

GeM Bid Number: GEM/2024/B/ 4997961

Tender Document

Tender for Selection of Agency for conduct of Online Examination for the post Assistant Supervisor at Delhi, Mumbai, Kolkata, Hyderabad and Thiruvananthapuram



AI ENGINEERING SERVICES LIMITED

(CRA Building, 2nd Floor, Safdarjung Airport, New Delhi-110003)

AIESL
AI ENGINEERING SERVICES LIMITED



1. DISCLAIMER

- a) The information contained in this tender document (hereinafter referred to as the "Tender") or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/Bidders in any form by AI Engineering Service Limited (hereinafter referred to as 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.
- b) The purpose of this Tender is to provide all Bidders with the information that may be useful to them in the formulation of their proposals/Bids (hereinafter referred to as "Bids") in response to this Tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL do not purport to contain exhaustive / all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their Bids.
- c) Each Bidder should conduct its own due diligence, investigations & analyses and should check the accuracy, adequacy, correctness, reliability & completeness of the assumptions, assessments & information contained in this Tender and shall obtain independent advice from appropriate sources, at no cost to AIESL.
- d) The information provided in this Tender to the applicants is on a wide range of matters, some of which depends 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.
- e) 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.
- f) AIESL in its absolute discretion, but without being under any obligation to do so, may update, amend or supplement the information, assessment or assumption contained in this Tender, from time to time till the close date of the Tender.
- g) The Tender does not imply that AIESL is bound to select a Bidder or to appoint the Successful Bidder and AIESL reserves the right to reject all or any of the Bids without assigning any reason whatsoever at any time or abandon the procurement of Equipment(s) and Services.
- h) The Bidder shall bear all its costs associated with or relating to the preparation & submission of its 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 in Bids. 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 bid, regardless of the conduct or outcome of the bid selection process as contained herein.

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2. NOTICE INVITING TENDER (NIT)

Bid Details Summary

SN	PARTICULARS	DETAILS
01.	Name of the Work	Selection of Agency for conduct of Online Examination for the post Assistant Supervisor at Delhi, Mumbai, Kolkata, Hyderabad and Thiruvananthapuram
02.	Type of Tender	Single Stage Two Bid System (Stage 1- Technical and Stage 2-Price Bid)
02.	Estimated Cost	Rs. 7,14,000/-
03.	Earnest Money Deposit	Rs. 14,280/-
04.	Security Deposit	5% of Contract Value
05.	Availability of bidding documents	Available on GeM and www.aiesl.in website
06.	Tender document Fee	NIL
07.	Last date, Time and place for receipt of bids	As per GeM notifications. Bids will be accepted through GeM only.
08.	Validity of the Offer	One Hundred twenty (120) days from the opening of technical Bid.

AIESL
AI ENGINEERING SERVICES LIMITED

2.1 Introduction:

AIESL is the biggest DGCA (Directorate General of Civil Aviation) approved MRO set up in India that can serve as a one-stop-shop for all aircraft engineering requirements at major Airports with pan India footprint i.e., Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, Nagpur, etc. With a great skill set, huge professional experience and competency, AIESL manages and maintains Airbus, Boeing & ATR's fleet with the Technical Dispatch Reliability of more than 99%, with hangars and bases located at all the major metros.

AIESL is in the process of selection of Assistant Supervisors through an Online Examination to be conducted simultaneously in Delhi, Mumbai, Kolkata, Hyderabad and Thiruvananthapuram on (will be decided post issue of LOA), as decided by AIESL Management. As an established Test Conducting Agency in India, we invite you to submit your bids for providing the testing service, in the format provided in this tender document. AIESL invites Public Tenders under Two-Bid system i.e. Technical-Bid and Price-Bid for Selection of Agency for conduct of Online Examination for the post Assistant Supervisor at Delhi, Mumbai, Kolkata and Hyderabad.

2.2 The Tender

- a) Bidders must read the complete '**Tender Document**'. This NIT is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. Bidders must go through the complete Tender Document for details before submission of their Bids.
- b) Availability of the Tender Document: The Tender Document shall be published on the Government E-Marketplace (GeM Portal) of Govt. of India. It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned on GeM Portal.
- c) Clarifications: A Prospective Bidder requiring any clarification regarding the Tender Document may do so using GeM Portal. Also, please feel free to contact Sh. Prabhat Kumar (Contact no. 011-24600785), prabhat.kumar1@aiesl.in for any query related to tender.

2.3 Eligibility Criteria for Bidder:

- a) The Bidder can be a Proprietorship, Partnership Firm, LLP etc. or a Company registered in India under the Indian Companies Act 1956/2013 as amended with their registered office in India for the last three years as on 31.12.2023.
- b) The bidder should have successfully completed any one of below criteria of similar exercise.
 - i. Conducted one similar exam with minimum of 1500 candidates at various locations in India.
 - ii. Conducted two times similar exam with minimum of 1000 candidates at various locations in India.

- iii. Conducted three similar exam with minimum of 500 candidates at various locations in India.

Certificates to be attached in support of experience claim (Annexure – III)

- c) The bidder should not have been blacklisted by central / state government departments / undertakings.
- d) Prior Experience of handling and managing data analysis and digital forensics for any government department / PSU Client/ Reputed Private Entity.
- e) Bidder should have prior experience in executing end to end examination for understanding the scope and delivery.

2.4 Instructions to Bidder:

- a) The interpretation and decision of AIESL on the terms of the tender shall be final and binding.
- b) The bidder would be required to carry out AIESL work as per job description. No TA/DA/conveyance/transportation/postage charges, etc. will be admissible for execution of the work.
- c) The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
- d) The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.
- e) The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware, and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware, and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.
- f) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. AIESL shall reject the Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice or fraudulent practice.
- g) The Service Provider shall not sub-Contract the work or any part thereof, to any other person, concern, firm or company.
- h) Sub-Contracting 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 Service Provider under the Contract.

2.5 Submission of Bids:

- a) Bids must be uploaded by Bidders on GeM portal till the deadline for submission mentioned on GeM Portal. Bidders must comply with the conditions of the GeM Portal, including registration, compatible Digital Signature Certificate (DSC) etc. In the case of downloaded documents, Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information.
- b) Bidder must submit the bid complete in all respect; in the absence of which bid may be rejected. Hard copy of the Tender documents shall not be accepted.
- c) The tender shall be submitted online in Two part, viz., technical bid and price bid.

The technical bid shall consist of –

- Scanned Copy of Earnest Money Deposit, if applicable.
- Basic detail of the bidder as per Annexure-I
- The financial information of the bidder as per Annexure –II
- The details of similar works as per Annexure – III
- Stamp Signed and scanned copy of Tender Acceptance Letter as per Annexure-IV

The Price bid as per Annexure –V only.

2.6 Bid Opening

Bids received shall be opened online at the specified date and time mentioned on GeM Portal.

3 Rejection of Bids (Technical-Bid & Price-Bid):

The Technical & Price-Bids received in response to this Tender will be rejected, without evaluation, on the following grounds:

- a) If the Technical-Bid and / or the Price-Bid (only of technically qualified Bidders) has been received after due date and time.
- b) If the Technical-Bid and / or the Price-Bid have been received by email.
- c) If the Technical-Bid and / or the Price-Bid have been received unsigned / incomplete.
- d) If the Technical-Bid and / or the Price-Bid have not been received.
- e) If the price bid is attached with the technical bid or if any type of price quote has been given in the technical bid.
- f) Tenders, not accompanying required information and documents are liable to be rejected. Any request for subsequent submission of any information / documents may not be entertained. However, AIESL can ask for information/documentation from the Bidders.
- g) Conditional Bids (Technical / Price-Bid) would not be accepted and shall be rejected.
- h) Bids not filled in the manner and as per formats, shall be rejected.
- i) Bids not fulfilling the Eligibility criteria as specified in the Tender shall be rejected during technical evaluation.

- j) In case both the Tender Forms, i.e Technical Bid & Price Bid (only technically qualified Bidders) not received in required format.
- k) If the Bids are submitted in different names.
- l) Ineligible Bids shall not be entertained, and the decision of AIESL in this regard would be final. No correspondence in the regard will be entertained.

4 Evaluation of Bids:

4.1 Technical-Bids:

The Technical-Bids would be opened first & evaluated for compliance of 'Eligibility Criteria' as specified in the Tender.

4.2 Price-Bids:

Interested bidders to submit their price bids **on per candidate basis**, as per **Annexure-V**. The bid amount shall include all types of costs, expenses & service charges and no additional amount will be paid to bidder except for the quoted price. All the other applicable taxes to be shown separately.

The Price-Bids of only technically qualified Bidders, will be opened on a later date. No correspondence shall be done with the disqualify bidders.

4.3 Bid Validity

1. Price Offered by the Bidder should be valid for **120** days from the date of opening of the Technical Bid for consideration of AIESL.
2. A bid valid for a shorter period shall be rejected as non-responsive.

If required, before the expiry of the original time limit, the AIESL may request the bidders to extend the validity period for a specified additional period. The request and the bidders' responses shall be made in writing or electronically or as per GeM portal. A bidder may agree to or reject the request. A bidder who has agreed to the AIESL's request for extension of bid validity, in no case, shall be permitted to modify his bid.

4.4 Queries from the Bidders during Evaluation of Bids:

During the process of the evaluation of Bids, no queries shall be entertained from the Bidders with regard to the status of the Bids.

4.5 Extension of closing date / due date / time of Tender:

The date / time for submission of Bids and opening of Technical-Bids, may be extended at any time, at the sole discretion of AIESL.

4.6 Applicable Rates & Validity:

Rates to be quoted in INR, as per the format given in the Price-Bid Form (**Annexure V**) only. Any deviation in format OR if rates quoted are conditional, the same shall be out rightly rejected.

5 Earnest Money Deposit (EMD)

- (a) The Tenderer shall deposit along with the technical bid, an Earnest money of Rs. **14,280/-** (Rupees Nineteen Thousand Two Hundred only) through wire transfer remittance (NEFT/RTGS) to the AIESL's bank account details mentioned below and upload the proof of deposit along with the technical bid. The Earnest money deposit will be refunded to the Bidders whose offers have not been accepted. Earnest Money Deposit of the successful Bidder whose offer is accepted will be kept until the time, the Bank Guarantee/ Security Deposit is not received.

AIESL bank account details or submission of **EMD(Earnest Money Deposit)**

Beneficiary Name	AI Engineering Services Limited
Bank Name	SBI Main Branch Parliament Street New Delhi -110001
Beneficiary Account	33029526378
IFSC Code	SBIN0000691

- (b) Tenders without the EMD shall be rejected.
- (c) In case a tenderer withdraws his bid during the process of evaluation of tender, or fails or refuses to accept the contract if awarded in his favour, the Earnest Money Deposit will be forfeited.
- (d) EMD of the Tenderers, who do not qualify in the 'Technical Bid', will be refunded to them within two months of the award of contract.
- (e) EMD in respect of the successful Tenderer can be adjusted against Security Deposit/ Performance Bank Guarantee.

5.1 Exemption from submission of Earnest Money Deposit (EMD):

As mentioned in Section 7(4) of Ministry of MSME's Notification No.S.02119 (E) dated 26th June, 2020 an enterprise registered with any other organization under the ministry of MSME shall registered itself under Udyam Registration with effect from 01.07.2020, The **MSEs** registered under **Udyam Registration** are exempted from payment of Earnest Money Deposit (EMD).

6 Award of Contract, Acceptance, commencement & Signing of agreement:

The award of Contract to the Successful L-1 Bidder shall be subject to fulfillment (in addition

to eligibility criteria and the undertakings) of the following conditions:

- 6.1 The Bidder must give an undertaking that on award, the Contract shall be executed within 30 days from the date of acceptance of the LOA (i.e. Exam must be conducted within 30 days from the date of acceptance of the LOA)
- 6.2 The Successful Bidder has to convey acceptance of LOA within 7 days from the date of the LOA.
- 6.3 The Successful Bidder has to execute a Contract with all terms & conditions with AIESL on an Rs.100/- non-judicial Stamp Paper in Delhi, within 30 days of his acceptance of the LOA.

7 Payment Terms

- a) No advance payment shall be made under any circumstances to the successful bidder.
- b) 100% payment will be made within 30 days of receipt of work completion certificate, along with Invoice complete in all respects.
- c) No interest will be paid to the successful bidder on the security deposit.

8 Security Deposit (SD):

The Successful Bidder, shall on signing of the Agreement, deposit and continue to maintain validity for two months beyond the contract validity, a sum equivalent to 5% of the value of the Contract as estimated by AIESL, as SD in the form of 'Bank Guarantee'/ Demand Draft from a Scheduled Nationalized Bank.

The SD has to be deposited within 15 days of award of contract.

In case, SD is not deposited by the Contractor in time, its bills shall not be processed for payment.

In case of breach of Contract OR violation of any terms of the Contract, the SD may be forfeited.

The SD shall not bear any interest, and shall be refunded without interest, only on successful completion of all the Contractual obligations.

9 Penalty Clause:

This is to inform that a penalty of 5% will be deducted for each of the following reported defects:

- Technical glitches in conduct of exercise.
- Failure in making administrative arrangements.
- Improper evaluation and compilation of result.
- Delay in providing the result in the required format.

- Any act which hampers the smooth execution of exercise or compromises with the integrity of selection process.
- Noncompliance or variation from any other term & condition as laid down in this letter of intent.

The penalty amount would be adjusted at the time of final settlement of bill.

10 Confidentiality

You are supposed to maintain utmost confidentiality and secrecy about the whole process and will not share any detail/ information with any AI Engineering Services Ltd staff (other than authorized person) or any candidate, other than the information related to the location and address of the exam centre.

Further the successful bidder will take all precautionary measure in connection with conduct of the subject test. In case of any deficiency/ shortcoming etc. on the part of your organization resulting in legal complications and/or disputes arising thereof including stoppage of the examination, it will be the responsibility of your organization to address the same.

11 Indemnity to AI Engineering Services Ltd.

In concurrence to this tender document, you agree to keep the company/ management/ AIESL indemnified of all the results, losses, queries, legalities, complications arising out of the conduct of this exercise, within the purview of the scope of work as awarded to you.

12 Force Majeure.

In no event shall the AI Engineering Services Ltd be responsible or liable for any failure or delay in the performance of the scope of work by the successful bidder hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, acts of God and interruptions caused due to Covid breakdown or Lockdowns imposed by Government at any of the exam centre. In case of any of such interruption at any of the centre, the exam has to be put on hold at all the centres and to be conducted at a later date as decided by AI Engineering Services Ltd.

13 Scope of Work

13.1 Schedule of Exam

The online/ system-based exam will be conducted on (will be decided post issue of LOA) in single session, at following cities for **1785** no's of candidates:

Delhi	No of Candidates: 508
Hyderabad	No of Candidates: 153
Kolkata	No of Candidates: 356

Mumbai
Thiruvananthapuram

No of Candidates: 647
No of Candidates: 121

All the exam centers should be in close vicinity of city centre.

13.2 Scope of Work

- a) **Preparation of Call Letters/ Roll No's** for candidates.
- b) Telephonically and email Intimation to all the candidates for exam and take confirmation and report to us.
- c) Setting up of online Objective type question papers, in consultation with AIESL.
- d) Conduct of system based objective exam (60 Questions-120 Minutes) in **one day and single sessions** across all 5 regions/ centers.
- e) **ID verification of candidates** at test centre on the day of exam so as to avoid impersonation.
- f) **Frisking with HHMD.**
- g) **Biometric registration** of the candidates.
- h) Deployment of trained invigilators at test centers.
- i) To provide **CCTV footage of exam centre** for the full duration of test.
- j) **Security and Storage facility for personal belongings of candidates** like bags, mobiles etc.
- k) Basic facilities like drinking water, wash rooms, cleanliness etc.
- l) A blank sheet for rough work/calculation to be provided all candidates.
Evaluation of answer sheets and compilation of Result along with preparation of merit list.
- m) **Handover of complete data**, answer sheets, result in soft format.

13.3 Preparation of Question Papers

The successful bidder will need to demonstrate the online test module (60 questions/120 minutes) & it's functionality to AIESL management remotely before conducting the exam. The pattern of the exam will be as below:

One Paper 60 Objective Questions (MCQ) with 4 choices -120 Minutes (Part A - 20 questions and Part B- 40 Questions)

13.4 Evaluation/ Compilation of Result

The answer sheets of all the candidates to be evaluated and compiled & paper wise result to be submitted in soft format. The result to be made available in a compiled format in order of merit. The final result to be provided with in seven working days after day of exam, duly signed by the authorized person along with the official seal of your organization.

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It may please be noted that the AIESL reserves the right to accept or reject any bids and /or cancel the tender process at its own discretion.

If you need any clarifications or query, please contact: Mr Prabhat Kumar

Email: prabhat.kumar1@aiesl.in



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BASIC DETAILS OF THE BIDDER			Annexure I
S. No.	Bidder Details	To be filled by the Bidder or Firm	For use of Technical Evaluation Committee
1	Name and Address of the Bidder		
2	Registered Firm/ Company*		
3	Date of Registration		
4	Average Annual Turnover During last three financial years Average Annual Turnover		
5	Permanent Account Number*		
6	GST Number*		
7	Number of Projects executed as on day of bidding in last 5 yrs		
8	Contact Person Name Phone No. Mobile No. Email Id.		

* Self attested copies of these documents are attached herewith.

Signature of the Bidder with Seal

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FINANCIAL INFORMATION

Financial Analysis: Details to be Furnished-

Self attested copies of Income Tax returns for the financial years i.e. [2020-21](#), [2021-22](#) & 2022-23

Self-attested Copies of Balance sheet, Profit & Loss A/c, In case the Balance sheet & P & L a/c are not audited, a CA certificate certifying the turnover for F.Y. 2020-21, F. Y. 2021-22. F. Y. 2022-23 is required in addition to the balance sheet & P&L A/c for the same financial years.

Table-1: Total Turnover

S. No.	Details	(1) 2020-21	(2) 2021-22	(3) 2022-23
i)	Gross annual turnover			

Enclosed- 1

2

I Note: Attach additional sheets, if necessary.

**Signature of Chartered
Accountant)Name:
Membership
No.:Date of
sign: Stamp:**

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DETAILS OF SIMILAR WORK EXECUTED ANNEXURE-III

S No.	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Shifts taken for completion	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Remarks
1	2	3	4	5	6	7	8	9

Work order with Completion Certificates to be attached in support of experience claim

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Signature of the Bidder with Seal



TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

To,

Date:

Sub: Acceptance of Terms & Conditions of Tender.Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No.____to_(including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

2. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

3. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.

4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

5. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

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ANNEXURE-V

PRICE BID FORM

Per candidate cost:

S.No	Activity	No. of candidates	Rates in INR		TOTAL
			In Figure	In Words	
1.	Online exam services as per the given work scope in the tender				
	i. Fixed Cost per Candidate (Evaluated for 1785 no. of candidates)	1785	A		
	ii. Variable Cost per Candidate (shall be paid for actual no of candidates appeared)	1400	B		
Grand Total→					

- (i) Grand Total Cost : Bidder must fill fixed cost for total no of candidates applied ie 1785. Bidder is required to submit variable cost for 1400 no of candidates (~80% of the total) as It is expected that fallout for examination is approx.. 80 %, hence for the purpose of arriving at L1, the variable cost will be taken for 1400 no. of candidates.

L1 shall be decided for lowest quote arrived at Grand Total ie (1785xA + 1400xB)
However payment shall be made on actual no of candidates appeared.

- (ii) Bidders must Quote for the Grand Total Cost in the Price Bid in the GeM Portal.

Note:

1. The rates shall be exclusive of taxes.
2. In case of any ambiguity in quoted rates, amount written in words shall be considered as final
3. Quoting for all line items is mandatory.

(Signature and Seal of Bidder/ Authorised Signatory)