

Sub: Hiring of Photocopier Services at AIESL,

“AI Engineering Services Limited”, hereafter called “AIESL” invites sealed/closed Public Bids under two bid systems i.e. **Techno-commercial Bid- Part A and Price Bid- Part B** for the subject Services as per terms and conditions of the tender documents



AI Engineering Services Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any or bidder upon the statements contained in this Tender. Any information/documents including information/documents pertaining to this Tender or subsequently provided to bidder(s) and/or successful bidder and information/ documents relating to the bidding process; the disclosure of which is prejudicial and/or detrimental to, or endangers, the implementation is not subject to disclosure as public information/ documents. No contractual obligation on behalf of AI Engineering Services Ltd., whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed between duly authorized officers of AI Engineering Services Ltd. and the Bidder. CAUTION: While every care has been taken to ensure that the contents of this Tender are accurate and up to date till date, the entities are advised to check the precise current provisions of extant law and other applicable instruction from the original sources. In case of any conflict between the provisions stipulated in this Tender and in the original sources. Such as GFR or the prevailing laws, the provisions contained in the extant law and the original instructions shall prevail.

01. “AI Engineering Services Limited”, hereafter called “AIESL” invites sealed/closed Public Bids under two bid systems i.e. **Techno-commercial Bid- Part A and Price Bid- Part B** for the subject Services as per terms and conditions of the tender documents.

Notice to Bidders

Tender document comprises the following:			
SN	Description	Annexure	Page
I	General Terms & Conditions	Annexure-I	
li	Scope of work	Annexure-II	
iii	Techno-commercial Bid	Annexure-III	
iv	Price Bid	Annexure-IV	
V	Performa for the letter of unconditional acceptance of the Terms and conditions of the Tender	Annexure-V	
vi	Non-disclosure agreement from the bidder	Annexure-VI	
vii	Format for Authorization letter for attending bid opening	Annexure-VII	

02. The tender is available on GeM and it will be submitted on GeM only.

03. Important Points to be noted:

Availability of Tender Documents	On GEM
Pre Bid Meeting	Refer GeM
Last date/Time for clarifications and queries from the bidders.	Refer GeM
Last date/ time for submission of Bids	Refer GeM
Time for Opening of Technical Bid	Refer GeM

04. **Tender Fee:** There is no tender fee.

05. **Earnest Money Deposit:** EMD of Rs 2,00,000/- (Rupees Two Lakh Only) by the payment gateway of AIESL website - www.aiesl.in. Without EMD, bid shall be rejected unless exemption certificate as mentioned in the Tender is enclosed.

06. Contact for clarifications regarding requirement, Scope of work

Dy. GM (E-PPMM), HQ
PPMM Department.
CRA Building,
Safdarjung Airport Complex,
New Delhi-110003

Email: cpc.hqrs@aiesl.in ; raman.deep@aiesl.in, mini.arora@aiesl.in , shadab.ahmad@aiesl.in

07. How to submit Bids:

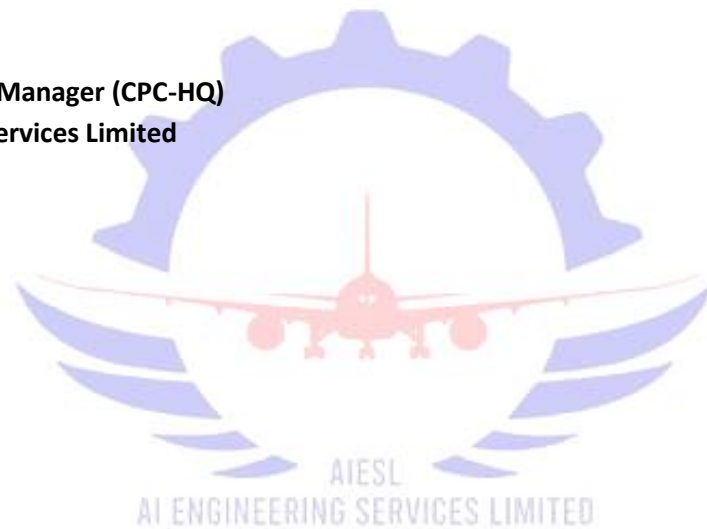
Bids are invited in the Two Bid system, i.e **Techno-commercial Bid & Price Bid.**

Submission of Bids:

1. Bids should be submitted on GeM only. AIESL will not be responsible for any technical delay on GeM in last time hurry.
2. Bidders who wish to attend the pre-bid meeting may send their representative with an authorization letter on their company letterhead as per Annexure-VII duly signed by their authorized signatory for presenting the same to the Tender Committee at the time of opening of the Tender at the above address, time and date.
3. “AIESL” reserves the right to reject any tender in part OR full OR annul the whole Tender process without assigning any reason.

s/d

Deputy General Manager (CPC-HQ)
AI Engineering Services Limited



ANNEXURE –I

DEFINITIONS:

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

- a. The term 'AIESL', shall mean "AI Engineering Services Limited", a company incorporated under Companies Act 1956.
- b. The term "Bidder" shall mean the entity who has submitted the Bid through GeM portal for this Tender through its authorized signatory.
- c. The term "Contract" shall mean the agreement entered between AIESL and the Service Provider, confirming its acceptance of the Tender, on the terms and conditions mentioned therein.
- d. The term "Days" shall mean the working days of AIESL.
- e. The term "Services" shall mean the services to be provided by the Service Provider as mentioned in the Tender.
- f. The term "Successful Bidder" or the "Service Provider"(SP) shall mean the Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.
- g. The term "L-1" means Bidder with lowest quote, and "L-2" means Bidder with the second lowest quote.

1. AMENDMENTS AND EXTENSIONS

Amendments and Extensions, if any, to this Tender will be hosted on the GeM portal & website of AIESL at ["www.aiesl.in/Tender.aspx"](http://www.aiesl.in/Tender.aspx). The Bidders are, therefore, advised to visit GeM and AIESL's website regularly till the date of closing of the Tender. In case, there is change in Service Details/ Requirement / Terms & Conditions after release of the Tender but before its Due Date/Time, the Bidders who have submitted their Bids shall have an option to re-submit their Bids, if they choose to do so, within the extension period as may be specified by AIESL. For avoidance of doubt, it is hereby clarified that the last Bid submitted by the Bidder will be considered as the final Bid. AIESL will not be responsible for any failure or delay.

2. TENDER DOCUMENT and FEE:

The Tender is available for down-loading on free of cost basis from e Tender section of AIESL website

["www.aiesl.in/Tender.aspx"](http://www.aiesl.in/Tender.aspx).

There is no fee for the Tender Documents.

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

- a. The price quoted by the Bidders shall be valid for a period of 120 days from the date of Technical Bid opening. Any Bid whose validity is less than 120 days shall be summarily rejected.
- b. The service quantum to be available could vary more than or less than 25% from that as indicated in the Tender to accommodate fluctuations in demand during the contract

period. The Bidder must maintain final contractual price during the entire Contract Period.

- c. The price offered/agreed should remain firm till the completion of the Contract and subject to the terms of the Tender/Contract.
- No request for increase in prices shall be entertained during the Contract Period, except on account of increase in GST or any other Government levy, if imposed by the Govt. of India, provided the Service Provider submits a proof of payment for such increase to AIESL.
 - The Bidders should commit to pass on the benefit to AIESL of reduction in statutory taxes, etc., by the Government, during the period of Contract.

5. REJECTION OF BIDS (TECHNICAL BID & PRICE BID):

The Bids are liable to be rejected forthwith without any evaluation on the following grounds:

- a. In case, both the Technical Bid & the Price Bid is not received through GeM portal.
- b. Technical Bid and/or the Price Bid has been received after Due Date/ Time of the tender submission.
- c. If only the Technical Bid has been received and the Price Bid has not been received, and vice versa.
- d. If the Bid has been submitted without EMD as per the eligibility,
- e. If any Price Bid or price information is mentioned in the Technical Bid.
- f. If the information given in response to the Tender is incomplete, ambiguous, without requisite supporting documents, unverified, unattested and/or the submitted copies are illegible or the material unexplained and/or Bids not received as per the desired formats & Bidding instructions.
- g. In case of any variation, in the documents / data submitted by the Bidder in support of the Technical Bid and in comparison, with the original documents during technical evaluation, the Bids of such Bidder would be out-rightly rejected / disqualified during technical evaluation of Tender and EMD would be forfeited.
- h. If the price indicated in the Price Bid is Conditional.
- i. If the Price Bid is not submitted in the format as described in GeM portal.
- j. In case, the Bidder being an MSE unit fails to submit a copy of the relevant MSE certificate and the required Bid Security Declaration Form along with the technical bid.
- k. If the Bid has been received without the undertaking of acceptance of all terms & conditions.
- l. The above list is only illustrative and there can be other relevant grounds of rejection of Bids.
- m. If scanned copies of tender documents duly signed & stamped in all pages of Tender document, towards acceptance of all terms & conditions of tender, are not attached.

6. AIESL'S RIGHTS & DISCRETIONS

AIESL, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- a. Suspend and/or cancel the Bidding process and/or amend and/or supplement the Bidding process or modify the dates or other terms and conditions relating thereto.
- b. Consult with any Bidder to receive clarification or further information.
- c. Retain any information and/or evidence submitted to the AIESL by, on behalf of,

and/ or in relation to any Bidder; and/ or independently verify, disqualify, reject and/or accept all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.

- d. It shall be deemed that by submitting the Bid, the Bidder agrees and relieves the AIESL, its employees, agents and advisers, from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding process and waives, to the fullest extent permitted by applicable laws, any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.

7. MODIFICATION OF BIDS

- a. The Bidder(s) can modify or withdraw their Bid(s) within the validity period in GeM portal as per the norms. In case of withdrawal of the Bid, the Bidder is required to withdraw as per procedure of GeM.
- b. No Bid shall be modified after the Due Date/Time for submission of Bids.
- c. Withdrawal/modification of Bid, during the time mentioned above, shall result in the forfeiture of the EMD submitted by the Bidder.

8. EARNEST MONEY DEPOSIT (EMD)

- a. EMD amount is Rs. 200000/- (Two Lakhs Only)
- b. Bidders should make online payment of EMD using the AIESL web site.
Banker Name: HDFC
Account no.: 50200107884866
IFSC Code: HDFC0001897
- c. The Bidder should mention the Tender number along with full name address in the Remarks of EMD.
- d. If the Bidder is a MSE unit and claims exemption from submission of EMD, in such an event the Bidder must submit a copy of the relevant MSE certificate at the address mentioned in the tender along with the submission of the Technical Bid, for their Bid to be considered as per the Tender.
- e. EMD will not carry any interest.
- f. EMD of unsuccessful Bidders will be refunded without any interest within 45 days of award of the Contract in favour of the successful bidder.
- g. EMD of the Successful Bidder will be returned without any interest, after receipt of a Bank Guarantee as Security Deposit against the Contract.
- h. EMD of a Bidder will be forfeited if the Bidder withdraws or amends its Bid after the due date, impairs or derogates from the Tender in any respect, or declines to accept or honor the Contract if awarded in his favor within the Bid validity period. If the Successful Bidder fails to furnish Security Deposit within the specified period, its EMD is liable to be forfeited.
- i. AIESL reserves the right to reject / not consider the Bid if it has been received without EMD or proof of submission/details thereof or the EMD has been submitted in a mode other than as specified above, or a valid proof of exemption from submission of EMD has not been provided.

Benefits/Preference for Micro, Small & Enterprises (MSEs):

As per Public Procurement Policy for Micro, Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.2012 by Ministry of Micro, Small Enterprises of govt. of India, MSEs must be registered with any of the following in order to avail the benefits/preference available vide Public Procurement Policy MSEs Order, 2012.

- a. District Industries Centres (DIC)
 - b. Khadi and Village Industries Commission (KVIC)
 - c. Khadi and Village Industries Board
 - d. Coir Board
 - e. National Small Industries Corporation (NSIC)
 - f. Directorate of Handicraft and Handloom
 - g. Udyog Aadhar Memorandum(UAM)
 - h. Any other body specified by Ministry of MSE
1. MSEs participating in the tender must submit the certificate of registration with any one of the above agencies indicating the details of the particular tendered item along with their bid.
 2. The MSEs registered with District Industries Centers must submit the 'Acknowledgement of Entrepreneur Memorandum (EM) Part-II' along with their bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit the valid NSIC registration certificate along with their bid.
 3. The registration certificate issued from any one of the above agencies must be valid as on the close date of the tender. The successful service provider should ensure that the same is valid till the end of the contract period.
 4. The MSEs who have applied for registration or renewal of registration with any of the above agencies/ bodies, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/preference.
 5. Exemption from submission of Earnest Money Deposit (EMD) – The MSEs registered with the above-mentioned agencies/bodies are exempted from payment of Earnest Money Deposit (EMD) provided they are for the same services.

AIESL
AI ENGINEERING SERVICES LIMITED

11. SECURITY DEPOSIT / PERFORMANCE GUARANTEE:

- i. The bidder who qualifies for award of Contract will have to deposit with AI Engineering services Limited 5% (Five percent) of the Annual value of the Contract towards interest free Security deposit, within 2 weeks of receipt of the Contract and or before commencement of work. The Security Deposit is to be paid through AIESL Wesite/Bank Guarantee (BG) issued from any commercial bank, Fixed Deposit Receipt from any Commercial bank, in favor of 'AI Engineering Services Limited' (AIESL), payable at Delhi.
- ii. In case of submission of Security Deposit by Bank Guarantee, it may please be noted that the original BG must be forwarded by the Bank directly to AIESL through registered AD (Acknowledgement) as per the detailed procedure which will be advised to the Successful Bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder.
- iii. Security Deposit if provided by way of Bank Guarantee shall be furnished on non-judicial stamp paper of appropriate value and in the prescribed format.
- iv. The Security Deposit / Bank Guarantee will be refunded / returned without interest at end of Contract Term after adjusting for damages, if any, that may be imposed under the terms of the Contract.
- v. Validity of the SD / BG would be till 60 days after the scheduled completion of all obligations under the Purchase Order / Contract period.
- vi. Security Deposit (SD) is mandatory for the successful MSE Units also.
- vii. In case of MSE Bidder, the Security Deposit can be deposited on yearly basis, renewable every year.
- viii. In case, Security Deposit is not deposited as per the terms of the Tender and the Contract, before the commencement of the Services, the bills presented by the Successful Bidder shall not be processed for payment till the time the Security Deposit is deposited by the Successful Bidder. In the event the Security Deposit is not deposited by the Successful Bidder within 45 days from the date of award of the Contract, AIESL reserves the right to terminate the Contract and re-issue a fresh tender for providing the Services under the Contract at the sole risk and cost of the Service Provider.
- ix. In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / Bank Guarantee be invoked.
- x. Such Security Deposit shall not bear any interest and shall be refunded without interest only on successful completion of the Contract and upon fulfillment of all Contractual obligations.

12. PRICE NEGOTIATION

As a general norm price negotiation are not to be carried out by AIESL with the bidders. Negotiations, if at all deem necessary and as an exception may be held for better pricing with the L1 bidder only.

13. EVALUATION PROCESS FOR TECHNICAL BID

- a. The Technical Bids would be first evaluated for compliance. During the evaluation, 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.
- b. In the event the Bidder fails to provide any information or documents sought by AIESL, the Bid of the said Bidder shall be rejected by AIESL. No correspondence in this regard will be entertained
- c. The Bidders who qualify as per the Technical Bid evaluation criteria and other requirements of the Tender would be considered for next stage of Tender process, and they would be duly intimated by email.
- d. AIESL authorities may visit the vendor premises or conduct video call with the bidders to understand their work place, office upkeep and to verify the records.

14. EVALUATION PROCESS FOR PRICE BID

- i. The Price Bids of only those Bidders who qualify under the Criteria and comply with the other Tender requirements would be opened. The date and time of opening of the Price Bids would be intimated in advance to the Bidders who get qualified in the Technical Bid evaluation, and their authorized representatives only would be permitted to participate in the opening of the Price Bids.
- ii. Price Bids should be submitted strictly as per details given format in GeM.

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

The award of contract to the selected bidder, shall be subject to fulfillment (in addition to eligibility criteria and the undertakings) of the following conditions:

- i. The selected bidder has to convey acceptance of LOI within 7 days from the date of the LOI.
- ii. The Bidder has to execute an agreement of terms & conditions of the contract with “AIESL”, on an Rs.100/- non-judicial Stamp Paper within 30 days of his acceptance of the LOI.
- iii. The selected bidder shall deploy the staff within 30 days from the date of acceptance of the LOI OR as specified in the LOI

16. FRAUDULENT PRACTICES

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

- a) “Corrupt practice” means the offering, giving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b) “Corrupt practice” means Advertisement or Misguiding manpower utilizing AIESL brand name or misguiding the candidates as Govt job or soliciting of any funds to influence the manpower engaged for AIESL in the process of the contract execution.
- c) “Fraudulent practice” means a misrepresentation of facts to influence a procurement process or the execution of a contract to the detriment of the AIESL

and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive AIESL of the benefits of free and open competition.

- d) If a bidder is found indulging in corrupt/fraudulent practices, AIESL :
- i. 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.
 - ii. Shall declare a Bidder ineligible and blacklist such Bidder, either indefinitely or for a stated period if it at any time, AIESL determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract.
 - iii. Shall rescind the Contract forthwith, in case of Service Provider adopting fraudulent / corrupt practices during the currency of the Contract.

17. RECOVERY OF SUMS DUE

- a. Whenever under this Contract any sum of money is recoverable from the Service provider, AIESL shall be entitled to recover such sum from the monthly bills and the security deposit held by AIESL.
- b. In the event of the said security deposit being insufficient, the balance of total amount recoverable shall be deducted from any sum due to the service provider under this or any other Contract with AIESL.
- c. Also, should this amount be insufficient to cover the said amount recoverable, the Successful Service provider shall pay to AIESL on demand the balance amount, if any, immediately but not later than 14 (fourteen) days of the demand along with the interest @ 18% (eighteen per cent) per annum from the due date specified in the demand notice.
- d. If any amount due to AIESL is so set off against the said security deposit, the Successful Service provider shall have to make good, the said amount immediately but not later than 14 (fourteen) days, in order to restore the Security Deposit to its original value. Non-restoration of such Security Deposit will be treated as an event of default, leading to the right of AIESL to take appropriate remedial action, including termination.
- e. AIESL reserves the right to deduct from the Successful Service provider's invoice, for any loss or damage caused to AIESL Employees/plant/equipment/machinery/building or any other property of AIESL or any damage caused to any third party by negligence or due to any other reason attributable to the Successful Service provider including its employees

18. SUB-CONTRACTING:

- a. The Bidder shall not sub-contract the Work or any part thereof to any other person, concern, firm, or company.
- b. Sub-contracting without the approval of "AIESL" may lead to termination of the contract with immediate effect without any liability on "AIESL" and also without prejudice to any other rights which "AIESL" may have against the Bidder/Bidder under the Contract.

19. PENALTY CLAUSE / LIQUIDATED DAMAGES:

- a. AIESL reserves the right to conduct the spot/surprise checks, which could be conducted by AIESL's representative/any third party authorized by AIESL, anytime to point out short comings and deficiency in the services rendered by the successful tenderer.

- b. Data of AIESL is secured as per rules of Government of India, Statutory and Regulatory Authorities. Any breach of the data and violation of the Secured data by Service Provider would be dealt with utmost seriousness.
- c. If the successful tenderer having been informed by AIESL of the failure/nonperformance of the Services fails to remove/rectify the shortcomings/defects within 3 days, AIESL may proceed to take penal action as may be necessary at successful tenderer's risk and expenses and without prejudice to any other rights which AIESL may have against the successful tenderer under the Contract including but not limited to AIESL's right to terminate the Contract.
- d. AIESL, at its sole discretion reserves the right to impose penalties (refer below) on the tenderer for non-compliance of the services. In the event of repeated instances of deficiency in the services rendered by the successful tenderer, AIESL shall have the right to terminate the contract.
- e. If the Service provider is found to engage Any Corrupt or Fraudulent practice related to Contract with AIESL, penalty of Rs.25,000/ or its multiples can be imposed.
- f. If the lapse is repeated again, the extent of penalty can be doubled on each such occasion and may result in Termination of the contract. The decision of the General Manager (Engg.) Delhi in this regard shall be final and binding upon the Agency.
- g. In case the service provider fails to provide the required number of Staff as stipulated in the tender or in case if the Service provider fails to carry out the job or in case the job carried out by the Service provider is not satisfactory, the Company is empowered to get the job done including through other parties. In such cases the charges for those services will be levied to the service provider.
- h. Any deficiency in service resulted in damage / injury / loss to the AIESL and its personnel, the Service Provider will make arrangements to pay suitable compensation to affected employee or their legal heirs depending upon the merits of each individual case. Any such or related claim shall be the responsibility of the Service Provider.
- i. The Service Provider if found unable to provide service as per the agreement and his contract terminated due to dis-satisfactory service, the service provider automatically becomes ineligible for applying for future contracts of AIESL concerns for 3 Years (Excluding the present contract period starting with Date of issue of LOI).

PENALTIES: In case of non-compliance of laid down terms & conditions, the following penalty will be imposed on their bill/ SD/BG as deemed fit and necessary by AIESL.

- 1. Subject work not meeting the technical specification/parameter, quality and or deficient in any other respect would be liable for rejection at the time of inspection and ask vendor to do the work as per the tender specification at their own cost.
- 2. If non-compliances to the Specifications are observed after completion of work, then vendor will also have to redo the entire work on free of charges basis. This however, does not prevent AIESL from imposing suitable penalty for the substandard work.
- 3. LD/penalty for late response of complaints would be @ 0.5% per week or part thereof of the value of the undelivered portion of the services (excluding taxes and delivery charges) subject to a maximum of 10% of the value of the Invoice. This will be recovered from the invoice of the delivered consignment of the vendor, Security Deposit / Bank Guarantee, or from the amount due to the vendor against any invoice. This will be done after due advance notification to the vendor.
- 4. The standard penalty for late response of complaints @ 0.5% per week or part thereof, subject to maximum of 10% would be applicable from the next day of complaint date.

5. However, in case of exigencies where such items are required to be accepted for minor deviations from the specifications of the Contract/PO, due to the possibility of services being affected then depending on the extent and nature of the deviations, such consignment may be accepted at the sole discretion of AIESL by imposing an appropriate penalty subject to a maximum of 15% of the invoice value of the lot.
6. In case of any complaint on the quality issue at the time of use of the item / goods by AIESL or any other stakeholders of AIESL after acceptance of the delivery then depending on the nature and extent of the deficiency, AIESL reserves the right to impose appropriate penalty on the total value of the lot supplied, subject to maximum of 15% on the invoice of the consignment / lot.
7. If no remedial action to the satisfaction of AIESL user department has been taken and complaints continue to persist regarding quality issues then based on the recommendations of the user department, AIESL reserves the rights to cancel the Contract / PO and take appropriate penal action / debar the vendor from participating in the next tender / black list the vendor for 3 years as deemed fit depending on the merit of the case

20. ERRANT BIDDERS:

In case after Price Bid opening, the L-1 Bidder is not awarded the Tender for reason solely attributable to such L-1 Bidder, for reasons as mentioned in this Tender, thereof leading to re-tendering, and such Bidders shall be debarred for a period up to 01(one) year from participation in the next tender for the subject services as well as against any tender enquiry for any service sought by AIESL and its sister concerns at all locations. AIESL further reserves the right to blacklist the Bidder for a period up to 3 (three) years.

21. 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 LTD and Service Provider whatsoever shall be subject to the jurisdiction of New Delhi / Delhi Courts Only.

22. ZERO DEVIATION

Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions. This is a zero deviation Tender, and no deviation shall be permitted.

23. Fall Clause:

- a) Successful vendor should pass on the benefits of fall in prices due to change in input cost, raw material prices, concessions availed, Govt. levies, or for any other reasons.
- b) Similarly, in case the vendor supplies the item at a lower rate to other organizations, during the validity period of the PO, and having same specifications, qty., payment term, terms and conditions etc., then they should supply the item to AIESL also at the same lower rate from the date of the lower rate being applied to the other organizations. In case, it is observed that the vendor has not passed on such lower rates to AIESL from the applicability period, then the vendor should reimburse the difference of amount for the services provided during such period.
- c) The onus of informing AIESL about the fall in rates rests with the Service provider.

24. PAYMENT TERMS-

Payment Basis:

- Payment shall be made on a **monthly basis** as per the actual usage of photocopy machines.
- The payable amount shall be calculated as:

Monthly Bill =No. of Machines Working in the Month(including free prints) +No. of Pages additional Printed × Rate per Page quoted in Price Bid.

- The bidder shall provide a monthly reading/print count duly certified by the Consignee/User Department.
- Payment will only be made for the machines that are in **working condition** during the billing period.
- Payment will be released within 30 to 45 days of receipt of the certified invoice and usage report, subject to statutory deductions (TDS/GST-TDS, etc.).
- Monthly bill will be certified user department head for payment release

25. PERIOD OF CONTRACT / PO:

- a. The contract period will be three years and extendable by one year at the same rates, terms, and conditions. The continuity of the contract shall depend on the satisfactory performance of the service provider which shall be reviewed from time to time. The observations of “AIESL” on performance shall be unchallengeable and final.
- b. The validity of the contract comes to an end IPSO FACTO by efflux of time unless or otherwise renewed/terminated.

26. RECOVERY OF SUM DUE:

- a. Whenever under the contract any sum of money is recoverable from the Service Provider, “AIESL” shall be entitled to recover such a sum by appropriating in part OR full from the SD already deposited by the Service Provider.
- b. In the event of the said SD being insufficient, the balance OR the total amount recoverable, as the case may be, shall be deducted from any sum due to the Service Provider, under this, OR any other contract. Should this amount be insufficient to cover the amount recoverable, the Service Provider shall pay to “AIESL”, the balance amount, within 30 days of the demand by “AIESL”.
- c. If any amount due to the Service Provider is set off from the SD, the Service Provider shall deposit fresh SD equal to the original value, immediately and in any case, not later than 15 days of intimation sent by “AIESL”.

27. INDEMNIFICATION OF CLAIMS/DAMAGES OR PENALTY BY THE BIDDER/ SERVICE PROVIDER :

- a. The Bidder/Service Provider shall indemnify “AIESL” against any claims, damages, loss, or penalty including costs thereof in case of liability arising out of any accident/incident involving Staff deployed by them.

- b. "AIESL" will not be responsible for any injury sustained by Service Provider's staff during performance of their duties and also any damage OR compensation due to any dispute between the service provider and its staff.
- c. Any expenditure incurred by "AIESL" to handle the incident / accident by the staff deployed, shall be reimbursed by the Service Provider failing which the same shall be recovered from the SD/ pending OR future bills of the Service Provider.

28. CONFIDENTIALITY

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

29. EXIT / TERMINATION OF CONTRACT:

The contract may be terminated under the following circumstances:

- a. "AIESL" may at any time terminate the Contract with immediate effect by giving written notice to the Bidder, if the Bidder becomes bankrupt OR otherwise insolvent, provided that such termination will not prejudice OR affect any right of action OR remedy which has accrued OR will accrue thereafter to "AIESL". In this case, no compensation shall be made available to the Selected Bidder.
- b. In case of unsatisfactory performance OR breach of any of the clauses of the Tender/ contract, "AIESL" shall issue a written notice of 30 days to the party to rectify the breach and improve the performance failing which "AIESL" shall be at liberty to terminate the contract without any further notice to the party. The party shall not have any right to dispute or question the judgment of "AIESL", on its unsatisfactory performance.
- c. Change of circumstances/ Operations etc: In case of change in circumstances /operations etc, "AIESL" shall have the right to terminate the contract by serving 30 days written notice to the selected Bidder. In this case, the Bidder shall not have any right to claim damages/compensation from "AIESL".
- d. General Termination: "AIESL" shall have the right to terminate the contract, without assigning any reason, by serving 90 days written notice to the selected Bidder. In this case, the Bidder shall not have any right to claim damages/compensation from "AIESL".
- e. The successful Bidder shall also be at liberty to terminate the Contract by providing to "AIESL" a 90-day written notice. However, the Bidder shall comply with all the contractual obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.
- f. The selected bidder, who defies the exit clause, will, however, not be allowed to participate in the immediate next TWO Bids floated for the same/similar jobs.

30. CLAIMS FOR DAMAGES

- a. AIESL shall promptly notify the Service Provider of any claims / deficiency on the part of the Service Provider arising under / out of the Contract.
- b. In case the Service Provider, having been notified by AIESL, fails to take remedial action within the stipulated time as advised, AIESL may take a remedial action without any further notice, at the Service Provider's sole risk and cost. AIESL shall also levy

penalty /terminate the Contract without prejudice to any other rights which AIESL may have under the Contract or under any applicable laws.

31. FORCE MAJEURE

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

32. ARBITRATION: -

- a. Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation, or effect of the contract or the validity or breach thereof, shall first be settled by mutual consultation.
- b. If the dispute remains unresolved after 90 days from the date when the mutual consultation has started, then the unresolved dispute/difference shall be settled by arbitration by Arbitration and conciliation Act, 1996, and the award made in pursuance thereof shall be final and binding on the parties. The arbitral tribunal shall consist of a sole arbitrator to be mutually appointed by the parties.
- c. The place of Arbitration shall be Delhi, India.
- d. The cost of arbitration shall be borne by the parties as per directions of the presiding arbitrator.
- e. The venue of arbitration shall be New Delhi and the arbitration proceedings shall be carried out in English.

33. INTERPRETATION

In the event of any difference in the interpretation of any of the clauses of the Service Agreement and/ or the Tender documents, the clarification given by General Manager (Engineering) AIESL NR DELHI shall be final and binding.

34. EXPENSES

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

35. SEVERABILITY

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

36. GOVERNING LAW

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

37. OTHER TERMS & CONDITIONS

- i. It is further clarified that any Bidder signing the Bid and other documents in connection with the Tender must certify whether he signs as:
 - A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - A partner of the firm if it is a partnership must have authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the Tender should be signed by all the Partners. Constituted attorney of the firm if it is a Company.
 - Authorized signatory of the firm
- ii. Issue / submission of Bid form does not necessarily mean that the Bidder is an eligible Bidder.
- iii. Bidder is advised to quote strictly as per terms and conditions of the Tender and not to stipulate any deviation / exceptions.
- iv. Our Tender closes on the Due Date/ Time specified in Tender. Bidders must submit their Bids well in time before the scheduled close date and time of the Tender to avoid any last-minute glitches such as postal or courier problems or for any other reasons.
- v. AIESL will not entertain last moment request for extension of Due Date/ Time and reserves the right to accept or reject such request for extension at its sole discretion.
- vi. The Due Date/Time of Tender may be extended at any time prior to the date of closing of Tender. The closing date of submission of Bids may be extended at any time

including after the scheduled date of closing, at the sole discretion of AIESL.

- vii. AIESL reserves the right to close the Tender / reject any /all Bids at any stage of Tender at its sole discretion, without any additional cost to AIESL.
- viii. AIESL reserves the right not to consider the Bid of any Bidder, blacklist the Bidder for a period up to 3 years, if it is determined / noticed at any stage during the Tender process or after Contract Period that the Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice to Bid / obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where to AIESL reserves the right to take appropriate actions as deemed fit, in AIESL sole discretion.
- ix. AIESL reserves the right to reject/not consider at its sole prerogative the Bids of such Bidders who have been involved in any litigation with AIESL in the last 5 years / ongoing litigation or arbitration with AIESL or have been blacklisted/ debarred by any PSU, Govt. bodies.
- x. Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income Tax, EOW etc. In the event of any Suppression/ Misrepresentation of such facts AIESL reserves the right, at its sole discretion, to take appropriate action as deemed fit including but not limited to disqualification of the Bidder and termination of the Contract.
- xi. Any clarifications sought by AIESL with respect to the Bids submitted by the Bidders will be considered as a part of the Bid and AIESL reserves the right to seek clarifications at any stage of the Tendering process.
- xii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
- xiii. All relevant documents required related to the Services to be provided under this Tender are to be submitted by the Bidders at their own cost.
- xiv. Bids should be unconditional. Conditional Bids would not be accepted and are liable to be rejected.
- xv. The terms of the Tender and the Contract are CONFIDENTIAL, and anything contained in the tender shall not be disclosed by the Bidders to any third party in any manner, whatsoever.
- xvi. Bidder shall give the official mailing address, email, and phone numbers to which all correspondences shall be sent by AIESL. Also, in the event the address of the Bidder is changed, the same shall be intimated to AIESL immediately by the Bidder.
- xvii. AIESL reserves the right to annul the Tender process and reject any or all the Bids at any time prior to the award of Contract without incurring any liability to the Bidder(s) or without any obligation to inform the Bidder(s) of the grounds of such annulment/rejection. AIESL further reserves the right to add/delete/modify any one or more of the terms and conditions contained in the Tender or any of the agreements proposed to be entered into by AIESL with the Successful Bidder.
- xviii. The Near Relatives of employees of AIESL office who is likely to benefit the Bidder during the award/implementation of Contract are prohibited from participation in this Tender. Near relatives are defined as:
 - a. Members of Hindu undivided family.
 - b. Their husband or wife
 - c. Relatives in the manner as father, mother, son(s), son's wife, daughter(s),

- Daughter's husband, brothers, brother's wife, sister, and sister's husband
- xix. The Bidder should quote the figures as well as in words the rates and amount in figures only as per the Price Bid format given in Section –D The language for filling Tender Documents shall be in English.
- xx. When there is a difference between the rates in figures and in words in Price Bid, the rates which corresponds to, the amount worked out by the Bidder, shall be taken correct as per the following:
- When the amount of any item is not worked out by the Bidder or it does not correspond to the rate written either in figure or in word, then the rate quoted by the Bidder in words shall be taken as correct.
 - When the rate quoted by the Bidder in figures and in words tallies but the amount is not worked out correctly, rate quoted by the Bidder shall be taken as correct and not the amount.
 - All rates shall be quoted on the proper form (i.e., the Price Bid format) of the Tender alone. Special care should be taken to write the rates and all amounts in figures as well as in words.

38. PRICE PREFERENCE

MSE / MII units registered with NSIC and having Udyam Certificate under its Single Point registration scheme or with Directorate General of Supply and Disposal (DGS&D) are entitled to price preference up to 15% over the offer of Large scale sector and 5% over the offer of Public sector undertaking, provided the offer under consideration are otherwise clear for acceptance in all respects.

The MSE for the tendered item and quoting price within a price band of L1+15% may be awarded provided the MSE agrees to bring down their price to L1 in a situation where L1 price is from a party other than an MSE.

MSE not registered for the particular trade for which the tender is relevant, would not be eligible for exemption or preference. The registration certificate issued under Udyam registration must be valid as on close date of the tender. The successful bidder should ensure that the same is valid till the end of the contract period. MSEs who have applied for the registration or the renewal of registration under Udyam but have not obtained a valid certificate as on close date of tender, are not eligible for exemption or preference.

Purchase preference to MII

To encourage Make in India and promote manufacturing and production of goods and services in India with a view to enhancing income and employment, department of promotion of industry and internal trade (DPIIT), ministry of Commerce and Industry, Govt of India, issued Public procurement (Preference to make in India) Order 2017. The order is issued pursuant to rule 153 (iii) of GFR 2017

39. Compliance with Security regulations (wherever applicable) :

- The Bidder/Contractor/Service Provider should obtain the requisite approval from DIAL/GMR and Bureau of Civil Aviation Security(BCAS), as it has been made mandatory for any Ground Handling Agency carrying out functions in the restricted areas of Indian Airports.

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- b. The Bidder/Service Provider/Contractor shall ensure that all the safety and security regulations of CISF/BCAS/DIAL/Airport Authority of India or any other agency associated with airports activity are strictly adhered to and complied with by personnel deployed.
- c. Any violation of security regulations and indulging in illegal activities by his personnel will be at the cost/risk of Service Provider.
- d. The Service Provider should ensure verification of character and antecedents of his personnel by Police before deployment as Airport is “protected area”. Every employee’s photograph, copy of Police verification of character and antecedents and Contractor’s undertaking to be furnished to Security Department.
- e. On award of Contract, the Service Provider will arrange entry passes for its/his/her personnel at their own cost from BCAS.
- f. The personnel so deployed must be in possession of photo identity cards provided by the service provider under his signatures, company’s name and seal apart from PIC issued by BCAS for Airport entry, to be shown if and when demanded by AIESL officials.
- g. The Service Provider shall have a system to issue / retrieve Airport Entry Permit (AEP) to their employees while they report/leave the AIESL / Airport premises, so as to ensure that their employees are not misusing the AEP.
- h. The Service Provider/Contractor shall have a system to surrender the Expired / Lapsed / Terminated Employees’ AEP to the issuing authority.
- i. Any lapse noticed on the part of Service Provider/Service Provider’s employee involvement in theft/pilferage/malpractices, shall be inquired into by AIESL’s security/other officials and suitable action including legal proceedings initiated for breach of Contractual liability and also it will attract penal provisions of law.
- j. The Bidder/Contractor/Bidder/Service Provider shall take responsibility for good conduct of its/his/her employees in AIESL premises / airport. If any of the Bidder’/Bidder’s/Service Provider’s/Contractor’s employees is involved in any theft/pilferage of property of AIESL/Passenger/ Passenger Baggage/ Cargo consignments/AIESL. property kept/present in their areas of Work as assigned by AIESL. AIESL reserves the right to impose penalty on the Contractor apart from initiating or provide assistance in the legal ramifications.
- k. The Service Provider shall also be responsible for getting all necessary clearance, if any, from all Govt. Agencies/Legal Authorities including Airports Authority of India/DIAL and BCAS from time to time.
- l. It will be the responsibility of the Service Provider to ensure that no unauthorized personnel other than those deployed specifically for the Work, gains access to the Airport premises where the services are to be provided.
- m. The Service Provider should obtain security clearance to comply with requirement of Rule 92, of Aircraft Rules 1937 (amended in 2004) from the BCAS Hqrs, New-Delhi before commencement of the work.
- n. The Service providers shall ensure compliance of the following regarding Airport Entry Permits:
 - i) The Service provider shall ensure that no person, who has retired/left the work on his own or has been terminated from service or whose period of Contract has expired shall retain the Airport Entry Pass issued to him for legitimate function at the Airport.
 - ii) It shall be the responsibility of Service provider that NOC is not issued to an employee who has retired/left the work on his own or has been terminated from service unless the Airport Entry Pass issued to him is returned to the authorized signatory of the concerned Department/Agency.
 - iii) It shall be the responsibility of the Service provider to retrieve Airport Entry Passes from the person who has retired/left the work on his own or has been terminated from service or whose period of services has expired and deposit such Airport Entry

Passes with the concerned Regional Dy. Commissioner of Security (CA), BCAS within 10 days after retirement/resignation/termination of their employee (s).

- o. Any deviation from the above-mentioned instructions i.e. failure to return Airport Entry Passes within 10 days of retirement, resignation, termination of any employee, would render defaulter and action would be initiated by the BCAS.
- p. The successful bidder must *obtain* BCAS after the issue of LOI and award of PO within 02 months by giving the same In undertaking In case bidder does not have the necessary clearance.

40. Relationship: The relationship shall be on 'Principal to Principal Basis'. Nothing contained shall be construed or interpreted as constituting a partnership agency or joint venture or any association between the parties. Neither party shall have any right, power, or authority to enter into any agreement or act in any manner on behalf of the other.



ANNEXURE –II : SCOPE OF WORK

GENERAL DESCRIPTION OF WORK:

SERVICE PROVIDER OBLIGATION -

- a) Service Provider shall ensure the level of service delivered is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
- b) The Service Provider shall conduct photocopying/ printing of documents in accordance with the conditions of the Agreement at the time and place and in the manner as specified by the Buyer.
- c) The Service Provider shall photocopy/print and deliver the work in clear and legible type, form and style and with other fit and proper material in good and workmanlike manner, and by the process specified, and where sample is supplied, in accordance therewith.
- d) The Service Provider shall, whenever called upon to do so, give full particular and information with regard to any work in hand and shall also permit an official deputed by the Buyer to inspect at all required times. The Service Provider shall give assistance and information as may be required by him/ her in connection with any contract or contracts.
- e) The Service Provider will not disclose information, Confidential or otherwise relating to Buyer, it might have or get access to and which may affect the reputation of the Organization, any time to other parties.
- f) Service Provider shall ensure that all information, data and or documents given to them by the Buyer are kept confidential. The entire work of photocopying/printing are entrusted to the Service Provider under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution.
- g) No documents shall be allowed to be taken or transmitted outside the Buyers premises without written permission from buyer, in any manner what so ever. No employee of Service Provider shall share any documents or information relating to it to any outside unauthorized person. Violation of the will render immediate termination of contract and no payments will be made to the Service Provider along with forfeiture of Performance Security. Service Provider shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court.
- h) Paper of the required sizes and quantities would be supplied by AIESL to meet the copying requirements.
- i) The quantities reflected there in are only indicative. Actual arising may vary depending upon the actual requirements.
- j) All the consumables/spares required to maintain the machine are to be provided by the Service Provider at their own cost, in other words the cost of Preventive Maintenance/Breakdown Maintenance/Cost of operating the machines /consumables would be to the Service Provider Account.
- k) The rate per page to be quoted by Contractor for Xeroxing should be the same rate per page irrespective of the size of the paper.
- l) The period of contract would be One year from the date of commencement/installation, extendable by another one year if mutually agreeable on same rates, terms and conditions.

- m) During the contract period the price would be firm.
- n) The Billing cycle would be on monthly basis.
- o) Payment would be made on monthly basis upon submission of bills supported by statement of details of copies taken by Department/Section wise which are to be duly signed by the Competent Authority.
- p) The Monthly Bills are to be submitted to the User department for payment action.
- q) In case if you quote for different types of makes/models, please indicate the same
- r) For clarifications, if any, please contact generate query on GeM and email- cpc.hqrs@aiesl.in
- s) Please indicate number of Free Copies, if any.
- t) Service provider will install brand new machines within 45 days after award of tender.
- u) Successful bidder must provide single point of contact (SPOC) who will be available on call 24*7 to resolve query.
- v) Successful bidder will provide engineer visit with 12 hrs. of generation of complaint.
- w) The successful bidder shall be required to ensure the installation of machines manufactured in the year April 2025 or later. Machines manufactured prior to April 2025 shall not be accepted.
- x) The successful bidder shall be responsible for the comprehensive maintenance and Annual Maintenance Contract (AMC) of the machines, including hardware and software, for the entire contract period, at no extra cost to AIESL. Any failure to provide such maintenance shall be treated as a breach of contract.”
- y) This Tender would be extendable to all location of AIESL i.e Delhi, Mumbai, Nagpur, Kolkata, Trivandrum, Hyderabad.

Place of work: As below -

S No.	Location of Deployment Of Machine	No. of Machines deployed	Estimated no of pages print
1.	Delhi (Heavy duty machine)	40	5000/machine/month
2.	Mumbai (Heavy duty machine)	05	5000/machine/month
3.	Mumbai (Medium duty machine)	21	2000/machine/month

Specifications for Medium Duty photocopiers:

Mandatory Specifications for Supply/Installation and Comprehensive on-site service of Medium Duty Table Top Digital Multifunctional Photocopiers cum printers with Network printing and scanning along with built in automatic duplex document feeder on monthly rental basis for copy volume of approximately 6000 to 10000 pages per month including 2000 free copies per machine per month.

1. General Specifications Requirement Compliance:

- i) Life of the machine - Minimum 2 Lakh copies or 05 years
- ii) Technology - Laser Printing

- iii) Paper Source - Min 1 Tray of A4 / A3 size
- iv) Paper Capacity - Min 1 Tray of 250 sheets
- v) Copy/Print Speed - 22 to 25 copies/ pages per minute (cpm / ppm)
- vi) Tray Capacity - 1 x 250 sheets tray, 100 sheets bypass tray,
- vii) Maximum Original Size - A3
- viii) Memory RAM – 512 MB or above RAM
- ix) Duplex (Copy) - Auto (1:1,1:2,2:2,2:1)
- x) Paper Size - A5 to A3
- xi) Document Feeder - 100 sheets Automatic duplex document feeder
- xii) Power Source - 220-240V, 50/60 Hz
- xiii) Scan Speed - 33 copies/ pages per minute (cpm / ppm)
- xiv) Network Features - Network Duplex printer PCL Emulation, Network Duplex Colour scanner with Scan to Desktop, Folder & E-mail
- xv) Photocopier Control Panel – 4 line LCD Manual display (Non touch)

2. Copier Specifications:

- i) Multiple Copying - 1 to 99 copies
- ii) Resolution - 600 x 600 dpi
- iii) Zoom - 50 % to 200 % minimum

3. Printer Specifications:

- i) Printing - Network based
- ii) Print Resolution - 600 x 600 dpi
- iii) Interface - Standard Network port & Ethernet 10 Base/ 100 Base Tx / 1000 Base Tx
- iv) Network Protocol - TCP/IP (IP v4)
- v) Windows Environments - Windows 8/ 8.1/10/11 and onwards, Windows Server 2003 to 2012 and onwards
- vi) Printer Language - PCL

4. Scanner Specifications:

- i) Type - Full colour scanner
- ii) Technology - Specify CCD / CIS
- iii) Duplex Scanning - Automatic Duplex Document Scanning
- iv) Resolution - 600 x 600 dpi
- v) File Format – TIFF/ JPEG/ PDF
- vi) Scan Function (min) - Scan to PC/ Network TWAIN

Specifications for Heavy duty photocopiers:

Mandatory Specifications for supply /installation and comprehensive on-site service of Heavy-Duty Table Top Digital Multifunctional Photocopiers cum printers with Network printing and scanning along with built in automatic duplex document feeder on monthly rental basis for copy volume of approximately 10000 to 30000 pages per month including 5000 free copies per machine per month.

1. General Specifications Requirement Compliance:

- i) Life of the machine - Minimum 12 Lakh copies
- ii) Technology - Laser
- iii) Paper Source - Dual Tray of A4 / A3 size
- iv) Paper Capacity - 500 / 500 of sheets per tray
- v) Copy/ Print Speed - 31 to 35 cpm / ppm
- vi) Tray Capacity - 2 x 250 sheets tray, 100 sheets bypass tray
- vii) Max Original size - A3
- viii) Memory RAM & HDD - 4 GB Memory, 128GB SSD/500GB HDD
- ix) Duplex (Copy) - Auto (1:1, 1:2, 2:2, 2:1)
- x) Paper Size - A5 to A3
- xi) Document Feeder - 100 sheets Automatic duplex document feeder
- xii) Power Source - 220-240V, 50/60 Hz
- xiii) Scan Speed - 60 copies/ pages per minute (cpm / ppm)/180ipm
- xiv) Network Features - Network printer with Duplex feature, Network Duplex Color scanner with Scan to Desktop, Folder & E-mail with user authentication & confidential printing, Built in Mobile Printing, Moveable trolley with paper drawer
- xv) Photocopier Control Panel - 7" LCD Touch Operational panel

2. Copier Specifications:

- i) Multiple Copying - Up to 999 copies
- ii) Resolution - 600 x 600 dpi
- iii) Zoom - 50% to 200% minimum

3. Printer Specifications:

- i) Printing - Network based
- ii) Print Resolution - 600 x 600 dpi
- iii) Interface - Standard network port & Ethernet 10 Base T / 100 Base Tx / 1000 Base Tx
- iv) Network Protocol - TCP/ IP (IP v4, IP v6)
- v) Windows Environments - Windows 8/8.1/10/11 and onwards, Windows Server 2003 to 2012 and onwards
- vi) Printer Language - PCL

4. Scanner Specifications:

- i) Type - Full Colour Scanner
- ii) Technology - Specify CCD / CIS
- iii) Duplex Scanning - Automatic Duplex Document Scanning
- iv) Resolution - 600 x 600 dpi
- v) File Format - TIFF, JPEG, PDF
- vi) Scan Function (min) - Scan to PC/ Network TWAIN, Scan to External Source -USB, Email, Folder

ANNEXURE-III

Qualification criteria for bidders :

1. Bidders must have GST certificate
2. Bidders must have PAN certificate
3. Bidders must have their own office near to IGIA, New Delhi, if not having the same then undertaking to be submitted with bids that bidders will open office near IGIA, New Delhi within ___ days after the award of contract.
4. BCAS approved bidders will be preferred however bidders who do not have BCAS at the time of submission of Bid, have to submit an undertaking that he will arrange BCAS approval within ___ days after the award of contract. (optional)
5. Bidder must have annual turnover of around Rs. 70 Lakhs in the last three FY 2022-23, 2023-24, 2024-25.
6. The bidder must have at least three years' experience in Photocopier Services.
7.
 - 7(a) The Bidder must have successfully executed/completed similar services over three years (from 2022 to 2025) –
Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimate cost or ₹ 60 Lakhs.
 - OR
 - 7(b) Two similar completed services costing not less than the amount equal to 50% (fifty percent) or ₹ 90 lakhs CR.
 - OR
 - 7(c) One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost or ₹ 1.5 CR.

TECHNO-COMMERCIAL BID FORM – PART - A

1.	Name of the Bidder / Co.	
2.	Complete Address of the bidder/Co.	
3.	Telephone No. / Mobile No./ email ID	
4.	Name, Designation & Mobile number of Contact Person.	
5.	Technical Details of the Bidder	
I	Whether Bidder Co. is a competitor Airlines OR its subsidiary Co. If yes, such Bidder is ineligible to quote. (MUST BE NO)	NO
ii	Whether Bidder Co. registered in India under the Indian Co.'s ACT 1956 OR Indian Companies Act 2013 for last 3 years. (Must)	Yes / No
ii	Details of Regn of Co. / Firm. Self-attested copy of Regn. Certificate to be enclosed. (Must)	----- Regn. No..... Date.....
6. i)	Whether EMD of Rs 2,00,000/- (Rupees Two Lakh only) enclosed. (Must)	Yes / No DD No..... Date.....
ii)	Whether EMD exemption is sought? <i>MSE units are exempted for this only. Latest MSE certificate is to be attached in support of this.</i>	Yes / No Regn. No. / Valid upto.....
7.	Experience details (Refer PQC)	
	Whether have at least three years' experience in hiring(providing) of Photocopier Services with duration of service shall be furnished.Copy of PO and satisfactory performance certificate to be enclosed (Must) .	Yes/No.
8.	Whether order copies and satisfactory performance certificate(s) enclosed. Performance Certificate for each order to be enclosed. (Must) .	Yes/No
9.(i)	Whether having PAN Regn No. self-attested copy to be enclosed. (Must) .	Yes/No Regn No..... Date.....
(ii)	Whether certified by CA of Income Tax Returns for last 03 Financial years (2022-23, 2023-24, 2024-25) enclosed. (Must)	Yes/No 2022-23 Yes/No 2023-24 Yes/No 2024-25 Yes/No
(iii)	Whether Bidder is having an average turnover of Rs. 70 lakhs (each year) or above, per year for last 03 Fin yrs i.e. in 2022-23, 2023-24 & 2024-25 (Must)	Yes/No Turn over 2022-23 Rs. 2023-24 Rs. 2024-25 Rs.
(iv)	Balance Sheet for last 03 Fin years (2022-23, 2023-24, 2024-25) duly verified by Regd. Chartered Accountant enclosed in support. (Must)	Yes/No 2022-23 Yes/No 2023-24 Yes/No 2024-25 Yes/No
(v)	Profit & Loss a/c for last 03 Fin years dully verified Regd. Chartered Accountant (2022-23, 2023-24, 2024-25) enclosed in support of proof for Turnover. (Must)	Yes/No 2022-23 Yes/No 2023-24 Yes/No 2024-25 Yes/No

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Hiring of Photocopier Services at AIESL, HQ

12.	Whether having GSTN self-attested copy to be enclosed. (Must)	Yes/No	Regn No..... Date.....
13.	Whether having a working office in municipal limits of Delhi/NCR as on date of submission of the Tender (A documentary proof thereof, i. e. self-attested copy of lease agreement / electricity bill/ telephone bill may be enclosed). In case the working offices in municipal limits of Delhi/NCR as on date is not available, the Service Provider to submit an undertaking that a working office will be opened within 30 days of award of LOI.	Yes/No.	
14.	Whether Certificate for unconditional acceptance of all the terms and conditions of the tender enclosed as per format. (Must)	Yes/No	
15.	Whether duly signed non-disclosure agreement enclosed. (Must)	Yes/No	
16.	Whether rates quoted as per format for Fin Bid Form Part B. (Must)	Yes/No	
17.	Are you already doing business with “AIESL” or with any subsidiary Company of “AIESL”, in the same name OR under some other name? If so, please provide details.	Yes / No	If yes, details. ...
18.	Has your Co. been Black Listed by AIESL / any agency of the Airport or elsewhere? If yes, please give details.	Yes / No	If yes, details. ...
20.	Wage sheet for one client where ESI/PF is applicable or for which order copies are attached.	Yes / No	
23.	Tender Document signed, stamped and duly filled and completed in all aspects	Yes / No	
24.	Whether start up exemption applicable	Yes / No	
19.	Bidders to please note :		
I	Competitor Airlines OR its subsidiary Co.'s are not permitted to quote in this Tender. In case, if it is found at any stage that the bidder Co. is a Competitor Airline OR its subsidiary Co., their bids shall be rejected and their EMD shall also be forfeited. Any other action as the deemed fit may also be taken. No, representation/appeal in this regard shall be admissible.		
20	Undertakings: To be agreed & signed by the Bidder (s)		
I	It is confirmed that we are not a competitor Airlines OR a subsidiary company of any Airline.		
li	It is confirmed that we have the capability & capacity to provide the services as per terms of the Tender.		
lii	It is confirmed that we have carefully gone through, understood, and hereby agree to abide by all the Terms & Conditions, Scope of Work, and Specifications governing the tender.		
Iv	It is also confirmed that the quoted rates are valid for 120 days from the date of opening of the Tech Bids.		
V	It is also confirmed that the information given in the Tender and documents attached are true and correct to the best of my knowledge and belief and nothing material is concealed.		
Vi	It is also confirmed that I am authorized to sign the tender documents.		

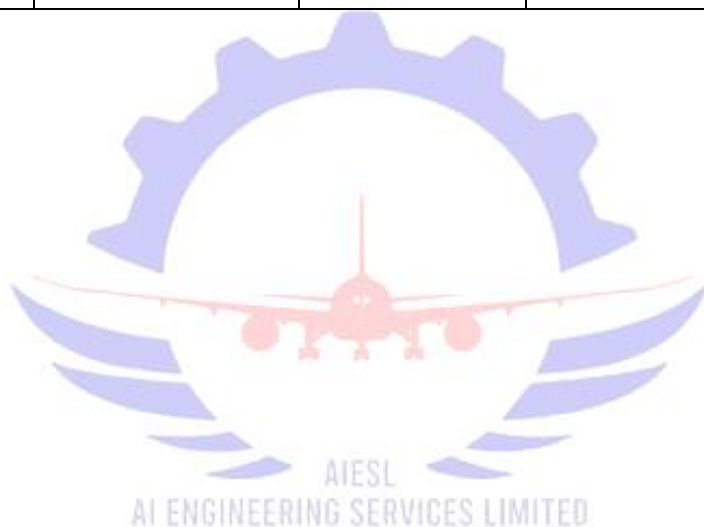
Signature of Authorized signatory: Name & Designation:**Company Name & Seal:****Date:****Place: New Delhi.**

Technical Bid Bart – B

Details of the Hiring of Photocopier Services undertaken during the 03 last years

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

S No	Name of Contract	Name & address	Period of contract	No. of Personnel employed	Annual Contract Value
1					
2					
3					
4					
5					





Date: 16.05.2025

ANNEXURE IV - PRICE BID FORMAT

		A	B	C	D	F=A*B*C*D*
Serial No	Type of machine	No. of Machine	Rates per Machine (including 2000 prints and maintenance) (HSN-84433290)	No. of Months for leasing the machine	Rate per page (print) (HSN-997314)	Cost in INR
1	Medium Duty	21		36		
2	Heavy Duty	45		36		
3	Total (in INR) (sum of S.no.1 & 2) in Figures					
4	Total (in INR) (sum of S.no.1 & 2) in Words					
5	Applicable GST amount					
6	Grand Total Including GST in INR					

1. Monthly Bill=No. of Machines Working in the Month * Rates per Machine + No. of Pages additional Prints * Rate per Page quoted in Price Bid.(-LD if applicable)



Date: 16.05.2025

ANNEXURE-V

FORMAT FOR LETTER OF UNCONDITIONAL ACCEPTANCE OF TENDER TERMS & CONDITIONS OF THE TENDER

(TO BE ATTACHED WITH TECHNO-COMMERCIAL BID FORM-PART A) (TO BE TYPED ON THE LETTERHEAD OF THE BIDDER COMPANY.)

To,
Dy. GM
CPC, AIESL ,HQRs
CRA Building,
Safdarjung Airport Complex,
New Delhi-110003
Email : cpc.hqrs@aiesl.in

Subject: Un-conditional acceptance of Terms and Conditions of the Tender.

Please refer to your above-referred Tender

We hereby give our unconditional acceptance of all the terms and conditions including the scope of work as given in the tender.

We also confirm that we have submitted our response against the above tender for Hiring of Hiring of Photocopier Services at AIESL Premises management charges after due consideration of all the Technicalities and costs involved.

Signature of Authorized signatory: Name & Designation:

Co. Name & Seal:

Date:

Place: New Delhi.

ANNEXURE-VI**NON-DISCLOSURE AGREEMENT FROM THE BIDDER*****(To be attached with TECHNICAL BID FORM-PART A on Bidder's company letter head)***

To,
Dy. GM
CPC, AIESL ,HQRs
CRA Building,
Safdarjung Airport Complex,
New Delhi-110003
Email : cpc.hqrs@aiesl.in

Non-disclosure Agreement**Sub: Tender for Hiring of Photocopier Services at AIESL, NR**

Dear Madam/Sir,

We acknowledge that during bidding for the above-referred tender of AI Engineering Services Ltd for Hiring of Hiring of Photocopier Services at AIESL, NR, we shall have access to and be entrusted with Confidential Information (commercial, technical, scientific, operational, administrative, financial, marketing, business, OR intellectual property nature OR otherwise), whether oral or written, relating to "AI Engineering Services Ltd" and its business that is provided to us under this Agreement. In consideration of "AI Engineering Services Ltd" giving access to us to the above premises and making Confidential Information available to us, we agree to the terms set out below:

- 1) We shall treat all Confidential Information as 'Strictly Private and confidential and take all steps necessary to preserve such confidentiality.
- 2) We shall use the Confidential Information solely for the preparation of our response to the above-referred Tender and not for any other purpose whatsoever.
- 3) We shall not disclose any Confidential Information to any other person or firm without the prior written consent of "AI Engineering Services Ltd".
- 4) This agreement shall continue perpetually, unless and to the extent that "AI Engineering Services Ltd" may release it in writing.
- 5) We acknowledge that No failure OR delay by "AI Engineering Services Ltd" in exercising any right, power, OR privilege under this agreement shall operate as a waiver thereof OR shall any single OR partial exercise thereof OR the exercise of any other right, power, OR privilege.
- 6) We have read this agreement fully and hereby confirm our acceptance of its terms.

Yours sincerely.

Signature of Authorized Signatory: Name & Designation:



Date: 16.05.2025

Co. Name & Seal:

Date:

Place: New Delhi

ANNEXURE-VII

FORMAT OF AUTHORIZATION LETTER FOR ATTENDING Pre-BID

(ON BIDDER'S COMPANY LETTERHEAD)

To,
Dy. GM
CPC, AIESL ,HQRs
CRA Building,
Safdarjung Airport Complex,
New Delhi-110003
Email : cpc.hqrs@aiesl.in

Sub: Authorization for attending pre-bid.

Tender No:

Sub: Hiring of Hiring of Photocopier Services at AIESL, NR

The following persons(s) are hereby authorized to attend the pre-bid meeting for the subject tender mentioned above on our behalf.

Sr. No

Name

E-Mail

Contact No.

Signature:

1.

2.

Authorized Signatory

With SEAL

Note:

1. Permission for entry to the hall where pre-bid will be held. May be refused in case authorization letter as prescribed above is not received.



Date: 16.05.2025

2. The authorized representatives, in their interest, must reach the venue of bid opening well in time.
3. The authorized representative must carry a valid photo identity.

Annexure IX

Consumption for the Last Year – for 66 Machines & their Placement/Locations in AIESL (Delhi and Mumbai)