

**Ref No: AIESL/MMD/CMC of Printer/01****Date: 10.06.2025****COVERING LETTER**

Subject: Tender for Comprehensive Maintenance Contract (CMC) of 20 numbers sharp Multifunction Photocopiers for one year at various locations of AIESL, Mumbai.

AI Engineering Services Limited (AIESL), Old Airport, Santacruz (E) invites on line bids through GeM portal from authorized firms/contractors for Comprehensive Maintenance Contract (CMC) of 20 numbers sharp Multifunction Photocopiers for one year at various locations of AIESL, Mumbai.

- a) **Description:** Comprehensive Maintenance Contract (CMC) of 20 numbers sharp Multifunction Photocopiers for one year at various locations of AIESL, Mumbai.
- b) Job/Work Location: AIESL, OAP, Santacruz (East), Mumbai – 400 029.
- c) Earnest Money Deposit of Rs.11,040 /- (Eleven thousand forty only) must be submitted by means of Cheque/DD/NEFT in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060) payable at Mumbai. EMD will not carry any interest and will be adjusted against security deposit.

❖ DISCLAIMER

- ✓ The information contained in this tender document or / and any information pertaining to the aforesaid subject matter provided subsequently to the applicants / bidders in any form by AIESL, shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AIESL, prior to award of the Tender.
- ✓ The purpose of this tender document is to provide all bidders with the information that may be useful to them in the formulation of their proposals / bids in response to this tender document. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL, do not purport to contain all / exhaustive information on the aforesaid subject matter that each applicant may require for the purposes of submitting their bids.
- ✓ The assumptions, assessments, statements and information contained in this tender document may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender document and shall obtain independent advice from appropriate sources at no cost to AIESL.
- ✓ The information provided in this tender document to the applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
- ✓ AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- ✓ AIESL also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance by any applicant / bidder upon the statements contained in this tender document.
- ✓ AIESL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender document, from time to time till close date of tender.
 - The tender document does not imply that AIESL is bound to select a bidder or to appoint the selected bidder, as the case may be, and AIESL, reserves the right to reject all or any of the proposals without assigning any reason whatsoever at any time. The bidder shall bear any and all its costs associated with or relating to the preparation & submission of its proposal / bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AIESL or any other costs incurred in connection with or relating to its proposals. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the proposal, regardless of the conduct or outcome of the bid selection process as contained herein.

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

❖ ONE BID PER BIDDER:

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

A Bidder shall submit only one bid in a particular bidding process (unless otherwise allowed in the bid STC / ATC conditions). In case of a holding company having more than one independent manufacturing units or more than one unit having common business ownership / management, only one unit should quote. Similar restrictions shall apply to closely related sister companies. Bidder's sister/ Associated/ Allied concern(s) participating or applying against the same tender, shall lead to disqualification of Bidders. Sister / Associated / Allied concern means a company, society, partnership firm or proprietorship firm having one or more common persons as Director / Partner/ Member/ Owner. A Bidder who submits more than one bid will cause all the proposals submitted in the particular bid to be disqualified. In relation to the above, a person will include firm(s) of Proprietorship / Partnership Firm / Limited Liability Partnership / Private Limited / Limited company / Society registered under Society's Act / Statutory Bodies / any other legal entity, as the case may be, & will be deemed to have submitted multiple bids in a particular bid if a person bids in any of the two formats given below:

- i. individual or proprietorship format and/or
- ii. a partnership or association of persons format and/or
- iii. a company

format Whereby,

- A company shall for this purpose include any artificial person whether constituted under the Indian laws or of any other country. A person shall be deemed to have bid in a partnership format or in association of persons format if he is a partner of the firm which has submitted the bid or is a member of any association of persons which has submitted a bid.
- A person shall be deemed to have bid in a company format if the person holds:
 - i. More than 10% (ten percent) of the voting share capital of the company which has submitted a bid, or
 - ii. Is a director and / or Key Managerial Personnel of the company which has submitted a bid, or

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- iii. Holds more than 10% (ten percent) of voting share capital in and/or is a director and / or Key Managerial Personnel of a holding company of that company which has submitted the bid.

By making a bid pursuant to the Tender Documents, the bidder / tenderer shall be deemed to have declared that the bidder / tenderer has not made any other bid or multiple bids as understood or deemed in terms of this clause.

All the bids of a bidder who has submitted multiple bids, as per the clause, shall be rejected and Bid Security for all such bids shall be forfeited, not by way of penalty or liquidated damages but by way of reimbursement of the pre-estimated costs likely to be incurred by the buyer towards bidding process and in the scrutiny & evaluation of bids.

In addition to the above, bidders found to be in contravention to the said clause will be liable for administrative actions.

❖ **Standard Terms & Conditions:**

- ✓ AIESL reserves the right to close the tender / reject any / all offers at any stage of tender at its sole discretion.
- ✓ AIESL reserves the right not to consider the bid of any Bidder, blacklist the Bidder for 3 (three) years, if it is determined / noticed at any stage during the tendering process or after release of Contract that the said Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid / obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate action as deemed fit.
- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AIESL in the last 3 years and / or are at present involved in any ongoing litigation or arbitration proceedings against AIESL. Further, those bidders who have records of poor performance during the last 3 (three) years, as on the date of submission of the bid, such as abandoning the work, rescinding of the contract for which the reasons are attributable to the non-performance of the Bidder or its constituents, inordinate delays in completion and/or have a consistent history of litigation / arbitration awarded against the Bidder or any of its constituents or financial failure due to bankruptcy etc. are liable to be disqualified.
- ✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders have been blacklisted / debarred by any PSU, government bodies in India.
- ✓ Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income Tax, EOW etc. Suppression / Misrepresentation of such facts whenever it comes to light would invite disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.

❖ **SPECIAL CONDITIONS**

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

❖ **TENDER PROCEDURE**

- ✓ This tender is strictly a **Two Bid Tender** i.e. Technical Bid and Price Bid. **Both the bids are to be submitted through GeM portal. No other mode of submission will be acceptable.**

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- ✓ The close / due date for submission of bids may be extended at any time, including after the scheduled date of closing, at the sole discretion of AIESL.
- ✓ Amendments or extension of the close / due date, if any, to this tender will be informed via GeM portal
- ✓ In their own interest, bidders are advised to submit bids, well before the close date / time of tender in order to avoid any last moment glitches. AIESL may not entertain any request for extension of close date and time and reserves the right to accept or reject any such request at its sole discretion.
- ✓ The bidder or their authorized representatives (maximum two) would only be permitted to attend the pre-bid meeting, if any.

❖ **For any clarification, please contact the following official.**

- 1) Technical clarification-Ms. Sheetal Mule, Executive-II,IT, E-mail-sheetal.mule@aiesl.in .
- 2) Bid Clarification- Mr. Ashisa Ku Swain, Dy. Manager-MM, email-ashish.swain@aiesl.in

❖ **Submission of BIDS:**

Technical Bid:

- ✓ Bidders are advised to study carefully the Terms & Conditions as given in this tender document and submit their **technical bid** accordingly.
- ✓ Bidders are required to download all the documents. Wherever applicable the documents are to be duly filled-in with the required details. The filled-in documents along with supporting documents, if any, need to be uploaded on GeM portal for technical evaluation purpose. **Uploading of required Documents is mandatory. The documents should not mention any rates / prices. else bidder will be disqualified during technical evaluation.**
- ✓ Bidders are **required to give their acceptance of the terms and conditions as per Documents.** Any deviation from the terms and conditions must be clearly spelt out in the Technical Bid.
- ✓ Any other deviation in the specifications or tender's terms and conditions must be communicated to the concerned buyer / user for acceptance of the same, prior to submission of the bid depending on the merit of the case. AIESL reserves the right to accept or reject the deviation. In case, the deviation is accepted, the tender document will be amended accordingly. The bidder should submit their bid in line with the tender document only or else the same would be liable for rejection.
- ✓ AIESL reserves the right to change this date of opening at its own discretion.
- ✓ **All the supporting documents, as specified in the tender documents that are required for compliance of bid must be submitted with the technical bid.**
- ✓ AIESL reserves the right to call for the original copies of the attached / submitted documents in the technical bid for verification purpose during the evaluation stage. The Technical Bids would be evaluated for compliance in accordance with the tender document. The User Department of AIESL reserves the right at its sole discretion to seek clarification for shortcomings in information/documents from the bidders as deemed necessary for the purpose of evaluation of the bids.

❖ **Price Bid:**

- ✓ Bidders are required to **quote for the entire tendered quantity.**
- ✓ AIESL will not accept inclusion of any additional costs, if requested for, after closing of the tender.
- ✓ Submission of incorrect or incomplete information or with arithmetical errors in compilation of the data would be at the bidder's sole risk. The decision of AIESL in such cases would be final and binding.

❖ **Validity of Quotation, Prices, Govt. Taxes / GST**

- ✓ The price offered / agreed should remain firm till completion of the contract.
- ✓ No request for increase in price shall be entertained during this period except on account of increase in GST or any other Government levy, if imposed by the Govt. of India. Proof of payment for such increase is to be submitted to AIESL by the successful Bidder.
- ✓ The Bidders should commit to pass on the benefit to AIESL of reduction in statutory taxes, etc. by the Government, during the period of validity of the Contract.

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- ✓ During the contract period, if for any reason there is a downward revision in prices, the successful bidder will be responsible for passing on the benefits to AIESL.
- ✓ Increase in Govt. Taxes / GST etc. or any new levies, if imposed by the Govt. of India / State Govt. / Local Bodies, during the contract period will be borne by AIESL, if requested for, by the Successful Bidder/s. However, such request will be considered only if it is substantiated with copies of valid documentary proof of the same and **only if the bidder/s has quoted their rate giving the break-up of Govt. Taxes / GST in their price bid.**

❖ AMENDMENTS / EXTENSIONS:

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

❖ REJECTION OF BIDS: The submitted Bid will be rejected on the following grounds:

- ✓ Tenders received without required information and relevant documents as per the eligibility criteria, are liable to be rejected. However, AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidders as it may consider necessary for the purpose of the technical evaluation.
- ✓ In case of any variation, in the documents / data declaration submitted by the Bidder in support of the Technical Bid with the original documents, the Bids of such Bidder would be out-rightly rejected and would be disqualified during Technical Bid evaluation of Tender.
- ✓ Conditional Bids are liable for rejection. Decision of AIESL in such case shall be final and binding.

❖ Benefits / Preference for Micro & Small Enterprises (MSEs) and MIIs: As per GeM policies.

❖ Earnest Money Deposit (EMD)/Bid Security:

Earnest Money Deposit of Rs. 11,040 /- (Eleven thousand forty only) must be submitted in the payment gateway available in the “[linkhttps://forms.eduqfix.com/aiengineering/add](https://forms.eduqfix.com/aiengineering/add)”. EMD will not carry any interest and will be adjusted against security deposit.

Exemption of EMD:

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

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

❖ Security Deposit / Performance Bank Guarantee:

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- ✓ The Bidder/s who qualifies for award of Contract will have to deposit with AIESL 5 % (Five percent) of the total value of the Contract, as Security Deposit (SD) within 5 days of notification of notification of acceptance of bid and communication of contract. This SD will be free of interest. In case, the SD is not deposited in time, the bills shall not be processed for payment till the SD is paid.
- ✓ The Applicable Security Deposit / Performance Bank Guarantee must be submitted in the payment gateway available in the link <https://forms.eduqfix.com/aiengineering/add>. SD will not carry any interest and will be adjusted against security deposit.
- ✓ The SD is applicable to all bidders including MSME's.
- ✓ In case of submission of Security Deposit/Performance guarantee is to be paid by way of Account Payee Demand Draft, banker's Cheque, ECS, Bank Guarantee issued from any Commercial Bank, Fixed Deposit Receipt from any Commercial Bank for an equivalent amount in favour of AI Engineering Services Limited and payable at Mumbai.
- ✓ It may please be noted that the original BG has to be forwarded by the Bank directly to AIESL through registered AD as per the detailed procedure which will be advised to the successful bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder/s.
- ✓ In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- ✓ The Security Deposit / Bank Guarantee will be refunded / returned without interest within 60 days of successful completion of services against the Contract after adjusting for penalties, if any, that may be imposed under the terms of the Contract.
- ✓ Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.
- ❖ **EVALUATION CRITERIA:**
- ✓ **Technical Bids :**
- ✓ The Technical Bids would be first evaluated for compliance. AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidder as it may consider necessary for the purpose of evaluation of the bids.
- ✓ **Price Bids:**
- ✓ The Price Bids of only those bidders who qualify as per the requirements of Technical Bid would be opened.
- ❖ **Inspection Clause:**
- ✓ **Inspection of bidders' facilities at the time of evaluation of the Technical Bids:** AIESL reserves the right to inspect at its cost the production facility / facilities of the bidders in order to assess their infrastructure and capability to produce and deliver in accordance with the work schedule as indicated in this tender. The decision of AIESL in such case shall be final and binding.
- ✓ **Inspection of the facility of the bidder who has been awarded the Contract / Purchase Order:** AIESL further reserves the right to inspect the work location/office facility of the bidder, who has been awarded the Contract / Purchase Order, in order to confirm consistency of quality of the items as produced for AIESL.
- ❖ **Other Terms & Conditions:**
- ✓ **Force Majeure:**
- ✓ The Bidder / Successful Bidder /AIESL (herein referred to as Party / Parties) shall not be liable for, nor be in default by reason of any failure or delay in discharge of its obligations under this Tender / Contract, where such failure or delay is caused by any act, including but not limited to any act of God, action or inaction of government authorities, fire, flood, gales, storm, lightning, earthquake, explosions or other catastrophes, accidents, weather, power failure or shortage of power, riot, war (declared or

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- undeclared), warlike operations, act of terrorism, boycott, embargo, rebellions, sabotage, epidemics, quarantines, lock out, restrictions on travel based on travel advisories of any governmental entity, unavailability of the usual means of transportation, hostilities, revolution, civil commotion or public disorder or any other cause beyond its control.
- ✓ The Party encountering and affected by such causes and event shall inform the other in writing immediately of such an occurrence event and shall use its best reasonable efforts to minimize the economic and other effects and rectify as soon as possible any harm or delay created thereby shall reasonably allocate its available resources, giving priority to their obligations under this Contract.
 - ✓ For the avoidance of any doubt it is clarified that, payment obligations of AIESL shall be excused due to an event of Force Majeure.
 - ✓ **Interpretation:** In the event of any difference in the interpretation of any of the clauses of the Contract / Purchase Order / Agreement and / or the Tender documents, the clarification given by General Manager (SS), AIESL shall be final and binding.
 - ✓ **Arbitration:** Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be resolved amicably by mutual consultation. If an amicable settlement is not forthcoming and dispute is not resolved within 21(Twenty One) days, from the date when mutual consultation started, recourse may be taken to settlement of disputes through arbitration as per the Arbitration and Conciliation Act 1996, and the award made in pursuance thereof shall be binding on the parties.
 - ❖ **JURISDICTION:-**The court of Mumbai only will have jurisdiction to deal with and decide upon any legal dispute what so ever arising out of this tender.

❖ **Quality inspection and Rejection after release of contract / Purchase Order:**

QUALITY ASSURANCE – Wherever applicable, successful bidder/s should ensure that Quality of the work/job is as per specifications. Not meeting the specification / parameter / quality and or deficient in any other respect would cause rejection at the time of inspection and material will be returned to the vendor at their cost.

Date:
Place:

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

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PRE-QUALIFICATION CRITERIA - COMPLIANCE STATEMENT

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

Sr. No.	Eligibility Criteria	Compliance (Yes / No)	Remarks
1	Whether Bidder is a Proprietorship/Partnership Firm, LLP Etc./Company registered in India under the Indian Companies ACT 1956 OR Indian Companies Act 2013 for last 3 years as on 31 st March, 2024.		
2	The bidder must have at least three years' experience as on 31st March 2025 of providing similar type of service to central/ State Govt./PSUs/ Nationalised Banks/Reputed Organizations. The bidder must have successfully completed similar work over the last three years i.e. the current financial year and the last three financial years / :- <ul style="list-style-type: none">• Three similar completed service costing not less than amount equal to Rs. 2,20,800/-.• Two similar completed services costing not less than the amount equal to Rs. 2,76,000/-.• One similar completed services costing not less than the amount equal to to Rs. 4,41,600/-.		
3	Should be a Firm (Proprietorship or Partnership / Company / Registered Society etc.) and should be a Reputed Manufacturer/Reputed Marketer for the last 3 years. Self-attested copy(s) of proof of above like Current Shop & Establishment License with the name of the owner, date of registration of the Firm / Company / Organisation, complete address, nature of business / items being traded, copies of Purchase Order(s) / Contracts) issued by any customer or any other valid document as a proof of above should be enclosed.		
4	Minimum Average Annual turnover of related services during the last 3 years ending 31 st march 2025, should be at least Rs. 2 Lacs or above.		
5	Possession of PAN number is a must at the time of application of the tender. Self-attested copy of PAN Number should be enclosed.		
6	The bidder must possess GST Registration Number at the time of application of the tender. Self-attested copy of GST Reg. Number should be enclosed. In case, the bidder does not possess the GST Registration Number, they need to give an undertaking that they will apply for and obtain the GST Registration Number, if the subject contract is placed on them by AIESL.		

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7	Bidder should have not been black listed by any of Governments Authority or public Sector Undertaking (PSUs) in the last three years.		
8	Besides the above eligibility criteria, a team of AIESL Officials may visit the office of the bidder to assess their infrastructure and capability as per AIESL's request.		

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DEVIATION SHEET

S/NO.	DESCRIPTION OF DEVIATION FROM THE TENDER

Date:
Place:

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



BID DETAILS

Name of Work: Comprehensive Maintenance Contract (CMC) of Sharp Multifunction Photocopiers (Monochrome-19 nos & Color-01 no) for one year at various locations of AI Engineering Services Limited (AIESL) at Mumbai through GeM web portal.

SCOPE OF WORK

Scope of work in brief:

- (i) Comprehensive Maintenance Contract (CMC) of Qty 20 nos Sharp Multifunction Photocopiers for period of one year at various locations of AI Engineering Services Limited (AIESL) at Mumbai through GeM web portal.
- (ii) Service Period - 01 year (As per contract period).
- (iii) Services must be supplied as per consignee requirement/as per bid specification only.
- (iv) Bidder must provide Work Completion Certificate after completion of work, duly certified by designated person from AIESL.
- (v) Description of Material: As mentioned in Bill of Quantities (BOQ).

Comprehensive Maintenance of Sharp Multifunction Photocopiers is required for smooth functioning of Multifunction Photocopiers to get work done of printing, scanning & photocopying of documents in various offices. AIESL owns Qty 20 nos photocopier machines of Sharp make as on date. Serviceability of these Sharp make photocopier machines is critical for smooth functioning of different work centers of AIESL at Mumbai.

The contract shall cover all spare parts (except any Breakage due to mishandling), consumables like toner, developer, drum, cleaning blade etc which will be replaced as and when required. Contractor shall also provide services as and when called for to attend the break down calls with no additional charges during our normal working hours / days.



Description of Work

1. The rates shall be inclusive of all such accessories, no other charges such as delivery charges, commissioning charges are payable.
2. The contract shall be valid till one year from the effective date of contract. AIESL reserves right to extend validity period beyond contractual period if & when such contingency arises for a period up to six months with the same rates, terms & conditions.
3. The agreement shall come into force from the effective date of contract and shall remain in force for full period of hiring contract, unless terminated in accordance with the terms thereof, including by giving 90 days' notice in writing, served by either party.
4. The vendor shall appoint two of its representatives/ authorized service-engineers to carry out preventive maintenance, inspection & attend service calls at various premises & locations. It will be the duty of the personnel so appointed to upkeep photocopiers in serviceable conditions at all times during the contractual period. The vendor is requested to submit two attested photographs, company ID card & letter of authority mentioning full particulars such as name, staff number designation contact telephone / cell Number etc. for our records. Any changes shall be informed in writing within one week to the undersigned. The antecedents of such personnel deployed by you shall be verified by police for their integrity for entry into the airport premises, as it is a protected high security zone. The expense for this will have to bear by vendor.
5. The vendor shall have a central help desk facility in its premises to receive the complaints from all users. There should be a system to register the time, date, locations and Equipment Serial numbers etc. and pass on the complaint Ticket / Docket number and the date of complaint to the user for proper follow up by the user. The vendor or his authorized personnel shall maintain a logbook for complaints as per mutually agreed format for attending to breakdown calls,
6. The vendor shall attend breakdown calls immediately on the same day if the calls are received before 16.00 hrs. or on the next day forenoon, if the calls are received after 16.00 hrs.

In case photocopier/s remains unserviceable for more than 24 hours, The vendor shall provide a replacement unit till such time the original photocopier/s is/ are put into working conditions at no extra cost. When photocopiers remain out of service for more than 24 hours and no replacement unit is provided. AIESL shall deduct charges proportionately and in addition, is also entitled to get reimbursement to obtain photocopy as per average number of copies taken per day based on past consumption bills or to adjust the same amount from bills payable. If such instances occur repeatedly



beyond two occasions in a month or thrice in two months a penalty of Rs.500/- will be levied additionally.

7. Minimum three new sealed cartridges of toner per photocopier shall be provided by the vendor at no cost and which will be replenished further at no cost as and when requested by AIESL in lots of two to three at a time to ensure that the stock level of the above items for each photocopier will be minimum of three at all times on an average to ensure continuous serviceability of the photocopier. However, if users demand additional bottles of toner / cartridges, the vendor shall fulfill the same.

8. A log book shall be maintained at every location, indicating Serial Number, date of installation, details of contact person, periodical meter reading, the down time replacement, reinstallation if any. The logbook shall be duly signed by the officer/ manager or in-charge of the section.

9. AIESL reserves the right to increase / decrease the number of similar Sharp photocopiers in maintenance contract its own discretion.

10. The vendor will be solely responsible for maintaining the photocopiers in serviceable condition at all times during the contractual period. AIESL shall not be responsible for any loss/ theft damage that may arise during the CMC period.

11. In case of failure on the part of the successful bidder to comply with any of the terms and conditions of the contract AIESL will be free to take recourse as provided under the law of the land to enforce the contractual obligations by the contract. This is without any prejudice to any other action that AIESL may deem fit to take in this regard.



Inventory of Qty. 20 Nos Sharp Digital MFD model in AIESL

Sharp Multifunction Monochrome Photocopiers (19 Nos)				
Sr.No.	Model	Sr/No.	Dept & Location	Inst Date
1	MX-M265N	75009776	AOD(Electrical) Tech Library	14-09-2017
2	MX-M356NV	8505138Y	Quality Office Hangar 3	14-01-2019
3	BP-30M28T	23000755	Indl Engg. & Contracts, Hangar 3	28-09-2022
4	BP-30M28T	25080937	LMD Hangar IEC, Bamanwada	15-12-2022
5	BP-30M28T	23003548	COD Admin, Hangar 4A	16-12-2022
6	BP-30M35	25009688	Finance Dept, Hangar 3	16-12-2022
7	BP-30M28T	25080947	MTO Dept	28-12-2022
8	BP-30M28T	33003663	EFD 2nd Flr	27-04-2023
9	BP-20M22T	33003537	EOD 5th Flr Hangar 3	02-08-2023
10	BP-30M28T	33003654	EOD 5th Flr Hangar 3	02-08-2023
11	BP-20M22T	33003147	EOD 5th Flr Hangar 3	04-08-2023
12	BP-20M22T	33003507	SESF CAMO Technical Hangar 3	09-08-2023
13	BP-30M28T	33003534	Base Maintenance Hangar 3	21-08-2023
14	BP-20M24T	33005030	MMD Stores	06-12-2023
15	BP-30M28T	33006530	COD A320 Landing Area	08-01-2024
16	BP-20M22T	43002933	PPMMMPD Hangar 3	12-06-2024
17	BP-30M28T	45904789	PPMM/PPC Hangar 3	24-12-2024
18	BP-30M28T	45904929	MMD NR WR	24-12-2024
19	BP-30M28T	45904939	MMD NR WR	24-12-2024
Sharp Multifunction Color Photocopiers (1 No)				
Sr.No	Model	Sr/No.	Dept & Location	Inst Date
1	BP-20C20Z	33000159	Security LMD Bamanwada	03-05-2024



TERMS AND CONDITIONS

A) Special Conditions:

1. The bidder entering into the CMC should have the company office at Mumbai.
2. The bidder entering into CMC must compulsorily quote rates of each machine separately.
3. If the bidder is not able to provide the satisfactory services, the contract may be terminated by the competent authority.
4. The bidder should replace the defective parts immediately without any cost and provide toner as and when required.
5. The bidder must replace the parts carefully and cost of any damage caused due to the carelessness of the firm will be borne by the firm.
6. If the bidder doesn't provide any standby and is also not able to solve the problem/ issue for more than 10 days, the contract of the CMC may be terminated by the competent authority after making the due deductions in the payment of the bill and the firm may be blacklisted from the institute and the EMD/Security may shall also forfeited in such case.
7. While quoting rates for CMC, Taxes as applicable be shown as inclusive or extra.
Successful firm has to deposit Security Money, which will be refunded after expiry of the contract period. No interest is payable on Security Amount.
8. Bidder must have experience for providing similar work & services.
9. The personnel deployed shall be provided with uniforms and identity cards by bidder. Bidder shall ensure that the personnel engaged carry with them, proper identity cards issued by you, at all times during execution of work.
10. Bidder shall responsible for obtaining permissions if any to the security/authorized personnel & equipment proposed to be deployed.
11. Bidder will be ensuring proper performance, conduct and behavior of the personnel proposed to be engaged for providing the required services.
12. Bidder will be held responsible for any damage/loss to the AIESL caused due to the negligence, inexperienced act or default of personnel deployed and shall compensate to the AIESL adequately against such losses which will be assessed and determined by the AIESL.



13. The personnel deployed by bidder shall be liable for security check by the AIESL Security Staff.
14. Bidder shall duly comply with all Acts, Laws and other statutory rules, regulations, Bye-laws as applicable or which might be applicable.
15. All the works shall be executed in strict conformity with the provisions of the tender documents and with explanatory drawings/specifications/instructions as may be furnished from time to time to the vendor/contractor by the AIESL staff whether mentioned in the scope of work/contract or not.
16. The bidder/tenderer shall not assign any part of the work to another party.
17. In case, while on duty and during the course of engagement in the work premises of the AIESL under this contract, if any of the personnel deployed by bidder meet(s) with any injury indisposition due to accident or other natural calamities, bidder will ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned without fail.
18. Bidder will perform the work assignments to the best satisfaction of the AIESL.
19. Site inspection will be made periodically during the progress of the work by the AIESL staff and all work performed must be of acceptable quality and as per BIS Standards.
20. If the quality of the supplied material is found to be unsatisfactory fully or in part, the material will be rejected and the successful bidder/tenderer will hold responsible to replace the material in full.
21. In case of unsatisfactory performance, intimation will be given in writing to you and the AIESL reserves the right to cancel the Scope of Work/Contract forthwith. In that event of legal payments being made to the personnel deployed by you, the same shall be fully recoverable from you.
22. The successful bidder shall submit all the necessary documents such as user manual, instruction manual etc for the machinery/products/items supplied. (If Applicable)
23. The successful bidder shall impart training on operation and maintenance of the machinery/products/items to AIESL staff. (If Applicable)



B) Commercial Conditions:

1. The quoted rates must be inclusive of all costs towards labour, consumables, tools, equipment, instruments, transport, insurance, taxes, packing and forwarding charges, certification charges etc to execute the proposed work.
2. AIESL shall not pay any extra charges other than mentioned in Bill of Quantities (BOQ). Contractor will not do any extra work leading to any extra payment, without permission of Competent Authority. Any change in design, tech specifications, material etc. must be duly approved in advance.
3. The vendor/contractor shall be solely and exclusively responsible for engaging or employing persons for the execution of work. All employees engaged by the vendor/contractor shall be on his/their payroll and paid by him/them.
4. In respect of all manpower/labour, directly or indirectly employed in the work for the performance of vendor/contractor's part of the scope of work/contract, the vendor/contractor shall at his own expenses arrange for all required safety provisions.

AI ENGINEERING SERVICES LIMITED



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

Ref No: AIESL/MMD/CMC of Printer/01

Date: 10.06.2025

❖ Payment Terms:

- No request for advance / pre-payment will be entertained.
- Duly certified invoices to be submitted to Invoicing section along with Proof of Delivery (POD).
- Payment will be made as per terms governed by GeM.
- 100 % payment will be made as per GeM guidelines.
- TDS/ taxes shall be deducted by AIESL from payment made against these invoices, as per the applicable laws.
- Payment will be done on the basis of Joint Measurement Sheet for the quantum of work done.

Date:

Place:

Bidder Signature:

Name & Designation:

Company Name & Seal:



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❖ Penalty Clause:

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

❖ Termination and Exit Clause:

➤ In case of unsatisfactory performance or breach of any of the clauses of this contract, AIESL would issue a notice of 30 days to the party to rectify the breach and improve the performance failing which AIESL shall be at liberty to terminate this agreement by providing 30 days written notice to the party. The party shall not have any right to dispute or question the judgment of AIESL of the unsatisfactory performance of the party.

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

Date:

Place:

Bidder Signature:

Name & Designation:

Company Name & Seal:

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BIDDER'S GENRAL INFORMATION

BIDDER'S DETAILS

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

(*) – if Yes, please provide details.

Date:

Place:

Bidder Signature:

Name & Designation:

Company Name & Seal:



SAFETY NORMS

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

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

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

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

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

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

All equipment used to carry out work shall be rendered safe. No equipments such as ladders, tractors, cranes, etc. or welding sets or any tools which belong to the AIESL shall be used by contractor unless specifically mentioned in writing in the terms of contract. Notwithstanding these it is obligatory on contractor's part, to verify the quality and safety aspects of such equipment, machinery or tools so that no injury or accident will occur when used in the expected manner. Any incident occurs during work, contractors are entirely responsible for it including compensation that may arise out of the incident.

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

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

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

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

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

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

Precautions During Welding

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

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

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

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

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

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

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

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

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

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

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

Additional Precautions & Instructions

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

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

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

The Contractor must ensure provision of adequate firefighting capacity to deal with at incident state itself, such provision should not be less than 2-gallon foam

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extinguishers properly maintained by them. The staff should know the uses of the above-mentioned fire extinguishers.

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

1. General:

- a. All workers to wear helmets at the construction site. To be provided by the contractor.
- b. All workers to wear safety shoes. To be provided by the contractor.
- c. All workers to wear suitable clothing for the job required e.g. Welders to have leather aprons while welding and gloves to protect from the heat. To be provided by the contractor.
- d. All workers to be familiarised by the contractor the safe methods of operating and procedures in case of an emergency.
- e. All workers to attend Class / Briefing by the Safety Engineer-AIESL to familiarise the safety aspects on site.
- f. All scaffolding to be used should be of steel pipes and with adjustable clamps. To be provided by the contractor.
- g. All workers must be covered under the workmen compensations act. A suitable insurance policy to be taken and original copy to be kept with AIESL. All statutory regulations etc. to be observed by the contractor, and in case of any non-compliance the AIESL must be indemnified by the contractor.
- h. Where applicable, provident fund records to be kept at site.
- i. All wage records to be kept at site and payments to be as per the minimum wages act.
- j. Chipping etc, to be done wearing protective eyeglasses.
- k. Various types of fire extinguishers to be used depending upon the nature of fire are available with EFD Fire Section. Contractor has to ensure that they



position at site, suitable fire extinguisher type listed below, depending on nature of work.

1. 1 No. of AFFF Mechanical Foam Extinguisher
2. 1 No. of CO2 type Extinguisher
3. 1 No. of Water type CO2 Extinguisher
4. Two buckets of sand/water, preferably sand.

1. All unsafe incidents and occurrences will be reported to the site engineer immediately.

Working at heights:

- a. Contractor has to ensure that only workers capable of scaling heights should be deputed to do the jobs.
- b. All scaffolding to be made of steel pipes and with adjustable steel clamps. This should be tested and certified by the site supervisor of the contractor and AIESL site supervisor/Engineer to confirm the same. If possible, use A crow make scaffolding.
- c. Bamboo/wooden ladders to be checked for missing rungs and the fitness of the ladder should be certified by the AIESL engineer at site/ Safety Officer.
- d. All ladders to be tied at the top end, to prevent the slipping of ladders.
- e. All workers at height to wear nylon safety belts, as approved by AIESL. The other end of the belt to be hooked to a structural member of the building.
- f. While working on sloping roofs, nylon nets to be provided below to catch falling objects.
- g. Men working heights, should be provided with holsters for keeping hand tools for easy retrieval and will leave both hands free for climbing.
- h. As far as possible, mechanise the upward movement of materials, so that head load can be avoided.

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- i. Daily height work permit approved by Executive/AGM/DGM from AIESL be obtained for working at heights before beginning of work.

Electricals

- a. All electrical equipment brought to site, should be checked by the factory/site electrical supervisory staff of the AIESL, for the suitability of the equipment and certified by them. These certificates should be prominently displayed on the equipment.
- b. All electrical equipment should have proper proper earthing.
- c. The distribution board to have an ELCB of 30 mA capacity to be provided for the hand tools circuits.
- d. All connections through the distribution board to be made with a plug and socket and no loose wires, with wooden splinters.
- e. All hand tools to be earthen.
- f. All welding equipment to be provided with a cutout switch. The welding cables should be of adequate length for the earthing of the job and usage of rods etc. is not permitted.
- g. All wires/cables to run only above ground level at a height of min. 2.5 m.
- h. All outdoor light fixtures left unattended for the night time work must be checked for water tightness.
- i. While working with operating equipment they should be disconnected electrically and the fuses to be handed over to the supervisor of AIESL for safe keeping.

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

- a. All vehicles delivering the goods must be driven by licenced driver.
- b. Cleaners not to drive.

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- c. The vehicle must be in good condition.
- d. Unsafe acts like carrying people on running boards etc should be avoided.
- e. When outside vehicles come the contractor to ensure safe discharge of goods and send out immediately.
- f. Wherever possible all heavy machinery and equipment to be unloaded using a crane, or a derrick.