a Bidder's eligibility shall be final and binding. AIESL shall not be liable, in any manner whatsoever, to the Bidder for a rejection of its Bid, the revocation of the Letter of Award

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(LOA) issued to it or the termination of the Insurance Contract executed with it. Furthermore, any losses suffered by AIESL as a result of such rejection, revocation, or termination, including but not limited to opportunity costs incurred by AIESL, shall be borne solely by the Bidder.

## **9. HANDLING OF GRIEVANCES DURING THE TENDER PROCESS:**

Any Supplier, Service Provider/ Contractor or consultant that claims to have suffered or is likely to suffer loss or injury as a result of a decision/action/omission of the Procurement Entity may make an application for its review within a period of Five (5) days to Dy. GM-PPMM in the email id- [sd.shende@aiesl.in](mailto:sd.shende@aiesl.in) . Successful bidders may seek de-briefing regarding the rejection of their bid, in writing or electronically, within Five (5) days of the declaration of techno-commercial or financial evaluation result.

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

## **10. PRE-BID MEETING**

- AIESL shall organize an online Pre-Bid meeting with all interested Bidders before the last date of bid submission to provide an understanding of the Bidding Process, the Services, the terms of the Insurance Contract and the services to be provided by the Insurer and to understand any queries, issues or suggestions that the Bidders may put forward.
- The Pre-Bid Meeting will be convened on the date and time specified in the GeM bid document.”
- A Bidder may nominate up to max. two representatives to participate in a Pre-Bid Meeting, provided that the Bidder has notified AIESL of its representatives along with its authority letter to AIESL at least two days prior to the Pre-Bid Meeting.
- Without prejudice to the foregoing Clauses, the Bidders will be free to seek clarifications and make suggestions for consideration of AIESL in the course of the Pre-Bid Meeting.
- AIESL shall endeavour to provide text of the questions raised and the responses, along with the minutes of the Pre-Bid Meeting and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process, within the date specified in the GeM Bid document.
- Any oral clarification or information provided by or on behalf of AIESL at the Pre-Bid Meeting will not have the effect of modifying the Tender Document in any manner, unless AIESL issues an Addendum for the same or AIESL issues written interpretations and clarifications. All such Addendum will be published on GeM portal.
- Attendance of the Bidders at the Pre-Bid Meeting is not mandatory and failure to attend the Pre-Bid Meeting will not be a ground for disqualification of any Bidder.

## **11. AMENDMENTS TO THE TENDER DOCUMENTS**

Issuance of Addenda:

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- Up to & until the date that is specified in the GeM bid document, AIESL may, for any reason, whether at its own initiative or in response to a query raised or clarification requested by Bidder(s) at the Pre-Bid Meeting, amend the Tender Document by issuing an addendum.
- The Bidders are required to read the Tender Document with any Addenda that may be issued.
- Each Addendum shall be binding on the Bidders, whether or not the Bidders convey their acceptance of the Addendum.
- Any oral statement made by AIESL or its advisors regarding the Bidding Process, the Tender Document or the Services or on any other matter related to the Scheme, shall not be considered as amending the Tender Document.

## **12. AVAILABILITY OF INFORMATION**

- The information relating to or in connection with the Services, the Bidding Process and the Tender Document, including all notices issued by AIESL to all Bidders in accordance with this Tender Document; queries and responses or clarifications; minutes of the Pre-Bid Meeting, addenda and/ or the revised Tender Documents shall be uploaded on the GeM portal and the website specified in the “**Summary of the Tender**” and remain published until the last date of bid submission.
- If, at any time prior to the last date of bid submission, a Bidder faces any technical issue or technical error in accessing the GeM portal specified in the “**Summary of the Tender**”, AIESL shall not be responsible and the responsibility to bid on the GeM in time shall be the responsibility of the bidder(s).

## **13. CORRESPONDENCE WITH BIDDERS:**

- Save as expressly provided in these Tender Documents, AIESL will not entertain any correspondence with the Bidders, whether in connection with the acceptance or rejection of their Bids or otherwise.

## **14. LANGUAGE OF THE BID:**

- The Bid prepared by the Bidder and all correspondence and documents related to the Bid exchanged between the Bidder and AIESL shall be **only in the English language**.
- Any printed literature/ document furnished by the Bidder, if asked for by AIESL as a part of the bid submission documents, may be written in another language, as long as such literature is accompanied by a translation of its pertinent passages in English in which case, for the purposes of interpretation of the Bid, the English translation shall prevail. In all such cases, the translated literature/ document shall be duly notarized by a public notary. Supporting materials which are not translated into English may not be considered by AIESL during the bid evaluation.

## **15. DUE DILIGENCE BY THE BIDDER:**

- The Bidder is expected to examine all instructions, forms, terms, specifications and other information in the Tender Documents at its own cost.
- AIESL shall not be liable to the Bidder for any consequences pursuant to the Bidder's failure to undertake its own due diligence and reliance solely on the information provided in this Tender Document.

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- It shall be deemed that by submitting a Bid, the Bidder has:
- ✓ made a complete, independent and careful examination of the Tender Document and unconditionally and irrevocably accepted the terms thereof;
  - ✓ made careful examination and research of all required information, inputs, conditions, circumstances and factors that may have any effect on its Bid;
  - ✓ received and reviewed all relevant information provided by AIESL, as may be relevant to the Bid;
  - ✓ evaluated and accepted all the risks, contingencies and other circumstances which may influence or affect the operations under the Tender and agreement;
  - ✓ accepted the risk of inadequacy, error or mistake in the information provided in the Tender Document or furnished by or on behalf of AIESL relating to any of the matters related to the Bidding Process or scope of services;
  - ✓ satisfied itself about all matters regarding the Bidding Process and the scope of services, required for submitting an informed Bid, in accordance with this Tender Document and performance of all of its obligations;
  - ✓ acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Tender Document or ignorance of any of the matters related to the Bidding Process or the scope of services shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from AIESL or a ground for termination of the Agreement by the Successful Bidder; and
  - ✓ agreed to be bound by the undertakings provided by it under and in terms hereof.

## **16. SIGNING OF THE BID**

Each Bid including all its pages must be typed or written in indelible ink and should be physically signed by the authorized signatory of the Bidder.

## **17. EARNEST MONEY DEPOSIT:**

Rs. 2,00,000/- (Indian Rupees Two Lakhs only) must be submitted by means of Cheque/DD/NEFT in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060) payable at Mumbai. EMD will not carry any interest and will be adjusted against security deposit.

**In addition to existing specified form (i.e. Cheque/DD/NEFT) mentioned above for submission of EMD, the bidder can also submit the EMD through online AIESL Payment Gateway i.e <https://forms.eduqfix.com/aiengineering/add> .**

**Submission of EMD shall be valid only till due date and time of bid submission. No request shall be entertained regarding submission of EMD after due date and time of bid submission and submitted bids will be outrightly rejected.**

- 17.1 Bid must be accompanied with earnest money deposit (i.e Earnest Money Deposit (EMD) also known as Bid Security) in the form of ‘Demand Draft’ / ‘Banker’s Cheque/ Online banking transaction / Insurance Surety Bond’ / ‘Fixed Deposit Receipt’ [in favour of AI Engineering Services Limited payable at Mumbai] or ‘Bank Guarantee’. Bidder shall ensure that EMD submitted in the form of ‘Bank Guarantee’ should have a validity of at least ‘two [02] months’ beyond the validity of the Bid. EMD submitted in the form of ‘Demand Draft’ or ‘Banker’s Cheque’ should be valid for three months.
- 17.2 Bid not accompanied with EMD, or EMD not in requisite format shall be liable for rejection. The EMD shall be submitted in Indian Rupees only.

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- 17.3 Bid not accompanied with EMD, or EMD not in requisite format shall be liable for rejection. The EMD shall be submitted in Indian Rupees only.
- 17.4 AIESL shall not be liable to pay any documentation charges, Bank charges, commission, interest etc. on the amount of EMD. In case EMD is in the form of a 'Bank Guarantee', the same shall be from any Indian scheduled Bank (excluding Co-operative banks and Regional Rural bank) or a branch of an International Bank situated in India and registered with 'Reserve Bank of India' as Scheduled Foreign Bank. However, in case of 'Bank Guarantee' from Banks other than the Nationalized Indian Banks, the Bank must be commercial Bank having net worth in excess of Rs. 100 Crores [Rupees One Hundred Crores] and a declaration to this effect should be made by such commercial Bank either in the 'Bank Guarantee' itself or separately on its letterhead. Purchaser will verify the BG from issuing bank.
- 17.5 Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 'thirty [30] days' after finalization of tendering process.
- 17.6 The successful Bidder's EMD will be discharged upon the Bidder's acknowledging the '**Award**' and signing the '**Agreement**' and furnishing the '**Security Deposit**'.
- 17.7 Notwithstanding anything contained herein, the EMD may also be forfeited in any of the following cases:
- (a) If a Bidder withdraws his Bid during the 'Bid Validity Period'
  - (b) If a Bidder has indulged in corrupt/fraudulent /collusive/coercive practice
  - (c) If the Bidder modifies Bid during the period of bid validity (after Due Date and Time for Bid Submission).
  - (d) Violates any other condition, mentioned elsewhere in the Tender Document, which may lead to forfeiture of EMD.
  - (e) In the case of a successful Bidder, if the Bidder fails to:
    - (i) acknowledge receipt of the "Notification of Award" / Fax of Acceptance [FOA]",
    - (ii) furnish "Security Deposit",
- 17.8 In case EMD is in the form of 'Bank Guarantee', the same must indicate the Tender Document No. and the name of Tender Document for which the Bidder is quoting. This is essential to have proper correlation at a later date.

**17.9 Exemption of EMD:**

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

- Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process.
- Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption.
- KVIC, ACASH, WDO, Coir Board, TRIFED and Kendriya Bhandar.

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- Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited and holding valid Vendor Assessment or Vendor Assessment Exemption Report / confirmation.
- Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s).
- Sellers / Service Providers holding valid BIS License for the Primary Product Category whose credentials are validated through BIS database and through uploaded supporting documents.
- Central / State PSUs.
- MSEs/MII units registered with the NSIC under its single point registration Scheme/Public Sector Registered with Udyog Aadhar Memorandum (UAM).

17.9 Bidders are required to submit relevant document for exemption from furnishing Earnest Money / Bid Bond.

17.10 In case of forfeiture of EMD/ Bid Security, the forfeited amount will be considered inclusive of tax and tax invoice will be issued by BGCL. The forfeiture amount will be subject to final decision of BGCL based on other terms and conditions of order/ contract.

17.11 Traders/Dealers/ Distributors /Stockiest /Wholesaler are not entitled for exemption of EMD.

## 18. SUBMISSION OF BIDS:

### Technical Bid:

- ✓ Bidders are advised to study carefully the Terms & Conditions as given in this tender document and submit their **technical bid** accordingly.
- ✓ Bidders are required to download all the documents. Wherever applicable the documents are to be duly filled-in with the required details. The filled-in documents along with supporting documents, if any, need to be uploaded on **GeM portal** for technical evaluation purpose. **Uploading of required Documents is mandatory. The documents should not mention any rates / prices. else bidder will be disqualified during technical evaluation.**
- ✓ Bidders are **required to give their acceptance of the terms and conditions as per Documents**. Any deviation from the terms and conditions may lead to disqualification of the submitted bid.
- ✓ The bidder should submit their bid in line with the tender document only or else the same would be liable for rejection.
- ✓ AIESL reserves the right to change this date of opening at its own discretion.
- ✓ **All the supporting documents, as specified in the tender documents that are required for compliance of bid must be submitted with the technical bid.**

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- ✓ AIESL reserves the right to call for the original copies of the attached / submitted documents in the technical bid for verification purpose during the evaluation stage. The Technical Bids would be evaluated for compliance in accordance with the tender document. The User Department of AIESL reserves the right at its sole discretion to seek clarification for shortcomings in information/documents from the bidders as deemed necessary for the purpose of evaluation of the bids.

## **Price Bid:**

- ✓ Bidders are required to **quote for the entire tendered quantity**.
- ✓ AIESL will not accept inclusion of any additional costs, if requested for, after closing of the tender.
- ✓ Submission of incorrect or incomplete information or with arithmetical errors in compilation of the data would be at the bidder's sole risk. The decision of AIESL in such cases would be final and binding.
- ✓ **Total Price considering the required quantities mentioned in work scope quoted in GeM Portal shall only be considered for award. Hence, bidders are advised to quote carefully so that there is no discrepancy arises between financial breakup and quoted price in GeM Portal.**

## **19. VALIDITY OF QUOTATION, PRICES, GOVT. TAXES / GST**

- ✓ The price offered / agreed should remain firm till completion of the contract.
- ✓ No request for increase in price shall be entertained during this period except on account of increase in GST or any other Government levy, if imposed by the Govt. of India. Proof of payment for such increase is to be submitted to AIESL by the successful Bidder.
- ✓ The Bidders should commit to pass on the benefit to AIESL of reduction in statutory taxes, etc. by the Government, during the period of validity of the Contract.
- ✓ During the contract period, if for any reason there is a downward revision in prices, the successful bidder will be responsible for passing on the benefits to AIESL.
- ✓ Increase in Govt. Taxes / GST etc. or any new levies, if imposed by the Govt. of India / State Govt. / Local Bodies, during the contract period will be borne by AIESL, if requested for, by the Successful Bidder/s. However, such request will be considered only if it is substantiated with copies of valid documentary proof of the same and **only if the bidder/s has quoted their rate giving the break-up of Govt. Taxes / GST in their price bid.**

## **20. AMENDMENTS / EXTENSIONS:**

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

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- ✓ Amendments, corrigendum, if any, and any extensions of the due date of opening of the Bids, as per the requirements of AIESL, will be uploaded in GeM.
- 21. **REJECTION OF BIDS:** The submitted Bid will be rejected on the following grounds:
  - ✓ Tenders received without required information and relevant documents as per the eligibility criteria, are liable to be rejected. However, AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidders as it may consider necessary for the purpose of the technical evaluation.
  - ✓ In case of any variation, in the documents / data declaration submitted by the Bidder in support of the Technical Bid with the original documents, the Bids of such Bidder would be out-rightly rejected and would be disqualified during Technical Bid evaluation of Tender.
  - ✓ Conditional Bids are liable for rejection. Decision of AIESL in such case shall be final and binding.
  - ✓ In addition to the above bid may also be rejected on the if bidder take deviations on the following clauses:
    - a. Firm Price for two years.
    - b. EMD Scope of Work
    - c. Work Scope & Special Conditions of Contract
    - d. Service Delivery Schedule
    - e. Period of validity of Bid
    - f. Performance Bank Guarantee/ Security Deposit
    - g. Guarantee of work / Services/equipment.
    - h. Service level agreement Arbitration / Resolution of Dispute Force Majeure Statutory Compliance to Applicable Laws
    - i. Registration of PF & ESIC in the name of Firm
    - j. Indemnity Bond on non-judicial stamp paper of Rs.200/-duly notarised.
    - k. All the pages of the Tender document must be mandatorily signed and stamped by the authorized signatory and along with the supporting documents as asked in the technical bid.
    - l. All documents in support of the Tender must be submitted in accordance with the checklist as per.
    - m. Any other condition specifically mentioned in the Tender documents, non- compliance of the clause thereof shall lead to rejection of the bid.

## 22. **Benefits / Preference for Micro & Small Enterprises (MSEs)/MII's:**

Applicable as per the GeM Policies.

In case Bidder is a Micro or Small Enterprise, the Bidder shall submit Udyam Registration Certificate for availing benefit under Public Procurement Policy for MSEs-2012.

Vide Gazette notification dated 18.10.2022 of Ministry of MSME, the following is notified:

***“In case of an upward change in terms of investment in plant and machinery or equipment or turnover or both, and consequent re-classification, an enterprise shall continue to avail of all nontax benefits of the category (micro or small or medium) it was in before the re- classification, for a period of three years from the date of such upward change”.***

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Accordingly, in case of upward change in status, MSE bidder is required to submit the previous certificate also to get the MSE benefits. The above documents submitted by the bidder shall be duly certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

If the bidder does not provide the above confirmation or appropriate document or any evidence, then it will be presumed that they do not qualify for any preference admissible in the Public Procurement Policy (PPP) 2012.

The benefit of policy is not extended to the traders/dealers/ Distributors /Stockiest/Wholesalers.

## **23. Security Deposit / Performance Bank Guarantee:**

- ✓ The Bidder/s who qualifies for award of Contract will have to deposit with AIESL 5 % (Five percent) of the total value of the Contract, as Security Deposit (SD) within 5 days of notification of notification of acceptance of bid and communication of contract. This SD will be free of interest. In case, the SD is not deposited in time, the bills shall not be processed for payment till the SD is paid.
- ✓ The Applicable Security Deposit / Performance Bank Guarantee must be submitted by means of Cheque/DD/NEFT in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060), payable at MUMBAI.
- ✓ **In addition to existing specified form (i.e. Cheque/DD/NEFT) mentioned in tender documents for submission of Security Deposit/ Performance Bank Guarantee, the successful bidder can also submit the Security Deposit/ Performance Bank Guarantee through online AIESL Payment Gateway i.e <https://forms.eduqfix.com/aiengineering/add>**
- ✓ The SD is applicable to all bidders including MSME's / Startups.
- ✓ In case of submission of Security Deposit/Performance guarantee is to be paid by way of Account Payee Demand Draft, banker's Cheque, ECS, Bank Guarantee issued from any Commercial Bank, Fixed Deposit Receipt from any Commercial Bank for an equivalent amount in favour of AI Engineering Services Limited and payable at Mumbai.
- ✓ It may please be noted that the original BG has to be forwarded by the Bank directly to AIESL through registered AD as per the detailed procedure which will be advised to the successful bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder/s.
- ✓ In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- ✓ The Security Deposit / Bank Guarantee will be refunded / returned without interest within 60 days of successful completion of services against the Contract after adjusting for penalties, if any, that may be imposed under the terms of the Contract.
- ✓ Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.

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**24. CONTRACTOR TO ENGAGE CONTRACT MANPOWER BELONGING TO SCHEDULED CASTES AND WEAKER SECTIONS OF THE SOCIETY:**

While engaging the contractual manpower, Contractors are required to make efforts to provide opportunity of employment to the people belonging to Scheduled Castes and weaker sections of the society also in order to have a fair representation of these sections.

**25. PROVISIONS FOR STARTUPS (AS DEFINED IN GAZETTE NOTIFICATION NO. D.L-33004/99 DATED 18.02.2016 AND 23.05.2017 OF MINISTRY OF COMMERCE AND INDUSTRY AND AS AMENDED FROM TIME TO TIME):**

As mentioned in Section-II, Prior turnover and prior experience shall not be required for all Startups [whether Micro & Small Enterprises (MSEs) or otherwise] subject to their meeting the quality and technical specifications specified in tender document and submission of document

Further, the Startups are also exempted from submission of EMDs (if applicable).

If a Startup emerge lowest bidder, the LoA / Order on such Startup shall be placed for entire tendered quantity/group/item/part (as the case may be). However, during the Kick of Meeting monthly milestones/ check points would be drawn. Further, the performance of such contractor/ service provider will be reviewed more carefully and action to be taken as per provision of contract in case of failure/ poor performance.

**26. 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.

**27. OTHER TERMS & CONDITIONS:**

✓ **Force Majeure:**

- ✓ The Bidder / Successful Bidder /AIESL (herein referred to as Party / Parties) shall not be liable for, nor be in default by reason of any failure or delay in discharge of its obligations under this Tender / Contract, where such failure or delay is caused by any act, including but not limited to any act of God, action or inaction of government authorities, fire, flood, gales, storm, lightning, earthquake, explosions or other catastrophes, accidents, weather, power failure or shortage of power, riot, war (declared or undeclared), warlike operations, act of terrorism, boycott, embargo, rebellions, sabotage, epidemics, quarantines, lock out, restrictions on travel based on travel advisories of any governmental entity, unavailability of the

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usual means of transportation, hostilities, revolution, civil commotion or public disorder or any other cause beyond its control.

- ✓ The Party encountering and affected by such causes and event shall inform the other in writing immediately of such an occurrence event and shall use its best reasonable efforts to minimize the economic and other effects and rectify as soon as possible any harm or delay created thereby shall reasonably allocate its available resources, giving priority to their obligations under this Contract.
- ✓ For the avoidance of any doubt, it is clarified that, payment obligations of AIESL shall be excused due to an event of Force Majeure.
- ✓ **Interpretation:** In the event of any difference in the interpretation of any of the clauses of the Contract / Purchase Order / Agreement and / or the Tender documents, the clarification given by **Chief Procurement Officer**, AIESL shall be final and binding.
- ✓ **Arbitration:** Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be resolved amicably by mutual consultation. If an amicable settlement is not forthcoming and dispute is not resolved within 21 (Twenty-One) days, from the date when mutual consultation started, recourse may be taken to settlement of disputes through arbitration as per the Arbitration and Conciliation Act 1996, and the award made in pursuance thereof shall be binding on the parties.

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

29. **ERRANT BIDDERS:**

In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by them in bidding or withdrawal of bid or varying any term in regard thereof leading to re-Tendering, AIESL shall forfeit Earnest Money paid by the bidder and such bidders shall be debarred from participation in re Tendering of the same job(s) as well as against any Tender inquiry for any service sought by AIESL or its subsidiaries at all locations.

30. **FRAUDULENT PRACTICES:**

AIESL requires that bidders/contractors observe the highest standard of ethics during the bid and execution of contracts. In pursuance of this AIESL defines, for the purposes of this provision, the terms set forth below as follows

- a. **“corrupt practice”** means 1) offering, giving, receiving or soliciting directly or indirectly of anything of value to influence the actions of any person connected with the Bidding Process or 2) save and except as permitted engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOI or after the execution of the Agreement/Work Order as the case may be any person in respect of any matter relating to the Project or the LOI or the Agreement/Work Order who at any time has been or is a legal, financial or technical advisor of the Company in relation to any matter concerning the Contract of anything of value to influence the action of a public official in the procurement process or contract execution;
- b. **“Fraudulent practice”** means a misrepresentation/board of directors is the same/omission/suppression/disclosure of incomplete facts in order to influence the tendering process. Forging in order to influence a procurement process or the execution of a contract to

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the detriment of the AIESL, and includes collusive practice among bidders (before or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIESL of the benefits of free, fair and open competition.

- c. **“Coercive Practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the tendering process.
- d. **“Undesirable Practice”** means 1) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the tendering process or 2) having a conflict of interest and
- e. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among bidders/prospective Service Providers to restrict or manipulate a full and fair competition in the Tendering Process.
- f. AIESL shall reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- g. AIESL shall declare a firm ineligible and put on holiday, either indefinitely or for a stated period if it at any time it is determined that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.
- h. AIESL shall rescind the contract forthwith, in case of successful bidder adopting fraudulent/forgery/corrupt practices during the currency of the contract.

## 31. **BLACKLISTING CONDITIONS:**

The party/ board of director (whose name is common) shall be blacklisted from participating in any Tenders floated by AIESL for the next six years, in case the Tenderer:

- a) Adopts fraudulent practices as cited above.
- b) Withdraws after award of the LOI/Work Order and fails to commence within the specified stipulated period and perform the contractual obligations during the currency of the contract.
- c) Negative feedback from AI and its subsidiaries.

## 32. **ASSIGNMENT/SUBLET:**

Procurement of material, hire of equipment or engagement of labour will not mean sub-contracting. Sub-contracting by the contractor without the approval of AIESL shall be a breach of contract, unless explicitly permitted in the contract.

**Date:**  
**Place:**

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

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## **FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD**

(On Bidder's Letter Head)

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

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

Signature and Seal of Authorized Signatory of bidder

Name of Authorized Signatory..... .

Bidding Organization Name ..... .

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## PRE-QUALIFICATION CRITERIA - COMPLIANCE STATEMENT

Bidders who fulfil the following eligibility criteria, requirements, and submit documentary proof thereof along with the Technical Bid, will only be eligible for evaluation of the technical bids. Bidders are required to indicate the compliance status for each of eligibility criteria by stating Yes or No. The documentary evidences as required be attached with this Annexure duly page numbered in sequence of the criteria.

Sr. No.	Eligibility Criteria	Compliance (Yes / No)	Remarks
1	Whether Bidder is a Proprietorship/Partnership Firm, LLP Etc./Company registered in India under the Indian Companies ACT 1956 OR Indian Companies Act 2013. supporting documents for the same has to be submitted by the bidder.		
2	<p>The bidder must have successfully completed similar work <b>over the last three years i.e. the current financial year and the last three financial years:</b> -</p> <ul style="list-style-type: none"><li>Three similar completed service each costing not less than amount equal to Rs. 88,26,400 (Indian Rupees Eighty Eight Lakhs Twenty Six Thousand Four Hundred Only).</li><li><b>or</b></li><li>Two similar completed services each costing not less than the amount equal to Rs. 1,10,33,000 (Indian Rupees One Crore Ten Lakhs Thirty Three Thousand Only).</li><li><b>or</b></li><li>One similar completed service costing not less than the amount equal to Rs. 1,76,52,800/- (Indian Rupees One Crore Seventy Six Lakhs Fifty Two Thousand Eight Hundred Only).</li></ul> <p>Supporting documents in form of work completion certificate or performance certificate along with work order is to be submitted.</p> <p><b>If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.</b></p> <p><b>If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents for similar field to prove his eligibility for exemption.</b></p>		



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3	<p>In case of ongoing works to be considered, the bidder must have received payment bills of 80% of the contract sum for the work/works executed last day of month previous to the one in which bids are invited.</p> <p>The statement showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for- each of the works listed should be attached along with certificates duly signed by the Engineer-in Charge, not below the rank of an Executive Engineer or equivalent.</p>		
4	<p>Bidder should be registered under PF &amp; ESIC authority as on due date of bid opening.</p> <p>Valid PF &amp; ESIC registration certificate in the name of the bidder should be submitted along with the Technical Bid.</p>		
5	<p>EMD to be submitted along with Technical Bid.</p> <p><b>Note:</b> Bidder to submit EMD well before the opening of the technical bid. EMD received after opening of the technical bid shall not be considered for evaluation and the submitted bid will be disqualified accordingly.</p> <p>The proof of submission of EMD must be uploaded on GeM Portal along with the Technical Bid. The same Physical copy if any should be submitted within 7 days after opening of the technical bid to the following address.</p> <p><b>Kind Attn: Dy, GM, PPMM</b> <b>Material Management Division, AI Engineering Services Limited</b> <b>Old Airport, Santacruz (East), Mumbai – 400 029</b></p> <p>Bid without EMD shall be outrightly rejected.</p>		
6	<p>Minimum Average Annual turnover of the tenderer for last three preceding financial years should be Rs. 67 Lakhs or above.</p> <p>Copies of audited Financial Statement for above mentioned period to be submitted. Proforma statement is not acceptable.</p> <p><b>If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.</b></p> <p><b>If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents for similar field to prove his</b></p>		

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	eligibility for exemption.		
7	<p>Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:</p> <ul style="list-style-type: none"> <li>▪ Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirements; and/or</li> <li>▪ Record for poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, or financial failures etc.</li> </ul>		
8	<p>As a part of the contract, the Contractor is required to appoint/nominate a supervisor (s) who will supervise, control and give directions to the resource(s) for discharging the contractual obligations.</p> <p>Accordingly, the Contractor has to give in writing the name and contact details of the supervisor (s) to the Engineer-In-Charge. A copy of the same is also to be sent to HR In-charge and Security In-charge for records.</p>		
9	The Service is required to setup their office within Mumbai to maintain all Registers and other records.		
10	The contractor shall ensure the KYC of contract workers in EPFO portal at all time during the period of contract and submit a proof of the same to the Engineer-in-charge periodically and also ensure that the nomination of contract workers deployed by him under the said contract is duly updated in the EPFO portal periodically.		
11	Possession of PAN number is a must at the time of application of the tender. Self-attested copy of PAN Number should be enclosed. Additionally, self-attested copy of Income Tax Return of preceding 02 Financial years should also be enclosed.		
12	<p>The bidder must possess GST Registration Number at the time of application of the tender. Self-attested copy of GST Reg. Number should be enclosed.</p> <p>In case, the bidder does not possess the GST Registration Number, they need to give an undertaking that they will apply for and obtain the GST Registration Number, if the subject contract is placed on them by AIESL.</p>		
13	Applicable (CGST & SGST/UTGST or IGST) in %		
14	Whether in the instant tender items are covered in reverse charge rule of GST (CGST & SGST/UTGST or IGST).		
15	<p>Bidder should submit individual directors / Proprietors / Partners Aadhar Card / PAN Card / DIN Details (In case of Public Ltd. / Pvt. Ltd. companies) against the One Bid Per Bidder clause.</p> <p><b>In case of Pvt. Ltd / Public Ltd. companies' bidder should also submit Share Holders details against the clarification if required.</b></p>		
16	<p>Bidder should have not been black listed by any of Governments Authority or public Sector Undertaking (PSUs) in the last three years.</p> <p><b>An undertaking has to be submitted in the bidder's official letterhead.</b></p>		



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17	Bidder should submit the Power of Attorney against the authorized signatory of the bid.		
18	Besides the above eligibility criteria, a team of AIESL Officials may also visit the Factory premises / production facility of the bidder to assess their infrastructure and capability as per AIESL's request.		
19	Tender document should be duly signed, stamped, and completed in all aspects (pages).		
20	This is a no deviation tender. Deviation taken in any clause of the tender shall liable to rejection of the bids.		

**Date:**  
**Place:**

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

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## Work-scope and Area wise requirement for housekeeping services for AIESL Table 1 – Details of Area:

SN	Area Description/ Particulars	Total area in SQM
	<b>OAP, Mumbai</b>	
1	<b>Hangar No. 4*</b> Hangar area Annexe building No of toilet blocks -17	24,706
2	<b>Hangar No. 3*</b> No of toilet blocks - 32	27,111
3	<b>Hangar No. 2*</b> No of toilet blocks -16	22,914
4	<b>Hangar No. 1*</b> No of toilet blocks - 1	9,041
5	<b>CRF building*</b> No of toilet blocks - 6	4,699
6	<b>CRF basement area</b>	1,438
7	<b>Engine stacking &amp; Plasma Section*</b> No of toilet blocks - 1	1,200
8	<b>Engine Test House*</b> No of toilet blocks - 1	1656
9	<b>PW-4056*</b> No of toilet blocks - 9	10,720
10	<b>OIL RIG Area*</b> No of toilet blocks - 1	211
11	<b>AOD building*</b> No of toilet blocks - 4	1,932
12	<b>CFM 56 + Covered Passage+ ETP</b>	2,395

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Table 1 – Details of Area.....continued....

SN	Area Description/ Particulars	Total area in SQM
13	EFD building* (20 Urinals, 11 washbasins, 18 WC) spread over 3 floors	3,921
14	AC Plants * Sweeping/ mopping AOD – Ground floor and first floor EFD JET SHOP Ground floor (3 plant) PW4056 Basement (AC plant & Duct plant) Ground floor Hanger no 4Basement Hanger no 3 Basement (IOD) 1st floor (BMD) 2nd floor (PPD and MPD) 3rd floor (CAMO) 4th floor (CAMO), South and East annex 5th floor (EOD), South and East annex 6th floor (CCF+STTD), south annex	3450
15	Road and common area between building including gardening work	10116
NEC		
16	LMD Hangar IEC * (25 Urinals, 36 washbasins, 35 WC, 15 bath) spread over 4 floors	6160
Total		131580

**\*\*Contractor has to provide minimum 74 nos. / nos. specified by Engineer-In-Charge to perform the tendered job. The detail allotment of manpower will be given to the L1 bidder after award of the contract.\*\***

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\* For all the above, following activities are common:

**Table:2 Details of Activities common for all the areas given in Table 1**

SN	Description	Frequency of cleaning
1	Sweeping & mopping of shop, floor, Pantry/ Canteen area, rest rooms, training room, Workshops, Conference rooms, etc.	Daily
2	Dusting of Door/Window curtains	Fortnightly
3	Cleaning/wiping the venetian blinds, air-conditioner front panels	Daily
4	Wet Mopping of Cabin Glass partition	Fortnightly
5	Sweeping of Roads/Lane, adjacent to building/ Hangar/ Offices	Daily
6	Wet mopping floor areas in hangar (open area) with disinfectant like phenol or lizol or equivalent using mechanized equipment.	Daily
7	Dusting of working tables & Chairs, Cupboard, Furniture, PC, printers, doors, glass panes, window panes, partitions crevice	Daily
8	Removing of cob webs from ceiling, wall area, fans, lights	Fortnightly
9	Dusting of window panes, ceiling, photo frames, pantry area, office equipment, fans, tube-light	Weekly
10	Sweeping and wet mopping of Common Passage area, Corridor, Staircase, Hand railing, Lifts (Cargo & Staff)	Daily
11	Cleaning of dustbins	Daily
12	Garbage collection	Daily
13	Garbage disposal out of premises of AIESL	Daily
14	Flushing toilets, urinal area and all drain for flow of urine with water mixed with disinfectant	Twice daily
15	Placement of aroma cake/naphthalene balls in urinal, room freshener in toilet	As required
16	Cleaning of washbasins, bathrooms and WC	Twice daily
17	Mopping in urinal and WC areas	Twice daily
18	Placement of liquid soap near washbasis	As required
19	Spraying room freshener in all cabins/rooms	Daily
20	De-clogging all drains/ removing all chokes for free flow of water urine, etc.	As required
21	Gardening work	Daily

**Note: 1) In order to utilize the manpower effectively, cleaning of areas whose frequency is 'Daily', can be staggered. Half of the areas can be cleaned in the first half of the day. After cleaning those areas, the manpower may be deployed in the remaining areas in the second half of the day.**

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION  
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

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**\* The Materials & Equipment, required or housekeeping activities given above shall be provided/ procured by this successful tenderer at his cost and all such cleaning agents used hold of good quality, be non-toxic and non-pollutant in nature.**

## A. Housekeeping Equipment

1	High Speed Burnishers
2	Driving type sweeping machine
3	Manual Sweeping machine
4	Battery Type Sweeping machine
5	Road Sweepers
6	Floor Cleaning machines with 20" scrubbers
7	Ride on Scrubber Dryer
8	Industrial wet & Dry Vacuum Cleaners
9	Steam Cleaning Robot
10	Back pack Vacuum Cleaners
11	Carpet Extraction Machine or three in one carpet cleaner machine
12	Foam Machine
13	Sofa Maintainer
14	Caddy Basket

15	Single bucket Wringer trolley
16	Caddy Kit
17	Glass Cleaning kit
18	Telescopic Ladder
19	Telescopic pole
20	Dust Mop
21	Dustpan with brush
22	Putty blade
23	Clip dust pan
24	Plastic Buckets
25	Plastic Mugs 1.5l
26	Dustbins (Medium & large)
27	Pedal Dustbins
28	Garbage bag (as per requirement)
29	Cleaning tools trolley
30.	Gardening Tools

## B. Housekeeping Consumables

SN	Description
1	Cloth Checks - (16 X 25") Blue / Red
2	Cloth Glass - (19" X 19") Blue / Red
3	Cloth Mopping (Big) - (24 X 24")
4	Cloth Yellow (16 X 19")
5	Wet Mop Refill 6" Superior - 400gms
6	Cobweb Brush
7	Key Board Cleaning Brush
8	Feather Brush
9	Wet Mop System with Refill - 6" -Pinza Type
10	Dry Mop Set - Blue Acrylic
11	Dry Mop Refill - Blue Acrylic
12	Paint Brush
13	Carpet cleaning Nylon Brush Soft
14	Carpet cleaning Nylon Brush Hard
15	Toilet Cleaning Brush /Hand Brush
16	W. C. Brush with Stand
17	Plastic Dust pan – Big
18	Rubber Hand Gloves / Pair Blue
19	Rubber Hand Gloves / Pair Orange
20	Face Mask – Cloth
21	Safety goggles
22	Plunger – Big
23	Scrubbing Floor Pads Green
24	Soft Brooms (Superior - Thick)

25	Hard Brooms
26	White sponge
27	Taski spray bottle (taski)
28	Only nozzle of spray bottle(taski)
29	Kitchen wiper
30	Plastic Floor Wiper (with handle)
31	Toilet brush hard 18"
32	Tooth Brush
33	Gumboots
34	Sawdust
35	Floor cleaning pads
36	Diamond pads
37.	Stainless steel polishing pad
38.	Glass Wiper
39.	Kharata
40.	Mop Holder
41.	Cube bathroom
42.	Dust mat
43.	Caution Board
44.	Toilet roll
45.	Tissue paper
46.	Micro fiber refill
47.	Round Mop
48.	Scotch Brite
49.	Tissue for dispenser

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## C. Housekeeping Chemicals

SN	Chemical
1	Germicidal cleaner must be an approved hydrogen peroxide based disinfectant
2	Floor Cleaning Solution
3	Toilet sanitary balls
4	Phenol
5	Liquid soap (hand wash) for dispenser
6	Naphthalene Balls
7	Toilet deodorizer blocks
8	Approved floor cleaner and sealers

9	Carpet shampoo like Taski TR 101 /Tapi Shampoo C2c
10	Vinegar
11	Glass cleaner like Taski / Diversey R3
12	Furniture polish like Taski / Diversey R4
13	Air Freshener / Room Freshener like Taski / Diversey R5
14	Toilet bowl cleaner like Taski / Diversey R6 / TLC

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## Annexure A

Tenderers are to submit this form duly completed & signed in a sealed envelope superscribed 'Technical Bid- Part A: Tender No.: AIESL/Tender/2023/HK/217 dated 13- 06-2023.

### Technical Bid Form - Part A

1	Name of Contract	Tender for Housekeeping Services at Mumbai OAP/ IEC.	
2	Name of the Company/Establishment		
3	Full Address of Registered Office		
4	Telephone No./Mobile No.		
5	Email id		
6	Fax No.		
7	Name of Contact Person		
8	Nature of company (Whether Proprietorship Firm/Partnership Firm/Limited Company/Corporation/Any Other (Specify) (Enclose Proof)		
9	Particulars of Registration-Issued in the name of the tenderer	Yes /No	If yes, give details
			Number Date of Issue
A	Company Incorporation Certificate/ Establishment certificate		
B	PF Registration certificate in the name of the bidder		
C	ESI Registration certificate in the name of the bidder		
D	PAN NO.		
E	GST Registration No.		
F	Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (Only two)		
G	NSIC/SSI(under its Single Point Registration Scheme)/ Udyog Aadhar/ MSE/ Startup		
H	Registration with other Agencies, if any		
10a	Minimum Three years' experience in Housekeeping Services (as on the date of tender opening) as per the Pre-Qualification Criteria		
10b	Copy of Contracts in support, duly certified by hiring company/self-attested enclosed		
11	Availability of Housekeeping equipment with the tenderer. Please provide a list of equipment.		
12	Total number of housekeeping personnel currently deployed in Mumbai.		
13	Work Order along with Performance Certificate from the existing client submitted for housekeeping services as on due date of bid opening.		
14	ESI remittance challan for the month April-2025 for deployed persons of the same client under the seventeen-digit code		

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15	PF remittance challan for the month April-2025 for deployed persons of the same client		
16	CA certificate for annual turnover for the financial year 2024-25, 2023-24 and 2022-23.		
17	IT returns for the financial year 2024-25, 2023-24 and 2022-23.		
18	Balance Sheet and P/L account for financial year 2024-25, 2023-24 and 2022-23.		
19	Has any Director/Partner/Proprietor been convicted any time by court of law?		
20	Has your company been Blacklisted/debarred/banned/disqualified for any reasons whatsoever by your clients anywhere in India?		
21	Company Profile		

## 22. Earnest Money Deposit Details:

Amount	Name of Bank	Transaction Details & Date
EMD Rs. 2,00,000		

If claimed exemption under MSE/ Startup please provide the particulars

Exemption claimed as MSE/ SSI/ NSIC/ PSU/ Udyog Aadhar/ startup	Services for which it is registered.	Certificate No	Validity date	Amount approved as per certificate

## 23. Details of Housekeeping services undertaken during last 3 years (A separate sheet may be enclosed for these details together with a copy of contract)

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

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24. **Check sheet:** Following documents must be attached with **Technical Bid duly numbered in the following order and mention page numbers in the table and preferably bound.**

		Yes	No	Pg. No.
1	EMD ₹2,00,000/-			
2	Technical Bid duly typed with particulars on company letterhead.			
3	Self-Attested copies of: -			
A)	Company Incorporation Certificate/Establishment certificate			
B)	PF Registration certificate			
C)	ESI Registration certificate with the seventeen-digit code allotment Letter			
D)	PAN NO.			
E)	GST Registration No.			
F)	Existing Valid License (Under the Maharashtra Contract Labour (Regulation And Abolition) Rules, 1971 showing up-to-date renewal.			
G)	NSIC/Udyam Registration Certificate / Udyog Adhar/ startup certificate			
H)	Registration with other Agencies, if any			
I)	Experience and past performance on similar contracts for last 3 years (as on the date of tender opening)			
J)	Copy of Contracts along with work completion certificate in support of housekeeping services duly certified by hiring company / self-attested enclosed			
K)	ESI remittance challan for the month April-2025 for deployed persons of the same client.			
L)	PF remittance challan for the month April-2025 for deployed persons of the same client.			
M)	CA certificate for annual turnover for the financial year 2024-25, 2023-24 and 2022-23 along with separate mention of turnover from housekeeping services rendered by the bidder.			
N)	IT returns for the financial year 2024-25, 2023-24 and 2022-23			
O)	Balance Sheet and P/L account for financial year 2024-25, 2023-24 and 2022-23			
P)	Assignment /deployment letter copy normally given to the deployed personnel.			
Q)	Letter of authorization for signing the bid document issued by the director/ proprietor			
R)	Company profile			
S)	Tender document duly signed and stamped			

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## Undertakings: (To be agreed and signed by the tenderer)

- 1) It is confirmed that if the LOI is awarded by AIESL to us, tenderer shall obtain necessary approval within 7 days from the date of award of the contract.
  - 2) It is confirmed that the registrations and licenses under all the applicable local and central taxes and laws and to be specified separately under each applicable tax/law/act (i.e. Goods and Service Tax / Work Contract Act/Provident Fund Act/ Establishment Act/ ESI Act /Income TaxAct/Import etc.) shall be produced for verification/checking of AIESL or to third party authorized by AIESL / Law abiding agencies of Govt of India.
  - 3) It is agreed that the requisite work as per enclosed work scope would be completed to the satisfaction of Air India Engineering Services Ltd within scheduled time.
  - 4) It is agreed that the spot surprise checks could be conducted by AIESL/third party authorized by AIESL, anytime and short comings are to be penalized.
- **I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Scope of Work and Specifications governing the tender.**
  - **I hereby confirm that I am authorized to sign the tender document and the information given in the tender is true and correct to the best of my knowledge and belief and nothing materialis concealed.**
  - **All the pages of the Technical Bid are signed and any overwriting has also been duly signed.**

I am submitting a soft of copy of all scanned documents & enclosures of technical bid.

Date:  
Place:

Signature:  
Name:  
Designation:  
Co. Name & Seal:

**SPECIAL TERMS & CONDITIONS**

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

**1. Rate and Validity:**

**i. Inclusions**

The rates offered/ finalized/ agreed by the Tenderer shall be inclusive of all the costs thereon incurred to deliver the services **as per the work scope** subject to exclusions mentioned below.

**ii. Exclusions**

- a. The GST on applicable rates is **excluded**. This would be reimbursed separately by AIESL on the production of receipt as proof of payment for the previous month's GST amount along with a proof of filing of the GSTR1.
- b. Any other tax as per Government laws including Royalty as and when made effective after the due date of the Tender.

**iii. Validity& Extension:**

- a. Rates finalized and agreed shall remain firm during the full Contract period. No request shall be entertained for an increase in rates during the validity of the Contract and extensions.
- b. Subject to 'c' below the Contract shall be awarded for two years from the date of commencement of the Contract.
- c. The first three months of the Contract may be treated as a trial period, during which, if the services rendered by the **successful Service Provider** are found to be unsatisfactory/not in the standard required to be maintained as per AIESL's requirement, the contract shall be terminated by AIESL immediately, at its sole discretion.

**2. Execution of Works:**

- a. The successful Tenderer has to convey acceptance of LOA (Letter of Award) in writing within 3 days from the receipt of LOI/ GeM Contract.
- b. The successful Tenderer shall be required to commence the services within 7 days from the date of acceptance of LOI/ GeM Contract.
- c. The successful Tenderer has to execute a Service Level Agreement of Terms &

Conditions as per Annexure I on a non-judicial Stamp Paper of Rs.200/- within 30 days of his acceptance of the LOA/ GeM Contract, which shall be notarized after duly obtaining the signature of the Principal Employer. The cost of the Stamp Paper and notarization shall be borne by the successful Tenderer on his own.

- d. The successful Tenderer before the final commencement of services shall be required to give adequate training to his manpower regarding the services to be carried out without any liability to the AIESL.

**3 General Requirements:**

- a. Supervision of personnel/employees deployed by the successful Tenderer shall be the responsibility of the successful Tenderer itself. The successful Tenderer will deploy at least one supervisor daily for managing the manpower deployed at AIESL. Supervisors should have at least a graduate degree and shall have expertise to manage people as per task at the cost of the service provider.
- b. The successful Tenderer will not deploy personnel found unsuitable by AIESL. AIESL further reserves the right to refuse entry of any such personnel forthwith for rendering the aforesaid services.
- c. The successful tenderer must deploy personnel at its own cost the supervisors to monitor the work allotted to the employees/staff on a day-to-day basis taking into account the requirements as indicated in Annexure D of the Tender document.
- d. The services shall be carried out by the successful tenderer by deploying trained personnel.
- e. While performing the Various housekeeping services by the personnel of the successful tenderer, if any item belonging to AIESL is found, the same shall be deposited immediately with Officials of AIESL against receipt.
- f. The Authorized Representative/Supervisor of the successful Tenderer shall personally visit the place of work regularly to ensure smooth execution of work by its staff.
- g. The staff employed by the Tenderer for carrying out the subject work shall do so at the sole risk & responsibility of the Tenderer.

**5. Insurance:**

Service Provider shall have necessary valid public liability Insurance Policies on Companies approved by the Government to cover all the risks including third Party, against injury, other acts and deeds of their deployed personnel at AIESL premises during the currency of contract as detailed in conditions of Contract and produce all such documents for AIESL designated representative for verification as when asked for and a copy shall be submitted for AIESL records. Copy of insurance to be submitted within 7 days of issuance of LOI.

**6. Undertakings:**

The Tenderer shall provide the undertaking along with the acceptance of LOI as detailed below:

- a. The Tenderer shall have the registrations and licenses under all the applicable local and central taxes/laws and to be specified separately under each applicable tax/ law/Act (i.e. GST/ Income Tax Act/Customs Act, etc.) shall be produced forthwith for verification/checking of AIESL or to a third party authorized by AIESL/agencies of Govt. of India.
- b. The Tenderer shall ensure that the work as per the work scope specified will be executed to the satisfaction of AIESL.

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

- a. The Tenderer shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to his employees. The Tenderer shall duly comply with all Central and/or State Acts, laws, statutory rules, regulations, bye-laws as applicable, or which might apply to the Service Provider/Tenderer from time to time.
- b. The Tenderer 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 an accident or injury/death sustained by any worker or other personnel of the Tenderer 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 the employment of the Tenderer or not, who provided or provides the said Services under this Agreement.

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- c. The service provider shall disburse monthly wages through e-banking / digital mode through cashless transaction only, and avoid illegitimate deductions and maintain records /returns as prescribed. The Contractor shall be solely responsible for the payment of wages and other dues to the resources, if any, deployed by him latest by 7th day of the subsequent month as per the provisions of the Payment of Wages Act, 1936 / as applicable under Code on Wages, 2019 (after it comes into force) in the presence of Engineer In-charge (EIC) or authorized representative of AIESL. After disbursement of wages, the representative of the Contractor and EIC/ authorized representative of AIESL have to certify the payment of wages to the resources and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) / FORM-I of Code on Wages, 2019 (after it comes into force) with specific seal detailing name/designation/Company.
- d. The Tenderer shall indemnify AI Engineering Services Limited at all times against any damages so caused to the Company on account of failure on the part of the Tenderer to obtain such licenses and permissions as required. The successful Tenderer shall furnish an Indemnity Bond as per format attached on a separate non-judicial stamp paper of Rs. 200/- duly notarized along with the agreement after LOI is issued. Copy of the Indemnity Bond to be furnished is attached as Annexure-A.
- e. PF is mandatory irrespective of the number of resources deployed by the Contractor under this contract. PF membership and deposit of PF contribution is also mandatory even if the wage payment to the resource is exceeding the prescribed monthly wage ceiling (i.e. Rs. 15,000/-) under the Employees' PF & Misc. Provisions Act, 1952 and in such case the liability of the Service Provider.
- f. In case of any financial liability is imposed by AIESL of any nature whatsoever, the service provider shall be liable to make the said liability good forthwith failing which AIESL shall have the right to recover the said amounts by withholding payments/forfeiting deposits/recover from amounts payable to service provider along with any penalty and interest thereof.

## **Under provisions of the Contract Labour (R & A) Act, 1970:**

- a. The Tenderer shall indemnify and compensate the Company, if the Company becomes liable to assume any liability towards the workforce engaged by the Tenderer. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in to.
- b. In case, while on duty and during the course of engagement in the work premises of the Company under this Agreement, if any of the Tenderer's workforce meet(s)

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with any injury indisposition due to the accident or other natural calamities, the Tenderer shall ensure that immediate and adequate medical aid viz. First-aid and

subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, the Tenderer shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948.

**Other relevant Acts which are applicable:**

- a. That the Tenderer hereby confirms that the said Tenderer, have registered their firm/company with each authority under all applicable provisions of law, requiring registration and Tenderer further confirms that all licenses required under each applicable provision of law had been granted to the said Tenderer 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 Tenderer in strict compliance thereof. The Tenderer shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.
- b. No resource below the age of 18 years shall be deployed by the service provider for the execution of the contract. However, maximum age of resources deployed under the contract would be 60 years.

**Personnel related compliance:**

- a. The Service Provider shall be the employer of his personnel for all purposes and AIESL shall not be held partially or fully responsible for any dispute that may arise between the Service Provider & his Personnel.
- b. At no stage of the Contract shall the employees of the Tenderer be deemed to be employees of AIESL. The Tenderer shall be liable not only to pay wages to his employees but overtime, payment for weekly offs; any compensation, notice pay, gratuity or bonus as payable. Further, the Tenderer shall be responsible for providing statutory facilities to his employees, as it shall not be binding on AIESL to provide these facilities to the persons deployed by the Tenderer. The Tenderer shall make arrangements to provide proper and valid identity cards to the employees.
- c. The Tenderer shall perform the work assignments to the best satisfaction of the Company. In case of unsatisfactory performance, intimation shall be given in

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writing to the Tenderer and the Company reserves the right to cancel the Contract forthwith after the due notice period.

- d. The Service Provider is required to submit copies of separate e-Challans / ECR along with proof of payment/receipt in respect of resources engaged through this contract only, on monthly basis. Common challans would not be acceptable in

AIESL. The Contractor should submit copies of previous months EPF e-Challans / ECR along with current month's bill. The TRRN. No. of the ECR would be verified online from EPFO portal by the Engineer-in-charge to confirm the status of payment and names of the resources deployed.

- e. It shall be the sole responsibility of the Service Provider to settle disputes if any, arising out of the engagement between the Service Provider and the personnel engaged by him. The Management of AIESL shall not in any way be responsible, in the event, the personnel approach to the competent authority, under any Labour Act or the Court, the entire expenses in this behalf shall be borne by the Service Provider. For failure, the Service Provider shall alone be responsible for all action initiated by the Enforcing Agencies of the Government & others, including penalties imposed thereon, and AIESL shall have no obligation towards them.

The contractor is required to comply with all applicable labour laws and regulations including, but not limited to the following:

- a) The Factories Act, 1948 / The Shops & Establishment Act, 1948 (which ever applicable)
- b) The Maternity Benefit Act, 1961
- c) The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
- d) The Inter State Migrant Workmen (RECS) Act 1979 (if applicable)
- e) Contract Labour (R&A) Act-1970
- f) Employees' Provident Fund & Misc. Provisions Act- 1952
- g) Employees' State Insurance Act-1948
- h) Employees' Compensation Act, 1923
- i) Payment of Gratuity Act, 1972
- j) Minimum of Wages Act,1948
- k) The Payment of Wages Act,1936
- l) The Payment of Bonus Act,1965

## 8. Indemnification

- a. The successful Tenderer shall indemnify AIESL against third party claims arising out of acts and deeds on the part of Service Provider's personnel deployed for the work. The successful Tenderer shall also indemnify AIESL against any loss or

damage by its personnel to AIESL personnel or property including machinery, equipment, or buildings. In case, any such amount is not deposited/paid to AIESL, the same shall be deducted from Security Deposit/Bills/Future payments due to the successful Tenderer.

- b. In case of injury or loss of AIESL staff due to any act or deed of successful Tenderer's employee or due to an accident, the successful Tenderer shall arrange to pay AIESL employee or AIESL employee's legal heirs as per existing Govt. rules and regulations. The insurance claim settlement shall be the sole responsibility of the successful Tenderer. The legal costs shall also be borne and paid by the successful Tenderer.
- c. The Tenderer shall indemnify against any clauses elsewhere as referred to in this Tender document which specifies so.
- d. In case of any financial liability imposed by AIESL of any nature whatsoever, the service provider shall be liable to make the said liability good forthwith failing which AIESL shall have the right recover the said amounts by withholding payments/forfeit deposits/ recover from amounts payable to service provider along with any penalty and interest thereof.

**9. Claims for Damage / Loss:**

- a. AIESL shall promptly notify the Tenderer of any claims/deficiency on the part of the tenderer arising under/out of the Contract.
- b. In case any equipment provided to Service Provider personnel is damaged/ lost etc., AIESL shall be compensated to the extent of the replacement at its landed cost at Mumbai.
- c. In case the Service Provider, having been notified by AIESL, fails to take remedial action within the stipulated time as advised, AI Engineering Services Limited may take remedial action without any further notice, at the Tenderer's risk and cost. AIESL shall also levy damages/terminate the Contract without prejudice to any other rights which AIESL may have on the Tenderer under the service Contract.

**10. Compliance of Security regulations:**

- a. The successful Tenderer shall ensure compliance and shall be solely responsible to adhere to all the safety and security regulations of AIESL **or** any other agency associated with Aircraft Hangar for personnel deployed by them.
- b. The successful Tenderer shall also be responsible for getting all necessary clearances, if any, from Govt. Agencies/Legal Authorities from time to time, with regards to the provisions of services. As well all such clearances/licenses shall be current.

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- c. The successful Tenderer shall provide to AIESL all personal details (name, father's name, age, permanent address & present address) along with passport size photograph, of its employees, and proof of age and educational qualifications who shall be working under this contract at the respective airports and shops/plants/hangars located at IEC/OAP. AIESL shall arrange to issue a letter of intent [LOI] on the Successful Service Provider before the release of formal Work Order to enable the Service Provider to apply for the Entry Pass in time before the commencement of this contract. Any violation of security regulations and indulging in illegal activities including but not limited to smuggling/theft/act of sabotage/pilferage of property by successful Tenderer's personnel shall be at the cost/risk of successful Tenderer and shall be liable for all the legal consequences thereof.
- d. The successful Tenderer shall ensure a prior verification of character and antecedents of its personnel from local/Mumbai Police (Police clearance certificate) before deployment, in AIESL as it is a "protected industry" and Airport Hangar as "protected area". Every employee's photograph, copy of Police verification of character and antecedents are to be furnished to AIESL Security along with an undertaking to bear the cost and risk in case of adverse situations arising out of their personnel/and their act.
- e. The personnel so deployed must be in possession of photo identity cards provided by the successful Tenderer under its signatures, company's name, and seal apart from Entry Passes issued by AIESL for entry to be shown if and when demanded by AIESL's officials.
- f. The successful Tenderer shall have a system to issue/retrieve Entry Passes to/from their employees while they report or leave the AIESL/ premises, so as to ensure that their employees are not misusing the Entry Passes.
- g. The successful Tenderer shall have a system to surrender the Expired/Lapsed/Terminated Entry Pass of its employees to the issuing authority.
- h. Any lapse noticed on the part of any employee of successful Tenderer involved in theft/pilferage/malpractices shall be inquired into by AIESL Security/other officials and suitable action including legal proceedings shall be initiated for breach of contractual liability along with penal provisions of various laws.

## **11. Payment:**

All payments to the successful Tenderer by AIESL for the services rendered by it shall be subject to the following compliances by it: -

- a. Monthly Bills along with the certified performance report duly signed by representative of Tenderer and AIESL as given in the Annexure-D issued by the successful Tenderer shall be submitted by the 25<sup>th</sup> of the following month to AIESL authorized officials for due certification by AIESL's Contract Administration Unit, OAP, Mumbai, or officers authorized by AIESL and forwarded to finance department AIESL for processing payment.
- b. Monthly bill to be submitted along with P/F Challan, ESI Challan, and Bank Statement.
- c. AIESL shall make a payment every month by an account payee cheque/ECS within 45 days for MSME and 60 days for others of the submission of bills for the undisputed amount.
- d. TDS shall be deducted by AIESL from the payment made against the bills, as per the applicable laws. The Tax deduction at source (TDS) shall be deducted as per the provisions of Income Tax Law, as amended from time to time and a certificate to this effect shall be provided to the service provider by AIESL.
- e. Any delay in submission of the bills along with requisite documents shall cause a delay in clearing the payments.

**12. Penalty/Damages:**

The successful Tenderer shall be liable to pay to AIESL, genuine pre-estimate of loss as damages in case the successful Tenderer fails to adhere to the Tender work scope and performs its obligations under the Contract with deficiency and/or shortcomings as mentioned below:

- a. A further cost calculated (assessed by the company) shall be levied in respect of damages caused due to reasons of negligence and carelessness on part of the personnel deployed by the Service Provider.
- b. The cost incurred by the company in the event of availing alternative arrangements, in case the service provider is not able to provide the services as specified in this tender document, shall be recovered from the service provider in full.
- c. In case any of the equipment deployed is found unserviceable for whatsoever reason a penalty of Rs.500/ per equipment per day shall be levied till the equipment is made serviceable.
- d. If it is observed that the service provider has not complied with the payment of wages, payment of ESI and payment of provident and fund other labour related

issues as per statute, and the principal employer were made liable a penalty of Rs. 1000/- / day/ resource of the monthly bill shall be levied for the first instance and if it is observed the same non-compliance persist / recure, AIESL shall terminate the contract and no payments of pending bills shall be done. The company shall also be black listed as per the black listing clause.

- e. Contract Administration Unit of AIESL will receive duly certified Monthly Performance Reports as given in the Annexure-D from various stakeholders and certify the invoice based on the satisfactory performance. In case there are overall 10% or more unsatisfactory monthly performance reports, **AIESL shall impose a penalty of 10% of the invoice amount for that particular month as per the area specified in the scope of work.**

In case the penalty is imposed due to the repetition of unsatisfactory performance/ services for more than 3 times, AIESL reserves the right to terminate the contract by giving a notice period of three months and disallow the service provider to participate in future tenders.

During the notice period, if the performance improves, then the notice period may be relaxed or waived off by competent authority.

### **13. Recovery of Sum Due:**

- a. As per the contract entered between AIESL and the successful Tenderer, if any sum of money is recoverable from the successful Tenderer, AIESL shall be entitled to recover such sum by appropriating in part or full from the Security Deposit already deposited by the successful Tenderer or from their outstanding bills.
- b. In the event of the Security Deposit being insufficient, the balance or the total amount recoverable, as the case may be, shall be deducted from any sum due to the successful Tenderer, under this, or any other contract between the successful Tenderer and AIESL. Also, shall this amount be insufficient to cover the said full amount recoverable, the successful Tenderer shall pay to AIESL the balance amount, if any, within 30 days of the demand made by AIESL.
- c. If any amount due to the successful Tenderer is so set off against the said

Security Deposit, the successful Tenderer shall have to make good the said amount so set off to bring the Security Deposit to the original value immediately, and in any event, no later than 10 days of the depletion of the original value.

- d. AIESL reserves the right to recover from the successful Tenderer's periodical payments, for any loss or damage caused to plant/equipment/machinery/building or

any other property of AIESL by negligence or due to any other reason of successful Tenderer's employees, whatsoever.

**14. Termination of Agreement: -**

- a. AIESL may at any time terminate the Contract with immediate effect by giving written notice (30 days) to the successful Tenderer, if the successful Tenderer becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to AIESL.
- b. The Contract can be terminated with three months prior notice by both the parties at any time during the term of the Contract without assigning any reasons and liability on either side subject to the continuity of the contract during the notice period without compromising the service to AIESL and payment as due to the Service Provider as governed by the terms and conditions of the Tender.
- c. In case of failure of the successful Tenderer to carry out the services to the satisfaction/ requirement/ standards of AIESL, AIESL shall be free to get the services by some other Agency/ Party at its sole discretion at the risk and cost of the terminated vendor.
- d. In case the penalty is imposed due to the repetition of unsatisfactory performance/ services for more than 3 times, AIESL reserves the right to terminate the contract by giving a notice period of three months and disallow the service provider to participate in future tenders.
- e. In case of breach of contract by the successful Tenderer, AIESL shall have a right to rescind the contract at any time without assigning any reasons & without any liability to AIESL. AIESL also reserves the right to claim from the successful Tenderer for any loss sustained due to the unsatisfactory performance of the contract.
- f. If the Successful Tenderer adopts any fraudulent practices at any time during the currency of the contract as outlined in the tender document.

**15. Subcontracting:**

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

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

**16. Arbitration:**

Level 1: Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement or validity or the breach thereof, shall be referred to Chief Procurement Officer, AIESL.

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

The venue of arbitration shall be at Mumbai, India and it shall be referred to a bench of three arbitrators. Each of the Party to the Contract shall select one arbitrator each and the Panel of Scope Forum of Conciliation and Arbitration shall select the third arbitrator who shall act as Chairman / Presiding arbitrator of the Arbitral Tribunal. The arbitration proceedings shall be carried out in English and the award of the Arbitral Tribunal shall be final & binding on the Parties.

**17. Jurisdiction:**

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

**18. Force majeure:**

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

**STATUTORY LABOUR LAWS AND MISCELLANEOUS OBLIGATIONS**

**1. Submission of Contract Labour Licence:**

1.1 The successful bidder shall submit the **Contract Labour License (Central)** within **30 days from the issuance of the Work Order or within 15 days from commencement of the contract**, whichever is earlier.

1.2 Non-submission within the stipulated time shall lead to **non-processing of the Contractor's first monthly bill**.

**2. Responsibility for Local and Statutory Compliances:**

2.1 The Contractor shall be fully responsible for **resolving all local and statutory compliance issues**.

2.2 The Contractor shall bear **all costs** associated with such compliance matters.

**3. Submission of Statutory Returns:**

3.1 The Contractor shall ensure **timely submission of all applicable statutory returns**.

3.2 Proof of compliance must be provided to the **HR Department** at the time of bill submission.

3.3 The contractor, in accordance with the **CLRA (Contract Labour (Regulation & Abolition) Act)** and the **Factories Act**, is required to submit **half-yearly and annual returns**. A copy of these submissions must also be provided to the **HR Department**.

**4. Inclusive Rates:**

4.1 The rates quoted by the bidder shall be inclusive of **all statutory obligations**, including but not limited to:

- Minimum Wages, Act
- Employee Provident Fund (PF), Act
- Employees' State Insurance (ESIC), Act
- Payment of Bonus, Act
- Payment of Wages, Act
- Any other applicable statutory payments.
- All labour codes

**5. Provision of Manpower and Materials:**

5.1 The Contractor shall provide the required **manpower** along with **all necessary housekeeping materials** to ensure smooth execution of services.

**6. Deployment Strength:**

6.1 The Contractor shall ensure deployment of **74 personnel on all working days**, maintaining the **specified strength without deviation**.

**7. Redeployment in Case of Premises Vacation:**

7.1 In the event of **vacation of NEC premises**, the Contractor shall redeploy manpower to **OAP** without **interruption of services**.

**8. Maintenance of Statutory Registers:**

8.1 The Contractor shall maintain **all registers required under statutory labour laws**.

8.2 Such registers shall be made **available for inspection by management** whenever required.

9.0 The Contractor shall disburse monthly wages through e-banking / digital mode through cashless transaction only, and avoid illegitimate deductions and maintain records /returns as prescribed. The Contractor shall be solely responsible for the payment of wages along with any increment and other dues to the resources, if any, deployed by him latest by 7th day of the subsequent month as per the provisions of the Payment of Wages Act, 1936 / as applicable under Code on Wages, 2019 (after it comes into force) in the presence of Engineer In-charge (EIC) or authorized representative of AIESL. After disbursement of wages, the representative of the Contractor and EIC/ authorized representative of AIESL have to certify the payment of wages to the resources and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) / FORM-I of Code on Wages, 2019 (after it comes into force) with specific seal detailing name/designation/Company.



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**Tender No.: AIESL/BOM/MMD/E/4-1/164**

**DATE: 05.12.2025**

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# **ANNEXURES & UNDERTAKINGS**

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## INDEMNITY BOND

THIS INDEMNITY BOND is executed on this \_\_\_\_\_th Day of \_\_\_\_\_, 2023,  
by \_\_\_\_\_

\_\_\_\_\_ having, it  
Registered Office at \_\_\_\_\_ herein after referred to as Service  
Provider (which expression shall unless it be repugnant to the context to the meaning thereof  
shall be deemed to mean and include its successor and assigns).

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

1. In terms of Clause 10 in Annexure C of the terms and conditions specified in the Tender Document AIESL/BOM/MMD/E/4-1/164 dated 10-11-2025, the Service Provider agrees to undertake to keep AIESL indemnified against any claims/ cost/ damages and penalties in respect of breach of any Labour Laws both Central and State.
2. We hereby undertake to fulfill all the terms and conditions specified herewith with regard to labour compliance under all applicable laws.
  - a. We shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to his employees. The Tenderer shall duly comply with all Central and State Acts, laws, statutory rules, regulations, bye-laws as applicable, or which might be applicable to the Service Provider/Tenderer.
  - b. We shall at all times indemnify and keep indemnified the Company against any/all claims under the Workmen'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 of the Tenderer 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 the employment of the Tenderer 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 the part of the Tenderer to obtain such licenses and permission. The successful tenderer shall furnish an Indemnity Bond as per format attached on a separate non-judicial stamp paper of Rs. 200/- duly notarized along with the agreement after LOI is issued. Copy of the Indemnity Bond to be furnished is attached as Annexure A.

**d. Compliance under provisions of Contract labour (R&A) Act 1970:**

- i. We shall undertake to comply with the applicable provision of all welfare legislation and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this Agreement. The Tenderer shall further observe and comply with all Government Laws concerning employment of staff employed by the Tenderer 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 the Tenderer is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of Law.
- ii. 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 becomes liable to assume any liability towards the workforce engaged by the Tenderer. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in Toto. It is mandatory on part of the Tenderer must ensure that within One Month from the date of acceptance of LOI (letter of intent), they shall obtain Form-V from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority.
- iii. 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, the Service Provider shall obtain a letter from the concerned Labour authorities confirming the same.
- iv. We/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, Goods, and Service Tax, as considered necessary. The Tenderer 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.

**e. Compliance under provisions of Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948:**

- i. We/our Company/Organization shall ensure that their 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 are covered under these Acts.
- ii. We/our Company/Organization shall ensure that all mandatory contributions in respect of Provident Fund and ESI are mandatorily paid to the concerned

authorities latest by 15<sup>th</sup> and 21<sup>st</sup> of the following month. Party should submit the challan along with invoices every month.

- iii. In case, while on duty and during the course of engagement in the work premises of the AIESL under this Agreement, 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.

**f. Compliance under provisions of other relevant applicable acts:**

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 provision of law had been granted to the said Tenderer 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 Tenderer 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.

**g. Personnel related compliance:**

- i. We/our Company/Organization shall not engage any workmen below the age of 18 years. We/our Company/Organization shall produce age proof in respect of the workmen deployed by us.
- ii. It is confirmed that we/our Company/Organization shall be the only employer in respect of the personnel deployed by us and AIESL shall not be held partially or fully responsible for any dispute that may arise between us and our Personnel.
- iii. 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.
- iv. 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.

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



**Tender No.: AIESL/BOM/MMD/E/4-1/164**

**DATE: 05.12.2025**

- h. 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 Principal Employer to the workforce engaged by us, the same shall be recoverable shall be fully recoverable from the my/our Security deposit /outstanding bills.
  - i. It shall be our sole responsibility to settle disputes if any, rising, between ourselves and the personnel engaged by us. The Management of AIESL 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 AIL shall have no obligation towards such action taken by the said Enforcement Agencies.
3. In terms of Clause 10 in Annexure C of the terms and conditions specified in the Tender Document, we/our Company/Organization agrees to be responsible for ensuring the compliance of Labour Laws both Central and State especially, but not limited to Employees State Insurance Act, 1948 and Workmen's Compensation Act, 1923, Employees Provident Funds & Miscellaneous Provisions Act 1952, Payment of Wages Act 1936, Minimum Wages Act, 1938, Contract Labour (Regulations and Abolition) Act, 1970, Employers' Liability Act, 1938, Maternity Benefit Act, 1961 and Bombay Labour Welfare Fund Act, 1953 as applicable from time to time and further shall be solely responsible for any cost and consequences on account of any breach and/or non- compliance of any other provisions of Labour Laws and shall indemnify AIESL against any claim/cost/remedies and penalties in respect of breach of any of the provisions of Laws in force.
4. It is further agreed that we/our Company/Organization shall indemnify AI Engineering Services Limited against any claim/s with regard to Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Contract Labour (Regulations & Abolition) Act, Workmen Compensation Act, Bombay Labour Welfare Fund Act, any Acts/Laws prevailing during the validity of the contract applicable to the Service Provider and other emoluments/allowances payable to the workmen deployed by the Service Provider during the validity of the Contract. The Service Provider confirms that all records of payments including Wage Registers/Muster Roll/Bank Clearance Statements/Overtime incurred penalties and advances if any in respect of the workmen engaged by us/our Company/Organization shall be maintained and produced as and when required by the AIESL and/or any other third party including Government Agencies/Authorities.
5. All payments shall be made to the workmen deployed by us/our Company/Organization on a monthly basis. Attendance register incorporating all details of attendance in respect of the workmen deployed by us will be maintained. We/our Company/Organization shall ensure that the disbursement of wages to the persons deployed / engaged by us shall be made on or before the 10<sup>th</sup> of each month. Payments will be made each month in the presence of a nominated representative of the Management of the AIESL. The signature of

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



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the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed.

6. We/our Company/Organization shall strictly ensure that Minimum Wages as stipulated by the appropriate Government is paid each month to the workmen deployed by us. We/our Company/Organization shall issue salary slips to each of the workmen engaged by us every month in respect of the wages paid. We/our Company/Organization shall ensure that the workmen deployed by us are granted a paid weekly off. This shall be a mandatory compliance.
7. 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 AIESL against any claim/s and liabilities arising out of the contract during the validity of the contract.
8. 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 AIESL 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 AIESL as and when required and/or required by any third party, Government Agency/Authority.
9. We/our Company/Organization hereby indemnifies and agrees to keep the AIESL indemnified, during the period of the contract and even thereafter, to make good any losses, payments, penalties incurred by the AIESL on account of non-compliance of whatsoever nature on our part in the matter of all applicable legislations with regard to his employees deployed on contract awarded to them by the AIESL.
10. We/our Company/Organization hereby indemnify/indemnifies and agree to keep the AIESL indemnified, against any clause elsewhere as referred to in this tender document No. AIESL/Tender/2023/HK/217 dated 13-06-2023 which specifies so.

Signed, Sealed & Delivered

Within the named \_\_\_\_\_

Through their Director/Proprietor/Representative

Witness:

- 1.
- 2.

Date:

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## ANNEXURE-B

### UNDERTAKING

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

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

CONTRACTOR'S SIGNATURE & STAMP

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## Annexure-C

Service Level Agreement (SLA)  
for AI Engineering Services Limited

By

M/s -----

Effective Date: xx/xx /20xx

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

Version

Version	Date	Description
1.0		Service Level Agreement

Approval

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

Approvers	Role	Signed	Approval Date
AI Engineering Services Limited, WR	Dy.GM-PPMM		
_____	Proprietor/Director/ Authorized Signatory		

### Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between M/s \_\_\_\_\_ and AI Engineering Services Limited for the provisioning of housekeeping services required at Mumbai by AIESL.

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

This Agreement outlines the parameters of all housekeeping services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.



## 1. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent housekeeping services and support to the AI Engineering Services Limited by the Service Provider.

The objectives of this Agreement are to:

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

## 2. Stakeholders

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

With this SLA:

M/s. \_\_\_\_\_ ("Service Provider")

AI Engineering Services Limited ("Customer")

## 3. Periodic Review

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

The Business Relationship Manager ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner shall incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

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

Review Period: Every Quarter

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

#### **4. Service Agreement**

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

##### **4.1. Service Scope**

The following Services are covered by this Agreement:

##### **4.2. Work scope outlined the Tender document: AIESL/Tender/2023/HK/217 dated 10-11-2025. Customer Requirements, Customer responsibilities and/or requirements in support of this Agreement include:**

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

##### **4.3. Service Provider Requirements:**

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

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

##### **4.4. Service Assumptions:**

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

- Changes to services shall be communicated and documented to all Stakeholders in the addresses indicated below.
- GM-Engg, AI Engineering Services Limited, MMD, Hangar 3, 2<sup>nd</sup> floor, Old Airport, Kalina, Santa Cruz East, Mumbai 400029;
- Proprietor, (of the Service Provider): Mr. ....
- M/s \_\_\_\_\_,  
Email: .....

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

5. Service Management

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

5.1. General Service Requirements

- 1) **Allocation:** The allocation of service shall be advised by AI Engineering Services Ltd (AIESL) specifying the location and numbers required.
- 2) **Reviews:** Periodical review meetings shall be held between the company & the service provider to review the quality & quantum of service provided by the service provider & shall discuss any modifications if required.
- 3) **Service Performance:** The decision of AI Engineering Services Ltd., or any officer authorized by AIESL, shall be final with regard to the satisfactory performance of the services and any matter arising there from shall be binding on the service provider.
- 4) **Audits:** GM (Engg.)/his representative shall audit the capability of the service provider, before the commencement of the work of providing housekeeping services. Subsequently, AIESL shall be at liberty to perform periodical audits/spot checks at their discretion.
- 5) **Statutory Payments:** The Service Provider shall maintain proper record/register as required under the Contract Labour (Regulation & Abolition) Act 1970 and rules and other relevant enactments thereon. The records/registers shall be produced for verification/ inspection as and when required by AIESL, who shall have powers to conduct checks regarding statutory payments of wages, ESI, EPF, and other applicable statutes for the time being in force.
- 6) **Workforce:** The service provider shall deploy well behaved /skillful employees/workforce of unblemished character and with duly verified antecedents.
- 7) **Workforce –Details & Verification:** The service provider shall furnish to the company in writing the name, parentage, residential address, educational & technical qualifications, specimen signatures, fingerprints and two recent passport size photographs of all personnel whom he proposes to employ for the purpose of this contract. The company shall be at liberty to forbid the deployment of any person whom it may consider undesirable after verification. The service provider shall also have the character & antecedents of all persons employed by him verified by the police to the

satisfaction of the company before a workman is deployed by the contractor. The proof of antecedent's verification by the prescribed authority shall be submitted to the company before deploying the individual for this contract. The appointment /assignment letter to work under this contract at AIESL – copy to be furnished.

- 8) **Uniform & Accessories:** All employees of the Service Provider shall report for duty in proper and suitable attire. They will report for duty in a presentable condition at all times. It is also to be ensured that the said personnel report for punctuality as per the office timings.

## **5.2. Operational Service Requirements**

- 1) **Liaising:** It shall be the responsibility of the Service Provider to maintain continuous liaison with AIESL officials at all levels. The supervisor of the service provider shall be solely responsible in this regard. In this regard, the officials of AIESL, GM(Engg.)/ his representative.
- 2) **Work- Area:** The service provider shall ensure that none of their employees/ workforce entering the areas of Hangars, Shops, Plants located at IEC and Outstations under Western Region as per indicative list and amended from time to time as per company policy for which they are not specifically designated, as per the duty roster and any violation thereof, shall render the concerned individual to forfeiture of his Entry permit besides imposition of penalty as may be decided by the designated authority officials. In case anything unusual or any abnormal is observed by the staff of the Service Provider that belongs to the Company/Management of AIESL, the same shall be immediately informed & handed-over to AIESL authorized staff.
- 3) **Items in Office:** In case of missing items/theft on the office, proven to be done by the staff of the service provider, AIESL at its sole discretion may levy penalty as deemed fit, against the service provider and / or the staff concerned.

While performing the Various manpower services by the personnel of the Service Provider if any item belonging to AIESL is found, the same shall be deposited immediately with Officials of AIESL against receipt.

- 4) **Statutory facilities:** The Service Provider shall ensure that all statutory facilities are extended to the personnel deployed by him.
- 5) **Work Culture:** The Service Provider shall ensure that the staff deployed by him shall maintain polite and courteous behavior towards employees & staff of AIESL and also of customer airlines. If AIESL has any misgivings about any individual staff of the service provider, the said staff shall be removed by the service provider forthwith.
- 6) The Service Provider shall ensure that his staff shall not be under the influence

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

- 7) **Service Deficiency:** The service provider shall make all possible efforts to overcome deficiencies in standards of service brought to their notice within a reasonable time frame (as mentioned in the contract document, penalty clauses).
- 8) **Servicing –Personnel, Office Equipment:** The personnel & office equipment to be used by them as specified in the contract/amendment letter to be provided with.
- 9) Any default on part personnel deployed by the Service Provider in terms of attendance, behavior and non-performance shall be recorded in a logbook.
- 10) The Service Provider shall ensure that the personnel deployed by him are available in the event of any exigencies of work. If such a requirement arises the Service Provider will be informed in advance.
- 11) **Monthly-Bills:** The service providers shall submit monthly bills duly supported by details of services rendered on a day to day basis with the total number deployed each day. The bills will be raised after fulfilling all the compliances as required under the various applicable statutes that are in force.

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

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

In this connection, records of statutory payments, as mentioned in Section-a, Point-5 above shall also be scrutinized every month before the settlement of bills any discrepancy in this regard shall result in payment getting delayed. The Service Provider shall ensure that such records are kept proper & updated and submitted with monthly invoices on a regular basis.

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

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



**Tender No.: AIESL/BOM/MMD/E/4-1/164**

**DATE: 05.12.2025**

## 6. Governing Terms and Conditions

The terms and conditions that govern the contract shall be as outlined in the contract against Tender Ref. No. AIESL/BOM/MMD/E/4-1/164 dated 10-11-2025.

Signed on \_\_\_\_\_ at \_\_\_\_\_

AI Engineering Services Limited  
Customer

M/S \_\_\_\_\_  
Service Provider

Service Level Agreement (SLA)

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

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## Annexure-D

M/S .....

### MONTHLY PERFORMANCE REPORT ON HOUSEKEEPING & GARDENING SERVICES FOR THE MONTH OF \_\_\_\_\_

Division – \_\_\_\_\_

Date \_\_\_\_\_

S N	Description	Frequenc y of cleaning	Satisfacto ry
1	Sweeping & mopping of shop, floor, Pantry/ Canteen area, restrooms, training room, Workshops, Conference rooms, etc.	Daily	Yes/ No
2	Dusting of Door/Window curtains	Fortnightl y	Yes/ No
3	Cleaning/wiping the venetian blinds, air-conditioner front panels	Daily	Yes/ No
4	Wet Mopping of Cabin Glass partition	Fortnightl y	Yes/ No
5	Sweeping of Roads/Lane, adjacent to building/ Hangar/ Offices	Daily	Yes/ No
6	Wet mopping floor areas in a hangar (open area) with a disinfectant like phenol or lizol or equivalent using mechanized equipment.	Daily	Yes/ No
7	Dusting of working tables & Chairs, Cupboard, Furniture, PC, printers, doors, glass panes, window panes, partitions crevice	Daily	Yes/ No
8	Removing of cobwebs from the ceiling, wall area, fans, lights	Fortnightl y	Yes/ No
9	Dusting of window panes, ceiling, photo frames, pantry area, office equipment, fans, tube-light	Weekly	Yes/ No
10	Sweeping and wet mopping of Common Passage area, Corridor, Staircase, Handrailing, Lifts (Cargo & Staff)	Daily	Yes/ No
11	Cleaning of dustbins	Daily	Yes/ No
12	Garbage collection & Disposal	Daily	Yes/ No
13	Flushing toilets, urinal area and all drain for the flow of urine with water mixed with disinfectant	Twice daily	Yes/ No
14	Placement of aroma cake/naphthalene balls in the urinal, room freshener in the toilet	Periodical ly	Yes/ No
15	Cleaning of washbasins	Twice daily	Yes/ No
16	Spraying room freshener in all cabins/rooms	Daily	Yes/ No
17	De-clogging all drains/ removing all chokes for a free flow of water urine, etc.	As required	Yes/ No
18	Gardening work	Daily	Yes/No

Overall observation – Satisfactory / Un-satisfactory

Remark \_\_\_\_\_

Date \_\_\_\_\_

Signature of Service Provider

Seal and Signature of AIESL

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 10.11.2025

M/S .....

## MONTHLY SUMMARY REPORT PERFORMANCE REPORT ON HOUSEKEEPING & GARDENING SERVICES FOR THE MONTH OF

Division – \_\_\_\_\_

Date \_\_\_\_\_

SN	Name of the Division	Satisfactory	Unsatisfactory
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			

Percentage of un-satisfactory reports –

In order to pay-----

Signature and stamp -----



## **ENGINEERING FACILITIES DIVISION**

**EFD/05-00/048**

**Date : 16/04/2025**

### **SAFETY NORMS**

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

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

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

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

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

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

All equipment used to carry out work shall be rendered safe. No equipments such as ladders, tractors, cranes, etc. or welding sets or any tools which belong to the AIESL shall be used by contractor unless specifically mentioned in



writing in the terms of contract. Notwithstanding these it is obligatory on contractor's part, to verify the quality and safety aspects of such equipment, machinery or tools so that no injury or accident will occur when used in the expected manner. Any incident occurs during work, contractors are entirely responsible for it including compensation that may arise out of the incident.

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

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

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

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

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

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



### **Precautions During Welding**

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

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

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

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

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

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

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

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

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

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

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



### **Additional Precautions & Instructions**

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

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

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

The Contractor must ensure provision of adequate firefighting capacity to deal with at incident state itself, such provision should not be less than 2-gallon foam extinguishers properly maintained by them. The staff should know the uses of the above-mentioned fire extinguishers.

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

#### **1. General:**

- a. All workers to wear helmets at the construction site. To be provided by the contractor.
- b. All workers to wear safety shoes. To be provided by the contractor.
- c. All workers to wear suitable clothing for the job required e.g. Welders to have leather aprons while welding and gloves to protect from the heat. To be provided by the contractor.
- d. All workers to be familiarised by the contractor the safe methods of operating and procedures in case of an emergency.
- e. All workers to attend a class to be held by the Safety Engineer-AIESL to familiarise the safety aspects on site.
- f. All scaffolding to be used should be of steel pipes and with adjustable clamps. To be provided by the contractor.



- g. All workers must be covered under the workmen compensations act. A suitable insurance policy to be taken and original copy to be kept with AIESL. All statutory regulations etc. to be observed by the contractor, and in case of any non-compliance the AIESL must be indemnified by the contractor.
- h. Where applicable, provident fund records to be kept at site.
- i. All wage records to be kept at site and payments to be as per the minimum wages act.
- j. Working in green field sites poses a problem of snake bites. Snakes' serums to be kept at site. Refrigeration will be provided by AIESL, if needed.
- k. Chipping etc, to be done wearing protective eyeglasses.
- l. Various types of fire extinguishers to be used depending upon the nature of fire are available with EFD Fire Section. Contractor has to ensure that they position at site, suitable fire extinguisher type listed below, depending on nature of work.
  - 1. 1 No. of soda acid type for wood/paper type fires.
  - 2. 1 No. of dry powder type fire extinguishers.
  - 3. 1 No. of CO2 type fire extinguishers.
  - 4. Two buckets of sand/water, preferably sand.
- m. All unsafe incidents and occurrences will be reported to the site engineer immediately.

**Working at heights:**

- a. Contractor has to ensure that only workers capable of scaling heights should be deputed to do the jobs.
- b. All scaffolding to be made of steel pipes and with adjustable steel clamps. This should be tested and certified by the site supervisor of the contractor and AIESL site supervisor/Engineer to confirm the same. If possible, use A crow make scaffolding.



- c. Bamboo/wooden ladders to be checked for missing rungs and the fitness of the ladder should be certified by the AIESL engineer at site/ Safety Officer.
- d. All ladders to be tied at the top end, to prevent the slipping of ladders.
- e. All workers at height to wear nylon safety belts, as approved by AIESL. The other end of the belt to be hooked to a structural member of the building.
- f. While working on sloping roofs, nylon nets to be provided below to catch falling objects.
- g. Men working heights, should be provided with holsters for keeping hand tools for easy retrieval and will leave both hands free for climbing.
- h. As far as possible, mechanise the upward movement of materials, so that head load can be avoided.
- i. Daily height work permit approved by Executive/AGM/DGM from AIESL be obtained for working at heights before beginning of work.

### **Electricals**

- a. All electrical equipment brought to site, should be checked by the factory/site electrical supervisory staff of the AIESL, for the suitability of the equipment and certified by them. These certificates should be prominently displayed on the equipment.
- b. All electrical equipment should have proper proper earthing.
- c. The distribution board to have an ELCB of 30 mA capacity to be provided for the hand tools circuits.
- d. All connections through the distribution board to be made with a plug and socket and no loose wires, with wooden splinters.
- e. All hand tools to be earthen.



- f. All welding equipment to be provided with a cutout switch. The welding cables should be of adequate length for the earthing of the job and usage of rods etc. is not permitted.
- g. All wires/cables to run only above ground level at a height of min. 2.5 m.
- h. All outdoor light fixtures left unattended for the night time work must be checked for water tightness.
- i. While working with operating equipment they should be disconnected electrically and the fuses to be handed over to the supervisor of AIESL for safe keeping.

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

- a. All vehicles delivering the goods must be driven by licenced driver.
  - b. Cleaners not to drive.
  - c. The vehicle must be in good condition.
  - d. Unsafe acts like carrying people on running boards etc should be avoided.
  - e. When outside vehicles come the contractor to ensure safe discharge of goods and send out immediately.
  - f. Wherever possible all heavy machinery and equipment to be unloaded using a crane, or a derrick.
-

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## Bidders General Information

**Tenderers are to submit this form duly completed & signed in a sealed envelope superscribed 'Technical Bid- Part A: Tender No.: AIESL/BOM/MMD/E/4-1/164 dated 10- 11-2025.**

1	Name of Contract	<b>Tender for Housekeeping Services at Mumbai OAP/ NEC.</b>	
2	Name of the Company/Establishment		
3	Full Address of Registered Office		
4	Telephone No./Mobile No.		
5	Email id		
6	Fax No.		
7	Name of Contact Person		
8	Nature of company (Whether Proprietorship Firm/Partnership Firm/Limited Company/Corporation/Any Other (Specify) (Enclose Proof)		
9	<b>Particulars of Registration-Issued in the name of the tenderer</b>	<b>Yes /No</b>	<b>If yes, give details</b>
			Number Date of Issue
A	Company Incorporation Certificate/ Establishment certificate		
B	PF Registration certificate in the name of the bidder		
C	ESI Registration certificate in the name of the bidder		
D	PAN NO.		
E	GST Registration No.		
F	Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (Only two)		
G	NSIC/SSI(under its Single Point Registration Scheme)/ Udyog Aadhar/ MSE/ Startup		
H	Registration with other Agencies, if any		
10a	Minimum Three years' experience in Housekeeping Services (as on the date of tender opening) as per the Pre-Qualification Criteria		
10b	Copy of Contracts in support, duly certified by hiring company/self-attested enclosed		
11	Availability of Housekeeping equipment with the tenderer. Please provide a list of equipment.		
12	Total number of housekeeping personnel currently deployed in Mumbai.		
13	Work Order along with Performance Certificate from the existing client submitted for housekeeping services as on due date of bid opening.		
14	ESI remittance challan for the month April-2025 for deployed persons of the same client under the seventeen-digit code		

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



**Tender No.: AIESL/BOM/MMD/E/4-1/164**

**DATE: 05.12.2025**

15	PF remittance challan for the month April-2025 for deployed persons of the same client		
16	CA certificate for annual turnover for the financial year 2024-25, 2023-24 and 2022-23.		
17	IT returns for Assessment year 2025-26, 2024-25 and 2023-24		
18	Balance Sheet and P/L account for financial year 2024-25, 2023-24 and 2022-23.		
19	Has any Director/Partner/Proprietor been convicted any time by court of law?		
20	Has your company been Blacklisted/debarred/banned/disqualified for any reasons whatsoever by your clients anywhere in India?		
21	Company Profile		

## 22. Earnest Money Deposit Details:

Amount	Name of Bank	Transaction Details & Date
EMD Rs. 2,00,000		

If claimed exemption under MSE/ Startup please provide the particulars

Exemption claimed as MSE/ SSI/ NSIC/ PSU/ Udyog Aadhar/ startup	Services for which it is registered.	Certificate No	Validity date	Amount approved as per certificate

## 23. Details of Housekeeping services undertaken during last 3 years (A separate sheet may be enclosed for these details together with a copy of contract)

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

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

24. **Check sheet:** Following documents must be attached with **Technical Bid duly numbered in the following order and mention page numbers in the table and preferably bound.**

		Yes	No	Pg. No.
1	EMD ₹2,00,000/-			
2	Technical Bid duly typed with particulars on company letterhead.			
3	Self-Attested copies of: -			
A)	Company Incorporation Certificate/Establishment certificate			
B)	PF Registration certificate			
C)	ESI Registration certificate with the seventeen-digit code allotment letter			
D)	PAN NO.			
E)	GST Registration No.			
F)	Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (ONLY TWO)			
G)	NSIC/Udyam Registration Certificate / Udyog Adhar/ startup certificate			
H)	Registration with other Agencies, if any			
I)	Experience and past performance on similar contracts for last 3 years (as on the date of tender opening)			
J)	Copy of Contracts along with work completion certificate in support of housekeeping services duly certified by hiring company / self-attested enclosed			
K)	Capabilities with respect to equipment and other facilities. (Availability of cleaning equipment with the tenderer. Please provide a list of equipment)			
L)	Capabilities with respect to personnel (Total number of Housekeeping personnel currently deployed in Mumbai.)			
M)	ESI remittance challan for the month April-2025 for deployed persons of the same client.			
N)	PF remittance challan for the month April-2025 for deployed persons of the same client.			
O)	Auditor certificate for annual turnover for the year 2024-25, 2023-24 and 2022-23 along with separate mention of turnover from housekeeping services rendered by the bidder.			
P)	IT returns for Assessment year 2025-26, 2024-25 and 2023-24			
Q)	Balance Sheet and P/L account for financial year 2024-25, 2023-24 and 2022-23			
R)	Assignment /deployment letter copy normally given to the deployed personnel.			
S)	Letter of authorization for signing the bid document issued by the director/ proprietor			
T)	Company profile			
U)	Tender document duly signed and stamped			

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION

OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## Undertakings: (To be agreed and signed by the tenderer)

- 1) It is confirmed that if the LOI is awarded by AIESL to us, tenderer shall obtain necessary approval within 7 days from the date of award of the contract.
  - 2) It is confirmed that the registrations and licenses under all the applicable local and central taxes and laws and to be specified separately under each applicable tax/law/act (i.e. Goods and Service Tax / Work Contract Act/Provident Fund Act/ Establishment Act/ ESI Act /Income TaxAct/Import etc.) shall be produced for verification/checking of AIESL or to third party authorized by AIESL / Law abiding agencies of Govt of India.
  - 3) It is agreed that the requisite work as per enclosed work scope would be completed to the satisfaction of Air India Engineering Services Ltd within scheduled time.
  - 4) It is agreed that the spot surprise checks could be conducted by AIESL/third party authorized by AIESL, anytime and short comings are to be penalized.
- **I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Scope of Work and Specifications governing the tender.**
  - **I hereby confirm that I am authorized to sign the tender document and the information given in the tender is true and correct to the best of my knowledge and belief and nothing materialis concealed.**
  - **All the pages of the Technical Bid are signed and any overwriting has also been duly signed.**

I am submitting a soft of copy of all scanned documents & enclosures of technical bid.

Date:  
Place:

Signature:  
Name:  
Designation:  
Co. Name & Seal:

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION  
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## ❖ **Payment Terms:**

All payments to the successful bidder by AIESL for the services rendered by it shall be subject to the following compliances:

- No request for advance / pre-payment will be entertained.
- Monthly Bills along with the certified performance report duly signed by representative of Tendered and AIESL as given in the Annexure D issued by the successful Tenderer shall be submitted by the 25th of the following month to AIESL authorized officials for due certification by AIESL's Contract Administration Unit, OAP, Mumbai, or officers authorized by AIESL and forwarded to finance department AIESL for processing payment.
- Monthly bill to be submitted along with P/F Challan, ESI Challan, and Bank Statement.
- AIESL shall make a payment every month within 15 days from the date of submission of invoice. All payment will be made through electronically. Bidder has to submit Bank Mandate form along with cancel cheque.
- TDS shall be deducted by AIESL from the payment made against the bills, as per the applicable laws. The Tax deduction at source (TDS) shall be deducted as per the provisions of Income Tax Law, as amended from time to time and a certificate to this effect shall be provided to the service provider by AIESL.
- In case of any financial liability is imposed by AIESL of any nature whatsoever, the service provider shall be liable to make the said liability good forthwith failing which AIESL shall have the right to recover the said amounts by withholding payments/forfeiting deposits/recover from amounts payable to service provider along with any penalty and interest thereof.
- Any delay in submission of the bills along with requisite documents shall cause a delay in clearing the payments.
- In the event, payment of Royalty being applicable during the tenure of contract, the same shall be paid by the tenderer to MIAL/any other relevant authority, the same shall be reimbursed to the tenderer as per applicable rules and amended from time to time.

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION  
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

- **Security deposit (5%)** of value of work shall be withheld with AIESL for a period of 60 days after expiry of contract or till the time the contract formalities are completed in all respect whichever is later. A bank guarantee for equal amount valid for Contract Period plus Defects Liability period is also acceptable in lieu of Deduction of Security Deposit.
- Payment will be made as per terms governed by GeM.

**Date:**  
**Place:**

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

# AI ENGINEERING SERVICES LIMITED

MATERIALS MANAGEMENT DIVISION  
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029



Tender No.: AIESL/BOM/MMD/E/4-1/164

DATE: 05.12.2025

## ❖ Penalty Clause:

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

## ❖ Termination and Exit Clause:

- In case of unsatisfactory performance or breach of any of the clauses of this contract, AIESL would issue a notice of 30 days to the party to rectify the breach and improve the performance failing which AIESL shall be at liberty to terminate this agreement by providing 30 days written notice to the party. The party shall not have any right to dispute or question the judgment of AIESL of the unsatisfactory performance of the party.
- Notwithstanding the above, AIESL shall also be at liberty to terminate this agreement for any reason including change in situation/circumstances, etc. by providing the party with 90 days written notice. The party shall also be at liberty to terminate this contract by providing AIESL with 90 days written notice. In such an event, the terminating party shall have no right to claim compensation/damages, etc. from the terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.

Date:  
Place:

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

	AIESL/PPMM/NR/NAC1		
	Issue-02	Rev-0	Dec 2023

## PRODUCTION PLANNING AND MATERIAL MANAGEMENT MANUAL

### ANNEXURE C

#### BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To  
Executive Director - Engineering,  
AIESL.

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WHEREAS .....

(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no.....dated to supply(description of goods and services)(hereinaftercalled "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier 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 supplier such a bank guarantee;

NOW THEREFORE, we ..... Bank, hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, 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 supplier 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 supplier 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 supplier 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 ..... 20.....

.....  
(Signature of the authorized officer of the Bank)

.....  
Name and designation of the officer

.....  
Seal, name & address of the Bank and address of the Branch

NK

NA