



**Empanelment of Recruitment Agencies for
Deployment of Technicians on Daily Wage Basis**

To,

General Manager - PPMM,
2nd Floor, CRA building, Safdarjung Airport
New Delhi-110003 .
Telephone: +91-11-24600787
GST # 07AAFCA9618L2Z9
PAN # AAFCA9618L

From: -

NAME & ADDRESS OF THE AGENCY/BIDDER (With Stamp)

M/s.....
.....
.....

Phone:

Email:

For AI Engineering Services Ltd
S/d

For GM (E-PPMM)

**DISCLAIMER**

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, or no responsibility or liability will be accepted by AI Engineering Services Ltd. (AIESL) or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by AI Engineering Services Ltd., but an invitation. 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 by duly authorized officers of AI Engineering Services Ltd. and the Bidder.

The information is provided on the terms and conditions set out in this Tender.

This Tender is not an agreement and is neither an offer nor invitation by AI Engineering Services Ltd. to the prospective bidder(s) or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their technical and commercial offers pursuant to this Tender.

AI Engineering Services Ltd. to make no representation or warranty and shall have no liability to any person or bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way in the tender process.

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 by duly authorized officers of AI Engineering Services Ltd. and Bidder.

NOTICE TO BIDDER (NTB)

AI Engineering Services Ltd. (AIESL) has been incorporated under the Indian Companies Act 1956. AIESL is an Aviation MRO and fully owned Company of Government of India which provides maintenance, repair and related support for fleet of aircraft of Govt. organizations as well as commercial domestic and international airlines.



Tender Ref. No. **AIESL/HQRS/GM/2025/1009**

Date: 11.09.2025

This RFQ is issued to invite proposals from reputed vendors with credible experience in Provision of Manpower Services to State / Central Government department, State / Central Govt. PSUs, hospitality industry or large public organizations in conformance of specifications given in the tender documents as per requirement and schedule.

AIESL invites single stage password-protected bids through email at ak.jaiswal1@aiesl.in.

OBJECTIVE

The purpose of this Tender document is to engage the recruitment agencies for deployment of Aircraft Technicians (Mechanical / Avionics) and to invite bids (single bid), from experienced, capable & reputed Service Providers registered in AIESL across India.

Notice inviting tender (NIT):

SN	Particulars	Details
1.	Name of Service	Provision of Manpower Services i.e. Technicians for AIESL at across India.
2.	Tender Document Fee	NIL
3.	Availability of Bidding Document	www.aiesl.in
4.	Time & date of pre-bid conference	No Pre-bid conference will be held, queries, if any, may be clarified on mail id ak.jaiswal1@aiesl.in
5.	Last date and time for bid submission	15/09/2025, 1100 Hrs.
6.	Place of submission of bid	Through email with password protected bid as attachment
7.	Date and Time of Technical Bid Opening	The bids will be opened on 15/09/2025 at 1200 hrs., all bidder to send the password between 1100 to 1200 hrs. on the same day before opening of the bids.
8.	Validity of Bid	30 days from the closing date of submission of the Bid.
9.	Earnest Money Deposit	NIL
10.	Address of Communication	General Manager – Engg. (PPMM) 2 nd Floor, CRA Building, Safdarjung Airport Complex, New Delhi. Contact No: +91 11 24600787

For further details regarding tender documents visit our website: www.aiesl.in

General Manager (E-PPMM)
AI Engineering Services Ltd.



A. GENERAL TERMS & CONDITIONS (GTC):

AI Engineering Services Limited (AIESL) reserves the right to accept or reject any/or all bids, annul the tender process and reject all bids at any time prior to issuance of Letter of Award without incurring any liability to the Bidders(s) or without any obligation to inform the Bidders (s) of the grounds for its action. AIESL also reserves the right to extend the validity period of the Tender due date and has right to re-issue the Tender without Bidders having right to object to such reissue.

1. Bid Submission requirements, Tender Opening and the evaluation process:

Bid is to be submitted on email only. There is no fee for downloading the Tender Documents for Submission.

Bidders are requested to carefully examine the Tender Document, Terms & Conditions of Assignment, Specifications and if there should be or appear to be any ambiguity therein, they should immediately liaise with AIESL for necessary clarification.

The Bid document should be neatly filled in and signed on all pages. All the enclosures should accompany the tender document before submission of the Bid.

The tender document is serially numbered with page numbers marked on each page. Tender documents should be signed by the bidder with date and stamped with company seal.

The Tender shall contain the name of the authorized signatory with designation, postal address, email address & Telephone no. for the Bid in connection with the Tender.

The Tender document shall include the documentary proofs for qualifying requirements.

2. Instructions to Bidders (ITB):

The Bidders should submit their Bids in a password protected file and send to email id ak.jaiswal1@aiesl.in.

3. Grounds for Rejection of Bids

- i. Without fulfilling of mandatory conditions.
- ii. The bids should be neatly presented. Corrections, if any, should be duly authenticated with full signature of the authorized person who is signing the Tender, failing which the Tender is liable to be rejected.
- iii. All relevant supporting documents attached with the said bids must be duly signed by the Bidder. In case the bids are not accompanied by all supporting documents, the bid shall be liable to be rejected.

The bids are liable to be rejected forthwith, i.e., without being evaluated, on the following grounds:

- iv. If the Tender has been received after the closing date / time of the tender.
- v. If only the technical bid has been received and the Financial Bid not filled and vice versa.



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- vi. If the bids received by any other means of medium which is not conveyed in this tender.
- vii. If the Tender has not been signed by the authorized signatory of the Bidder.
- viii. If the information given in response to the Tender is incomplete, ambiguous, without requisite supporting documents, unverified, unattested and/or submission of illegible copies or unexplained materials and/or bids not received as per the desired formats & bidding instructions.
- ix. If the bid has been received without the undertaking of acceptance of all terms & conditions
- x. If the bid is incomplete in any means.
- xi. The above list is only illustrative and there can be other relevant grounds of rejection of bids.

4. Evaluation criteria:

AIESL intends to empanel experienced service providers who have previous experience in providing manpower support services to meet the prescribed technical criteria suiting the work-scope and whose financial bids are found to be reasonable and acceptable. All such bidders shall be included in the panel of approved service providers.

Allocation of Work: The allocation of work among empaneled service providers shall be at the sole discretion of AIESL, based on operational requirements, geographical convenience, and other business considerations. No bidder shall have any exclusive right to the entire scope of work. AIESL has the right to place order among the empaneled agencies for the required manpower at any location on across India.

Panel Validity: The panel of empaneled service providers shall remain valid for a period of 12 months (extendable at the discretion of AIESL). AIESL reserves the right to review, curtail, or extend the empanelment period depending upon organizational needs and vendor performance.

Performance & Compliance: Continuation of empanelment and allocation of work shall be subject to satisfactory performance, adherence to contractual obligations, and compliance with all statutory / regulatory requirements. AIESL reserves the right to suspend or remove any empaneled service provider for unsatisfactory performance.

Non-Exclusivity: The empanelment is non-exclusive. AIESL reserves the right to engage one or more empaneled vendors, or any other source including Government platforms (GeM), as deemed appropriate in the interest of safety, efficiency, and business continuity.

Regulatory Safeguard: The decision of AIESL in empanelment, allocation, or continuation shall be final and binding.

5. Financial Bid:

The bidder will have to submit Rates quoted as per **Annexure - D**. Quoted rates will be inclusive of GST.



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6. Empanelment, Acceptance and Commencement:

- a. The successful bidder (s) shall be issued LOA by AIESL for commencement of services.
- b. The empanelment contract shall be executed with the successful bidder(s), based on the evaluation of the bids on a non-judicial stamp paper of ₹ 100/- (Rupees One Hundred).

7. Zero deviation:

Bidders are advised to quote strictly as per terms and conditions of tender document and not to stipulate any deviation / exceptions.

8. Earnest Money Deposit: NIL

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

As per Public Procurement Policy for Micro, Small & Medium Enterprises (MSMEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.2012 by Ministry of Micro, Small and Medium 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.

10. Security Deposit: NIL

11. Invoices, Billing and Payment:

Invoice and payment: The successful Bidder will submit Invoices periodically by 7th of every month for the numbers of technicians deployed for the actual number of days with details of all necessary supporting documents like attendance, signed & stamp for payment to the PPMM office and it will be processed for further payments to finance, AIESL.

Billing: The Billing Cycle shall be the first day of every month.

Payment:

- (i) The payment terms shall be 30 (Thirty) days from the first day of submission of Bill(s)/ Invoice(s) for certification thereof by the User Department of AIESL.
- (ii) No Advance payment shall be made by AIESL.
- (iii) Payment of the undisputed amounts will be made through ECS (Electronic Clearance Service) mode or by cheque if ECS is not available.
- (iv) The payment shall be made after deduction of all applicable taxes including Tax Deducted at Source (TDS).

12. Service Delivery or commencement of services:

Services shall start from 18th Sep 2025. Term for the said service will be as required on short term project to meet the immediate operational requirements of AIESL across India.

13. Price, Contract Validity and Extension:

- (i) The validity of the Contract would be from the date of Acceptance of Letter of Award (LOA)



/ by the successful bidder and the term of the proposed contract shall be 01 year, unless terminated earlier as per the terms and conditions of the Contract. However, if mutually agreed, the contract may be extended by AIESL for a further period of 1 year under the same Terms & Conditions.

- (ii) The prices remain constant for the entire tenure of the contract and for further 1 year in case the period of contract is extended. No request for increase in price shall be entertained during the validity period of the contract.
- (iii) In case of any decrease in government duties / taxes / levies if any, by the Government of India, the benefit of the same shall be passed on to AIESL during the period of the Contract. In the event that, such benefit is not passed, AIESL shall have a right to deduct the same from the bills of the Successful Bidder and/or its Security Deposit.
- (iv) Increase in government duties / taxes / levies or introduction of any new taxes by the government during the period of the Contract, the same may be borne by AIESL if mandated by law and requested by the Successful Bidder. However, such request will be considered only if it is substantiated with copies of valid documentary proof.
- (v) The contract period, at the sole discretion of AIESL, may be extended for another one years, at the same rates, terms and conditions, however, subject to satisfactory performance of the Contract during the tenure of the Contract.

14. Variation Of Quantity

Variations are permitted as per the company requirement on short notice.

15. Contract survivability:

In the event the Successful Bidder is acquired by, or merges with another company / entity / organization by operation of law or in any other manner, the terms and conditions of the Tender / Contract applicable to the Successful Bidder shall remain in full force and effect on the new entity and the Successful Bidder shall at all times remain liable to AIESL, with regard to the obligations mentioned herein. AIESL shall, however, have the discretion and option to terminate the Contract in such an event.

16. Contract 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 amend this Contract as appropriate, seeking to achieve the minimum extent necessary to make this Contract, legal valid and enforceable.

17. Compliance with the applicable laws

The Successful Bidder shall comply with all laws in force in India and comply with all the laws whether prevailing in India with regard to the Services as mentioned in this Tender. The laws will include all national, provincial, municipal, or other laws that affect the performance of the contract and are binding upon the Successful Bidder. The liabilities of all statutory / legally mandatory regulations / obligations regarding manpower / product / services will be borne by the Successful Bidder. The Successful Bidder must indemnify AIESL from any breach of any



government regulation / infringement of laws, such as copyright act, trademark act, PF regulation, ESI regulation, Labour laws, Minimum wages act, Bombay Labour Welfare Fund Act-1953, Delhi Shops & Establishment Act, Applicable wage/labor codes etc., more particularly as mentioned in the clause herein below.

18. Jurisdiction:

The construction, interpretation, validity and performance of this Tender and/or Contract shall be governed by the laws of India. Any dispute whatsoever, arising out of or in connection with the Tender and/or Contract shall be subject to the jurisdiction of the courts of Delhi only, subject to the clause of dispute resolution and arbitration aforesaid.

19. Compliance of Security regulations:

- a) The contract will be initially for a period of **one year**.
- b) The bidder must have BCAS Security Clearance, as a pre-conditioned for participating in this tender. The Security clearance letter issued by BCAS is to be submitted as a proof of valid clearance. The bidder should have security clearance to comply with requirement of Rule 92, of Aircraft Rules 1937 from the BCAS - HQ, New-Delhi before commencement of the work.
- c) The Bidder should have the requisite current approval from the respective Airport Operator and Bureau of Civil Aviation Security (BCAS), Government of India. Whenever above agencies impose additional conditions as applicable to the contract during the time frame for this contract, the same shall be complied by the Service Provider throughout the contract period.
- d) The Service provider shall ensure that all the safety and security regulations of AIESL, BCAS, CISF or any other agency associated with airports activity are strictly adhered to, if becomes applicable to this contract any time during service period.
- e) Any violation of security regulations and indulging in illegal activities by his personnel deployed for AIESL will be at the cost / risk of service provider.
- f) The service provider must ensure verification of character and antecedents of his personnel by Local Police before deployment.
- g) The technician deployed by service provider must have valid Airport Entry Permit while working at airport side.
- h) Any lapse noticed on the part of service provider's technician involvement in theft / pilferage / malpractices, shall be inquired into by AIESL Security / other officials of AIESL and a suitable action including penalties / legal proceedings may be taken for breach of contractual liability.
- i) The service provider shall take responsibility for good conduct of his/her technician in AIESL premises / Airport. If any such employee is involved in any theft / pilferage of property of AIESL / PAX Baggage/ Cargo consignments/AIESL property also in their areas of work as assigned by AIESL, AIESL reserves the right to impose penalty on the bidder apart from the legal provisions.
- j) It will be the responsibility of the Bidder to ensure that none of his/her off-duty technician deployed for duty, gains access to AIESL premises / Airport.
- k) The service provider shall provide at his own cost proper uniforms with logo of service provider along-with high visibility jackets (approved by AIESL). The technician shall wear uniform while on duty & identity card issued by the service provider.

- l) The Bidder shall have a system to issue / retrieve AEP to their technicians while they report / leave the AIESL / Airport premises, as to ensure that they are not misusing the AEP.
- m) Training cost will have to be paid by the Service Provider for the mandatory Security Awareness Training conducted by AIESL / BCAS for the total number of personnel deployed under this contract. In addition, the Service Provider shall comply with any new Security procedures of AIESL / BCAS / AIRPORT OPERTAOR / CUSTOMS, etc. as and when put in place.
- n) On award of Contract, the Bidder shall be responsible for arranging Airport Entry passes for their technicians from concerned Authorities at their own cost and also get antecedents of personnel verified from Police and other concerned Authorities before their deployment and shall renew the same from time to time. Any delay in renewal shall not be the reason for non-deployment.
- o) The Bidder shall ensure that Airport Entry Passes are not used for unauthorized purpose by his technicians after retirement/resignation/ termination. The following instructions shall be strictly complied with by all concerned: -
 - i) The bidder shall ensure that no person, who has retired / left the job 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 Bidder that NOC is not issued to an employee who has retired/left the job 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 responsibility of the Bidder to retrieve Airport Entry Passes from the person who has retired/left the job 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).
 - iv) 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.

20. Termination & Exit Clause:

AIESL may at any time decide to cancel the empanelment by giving 15 Days written notice.

21. Selection of Manpower:

The selection of Manpower shall be strictly as per specifications provided in Annexure-A.

The details of manpower intended to be provided by the successful bidder must be provided to AIESL 7 days prior to being deployed in AIESL.

**ANNEXURE- A****WORK SCOPE****A. Qualification criteria for personnel deployed for Manpower Services:**

Serial No		Qualification	Experience
01.	B-1 Aircraft Technician (Mechanical)	<p>Diploma (03 Years) / Degree in Mechanical / Aeronautical Engineering or equivalent recognised by central / state Government with 60% marks / equivalent grade (55% or equivalent grade for SC / ST / OBC candidates)</p> <p>OR</p> <p>AME diploma / certificate in Aircraft Maintenance Engineering (02 or 03 Years) in Mechanical Stream from DGCA approved training school / Institution under rule 133B with 60% marks / equivalent grade (55% or equivalent grade for SC / ST / OBC candidates) (Candidates from DGCA approved AME Training Institute / School who are eligible as per current list)</p> <p>OR</p> <p>10+2 with Physics, Chemistry and Mathematics from recognised board/ university with 3 years of aviation experience in maintenance organisation.</p>	Candidates to have minimum one year aircraft maintenance experience including current experience, preferably on type of aircraft B777/ B787/ A320 family with CFM 56 and or CFM LEAP 1A/ B737 NG/ B737 Max



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2	B-2 Aircraft Technicians (Avionics)	<p>Diploma (03 Years) / Degree in Electrical / Electronics / Telecommunication / Radio / Instrumentation Engineering or equivalent recognised by central / state Government with 60% marks/ equivalent grade (55% or equivalent grade for SC / ST / OBC candidates)</p> <p>OR</p> <p>AME diploma / certificate in Aircraft Maintenance Engineering (02 or 03 Years) in Avionics Stream from DGCA approved training school / Institution under rule 133B with 60% marks / equivalent grade (55% or equivalent grade for SC / ST / OBC candidates) (Candidates from DGCA approved AME Training Institute / School who are eligible as per current list)</p> <p>OR</p> <p>10+2 with Physics, Chemistry and Mathematics from recognised board / university with 3 years of aviation experience in maintenance organisation.</p>	<p>Candidates desired to have minimum one year aircraft maintenance experience including current experience, preferably on type of aircraft B777 / B787 / A320 family with CFM 56 and or CFM LEAP 1A / B737 NG / B737 Max</p>
	AIESL management reserves the right to relax the condition of the qualification/ experience requirement in view of the company requirement.		

B. Work Timings, Hours and reporting: 9 Hrs per day , 6 days a week.

C. Indicative total requirement:

All the technicians deployed shall be approved by GM (E) or his nominee after assessing his / her skill. The tentative requirement of technicians are as follows:

SN	Location	Number of Technicians (80% B-1 & 20% B2)
1	Delhi	120
2	Mumbai	80
3	Nagpur	20
4	Thiruvananthapuram	30

D. Commencement of Services:

Induction of manpower is planned from 18th September 2025 or as per decided by AIESL.



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E. Place of work: Delhi, Mumbai, Nagpur, Thiruvananthapuram

F. Service Standards:

The services rendered shall adhere to the time / procedures as specified and agreed to in the Service Level Agreement. The Service Provider shall be solely responsible to provide the required manpower at all times.

**Annexure -B****Technical Bid Form – Part A**

SN.	Name of Contract	Tender for Provision of Manpower Services			
1.	Tender Reference No.				
2.	Name of the Company / Establishment				
3.	In the event of the registered office not being in Delhi, then address of the branch office at Delhi is to be furnished.				
4.	Full Address of Registered Office				
5.	Name of contact Person.				
6.	Telephone No. / Mobile No.				
7.	Email ID				
8.	Nature of company (Whether Proprietorship Firm / Partnership Firm / Limited Company / Corporation / Any Other (Specify) (Enclose Proof)				
9.	Particulars of Registration – Issued in the name of the Bidders	Yes / No	If Yes, give details		
			Number	Date of Issue	Valid up to
A	Company Incorporation Certificate				
B	Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (Only one)				
C	PF Registration certificate in the name of Service provider				
D	ESI Registration certificate with the seventeen-digit code allotment letter in the name of service provider				
E	PAN number				
F	Goods & Service Tax (GST) Registration No.				
G	TAN Registration No.				
10a	BCAS Clearance certificate with validity (Mandatory) for auxiliary services on the day of submitting the bid				
10b	Airport Operator's approval to render service at the Airport				



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11a.	Experience in provision of skilled manpower services		
11b.	Copies of Current Contracts in support of 11a , duly certified by hiring company / self-attested enclosed		
12a.	Total Number of personnel employed presently at _____		_____ persons
12b.	Deleted		
12c.	ESI remittance challan for the month of April-2025 or before for deployed persons of the same client under the seventeen-digit code		Yes/No
12d.	PF remittance challan for the month April-2025 or before for deployed persons of the same client		Yes/No
12e.	Tender document signed, stamped and duly completed in all aspects		Yes/No
13a.	Annual turnover for the previous 03 Financial Year 2021-22, 2022-23 & 2023-24 (please attach self-attested copies of balance sheet and P&L account)	Rs _____ (In Lakhs) Rs _____ (In Lakhs) Rs _____ (In Lakhs)	
14b.	ITR for FY 2021-22, 2022-23 & 2023-24.		

15. Earnest Money Deposit Details: NIL

16. If claimed exemption under MSME/ SSI/Start up please provide the particulars **NOT APPLICABLE**

17a	Has any Director/Partner/ Proprietor been convicted any time by court of law	YES/ NO (If Yes, give details)
17b	Has your company been Blacklisted by any agency of the airport or elsewhere	YES/ NO (If Yes, give details)
17c	Whether you raised any dispute with AIESL in relation to any contract (either as a company or as a director of the company)	YES/ NO (If Yes, give details)
18	ITR for FY 2021-22, 2022-23 & 2023-24.	YES/ NO (If Yes, give details)
19	Company Profile	YES/ NO (If Yes, give details)

Bidders will be summarily disqualified if any Director/partner/Proprietor have been blacklisted. If it comes to the notice of AIESL at a later stage that the Bidders has concealed the facts about conviction/blacklisting the contract of the service provider will be immediately terminated and SD/PBG will be forfeited.

20. Details of Manpower services was undertaken during last 4 years (Jan 2020 onwards)
(A separate sheet may be enclosed for these details together with a copy of contract)



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

21. Any other information which the Bidders may like to furnish, separate sheet may be enclosed.

In support of above information self-attested copies of all Documents, wherever required be enclosed.

22. CHECK SHEET: Following Documents must be attached with Technical Bid in this order (Annexure E)

Requirement		Yes	No
A	Technical Bid format Annexure E duly typed with particulars on company letterhead.		
B	Self-Attested copies of:		
1	Company Incorporation Certificate/ Establishment certificate		
2	PF Registration certificate		
3	ESI Registration certificate with the seventeen-digit code allotment letter		
4	PAN No. & TAN NO.		
5	GST Registration No.		
6	BCAS clearance certificate for Auxiliary service		
7	Airport Operator approval for rendering service at Airport		
8	deleted		
9	Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (Only one updated certificate)		
10	PF Challan/online submission printout for month of April-2025		
11	ESI online submission printout for month April-2025		
12	MSME / MSE		
13	Copy of Current contract		
14	Original copy of Authorized Signatories		
15	Registration /Affiliation with any other Agency (Please Specify Details)		
16	deleted		



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17	Copy of draft assignment/ Appointment letter proposed to be issued to their employee being deployed in AIESL.		
18	deleted		
19	deleted		
20	deleted		
21	deleted		
22	IT returns for financial year 2021-22, 2022-23 & 2023-24		
23	Balance Sheet and P/L account for financial year 2021-22, 2022-23 & 2023-24		
24	Deleted		
25	Deleted		
26	Letter of authorisation for signing the bid document issued by the director/ proprietor		
27	Tender document duly signed and stamped		
28	Undertaking		
29	Financial Bid		
C	Company profile		
D	List of other Airlines/ other organisation where similar services are provided currently with Tel No. & contact person		

ANNEXURE-C



UNDERTAKING

It is certified that:

- a. It is confirmed that if the LOA is awarded by AIESL to us, I/we shall obtain Form-V if required from AI Engineering Services Ltd and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority within One Month & deposit a copy with AIESL at the time of commencement of the job. In the event of the Service Provider not being covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, the Service Provider shall obtain a letter from the concerned labour authorities confirming the same.
- b. It is confirmed that the registrations and licenses under all the applicable local and central taxes and laws and to be specified separately under each applicable tax/ law/ act/ BCAS clearance/ GST/ Work Contract Act/ Provident Fund Act/ Shops & Establishment Act/ ESI Act/ Income Tax Act / Bombay Labour Welfare Fund Act, etc.) shall be produced for verification / checking of AIESL or to third party authorized by AIESL/ Law abiding agencies of Govt. of India.
- c. It is agreed that the requisite work as per enclosed work scope would be completed to the satisfaction of AI Engineering Services Ltd.
- d. It is agreed that the spot surprise checks could be conducted by AIESL / Service Provider authorized by AIESL, anytime and shortcomings are to be penalized.
- e. All the pages of the Technical Bid (Annexure A) have been duly signed by Bidders.
 - i. I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Work scope and Specifications governing the tender.
 - ii. I hereby confirm that I am authorized to sign the tender document and the information given in the tender is true and correct to the best of my knowledge and belief and nothing material is concealed / suppressed.
 - iii. I am submitting a password protected soft copies of all scanned documents & enclosures of the bid.

Date: _____

Signature _____

Place: _____

Name & Designation: _____

Co. Name & Seal: _____

ANNEXURE - D

Tender Ref. No. **AIESL/HQRS/GM/2025/1009**Date: **11.09.2025**

FINANCIAL BID
Tender for Provision of Technicians across India

(The bidder must have BCAS Clearance certificate with validity for auxiliary services on the day of submitting bid)

1.	Name of the Contract	Tender for Provision of Manpower Services
2.	Name of the Company / Establishment	
3.	Address	
4.	Telephone No.	Mobile No:
5.	Name of Contact Person:	
6.	E-mail address	

		Amount in INR for the below stations			
	Particulars	Delhi	Nagpur	Mumbai	Trivandrum
1	Maximum no. of technicians readily available at each location				
2	Rate per day for providing one technical manpower support as per the work scope. (Including markup)				
3	GST (-----%)				
	Total				

Note: Please write GST % and also amount in INR.

Undertaking:

1. I have carefully gone through and have understood the General Terms & Conditions, Work scope of the Tender and agree to accept the same.
2. The Financial Bid shall be valid for 120 days from the date of opening of Technical Bid Part A.
3. I hereby confirm that I am authorized to sign the Tender document.
4. No claim shall be entertained on increase of minimum wages up to 10% of the minimum wages as per clause.
5. All the pages of the Financial Bid (Annexure D) have been signed.
6. I hereby certified that the above quoted rate is in compliance with Minimum Wages Act.
7. Where there is a difference between the words and figures expressed, the amount in words shall be considered.

Date: _____

Signature_____

Place: _____

Name & designation_____

Company Seal_____

**ANNEXURE-E**

Service Level Agreement (SLA)
Successful Bidder is required to sign SLA with AIESL for Manpower Services.

<p>Service Level Agreement (SLA) for AI Engineering Services Limited By M/s -----</p> <p>Effective Date:</p>
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Document Owner :	AI Engineering Services Limited
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Version

Version	Date	Description
1.0		Service Level Agreement

Approval

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

Approvers	Role	Signed	Approval Date
AI Engineering Services Limited, WR	GM-Engineering		
_____	Proprietor/Director/ Authorised Signatory		

Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between M/s _____ and AI Engineering Services Limited for the provisioning of Manpower Services required at Delhi by AIESL.

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



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

1. Goals & Objectives

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

The objectives of this Agreement are to:

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

2. Stakeholders

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

M/s. _____ ("Service Provider")

AI Engineering Services Limited ("Customer")

3. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid for 1 year. This Agreement shall be reviewed at a minimum once every quarter; however, in lieu of a review during any period specified, the current Agreement shall remain in effect.

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

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



Review Period: Every Quarter

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

4. **Service Agreement**

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

Service Scope

The following Services are covered by this Agreement:

- Work scope outlined the Tender document: _____

4.1. **Customer Requirements**

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

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

4.2. **Service Provider Requirements**

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

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

4.3. **Service Assumptions**

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

- Changes to services shall be communicated and documented to all Stakeholders in the addresses indicated below.
- General Manager-PPMM, AIESL, Delhi
- Proprietor, (of the Service Provider): Mr. _____
- M/s _____,
Email: _____

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

5. **Service Management**

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

**5.1. General Service Requirements 1)**

- 1) **Allocation:**
The allocation of service shall be advised by AI Engineering Services Ltd (AIESL) specifying the location and numbers required.
- 2) **Reviews:**
Periodical review meetings shall be held between the company & the service provider to review the quality & quantum of service provided by the service provider & shall discuss any modifications, if required.
- 3) **Service Performance:**
The decision of AI Engineering Services Ltd., or any officer authorized by AIESL, shall be final with regard to the satisfactory performance of the services and any matter arising there from shall be binding on the service provider.
- 4) **Audits:**
GM (PPMM) / his representative may audit the capability of the service provider, before commencement of work of providing office assistance services. Subsequently, AIESL shall be at liberty to perform periodical audits / spot checks at their discretion.
- 5) **Statutory Payments:**
The Service Provider shall maintain proper record / register as required under the Contract Labour (Regulation & Abolition) Act 1970 and rules and/ or other applicable laws/ other relevant enactments thereon. The records / registers shall be produced for verification/ inspection as and when required by AIESL, who shall have powers to conduct checks regarding statutory payments of wages, ESI, EPF, and other applicable statutes for the time being in force.
- 6) **Policies & Payments:**
The service provider shall take-out Employee's compensation policy / complete requisite formalities under the ESI Act, covering all their workmen and submits the same to AIESL. The insurance shall cover the period of the agreement. The Service Provider shall make payment of monthly salary / wages (in compliance to the minimum wages act) to its workmen on or before the 10th Day of the subsequent month as applicable. The monthly bills to AIESL every month shall be submitted after making payment of salary wages to the workmen along with ESI /PF remittance challan.
The service Provider assures not to delay payment of wages / salary to his workmen under any circumstance and to ensure availability of adequate funds with them to pay wages / salary to their workmen in the eventuality of delay in payment of his monthly bills.

6 (a) The Service Provider shall not use the sources deployed under this contract undertake to provide / arrange subject service directly to any of AIESL's customer airlines/competitive airlines.

7) **Workforce:**

The service provider shall deploy well behaved, skillful technicians, workforce of unblemished character and with duly verified antecedents.

8) **Workforce –Details & Verification**

The service provider shall furnish to the company in writing the name, parentage, residential address, educational & technical qualifications, specimen signatures, finger prints and two recent passport size photographs of all personnel whom he proposes to employ for the purpose of this contract. The company shall be at liberty to forbid the deployment of any person whom it may consider undesirable after verification. The service provider shall also have the character & antecedents of all persons employed by him verified by the police to the satisfaction of the company, before a workman is deployed by the contractor. The proof of antecedent's verification by the prescribed authority shall be submitted to the company before deploying the individual for this contract. The appointment /assignment letter to work under this contract at AIESL – copy to be furnished.

9) **Uniform & Accessories:**

All technicians of the Service Provider shall report for duty in proper and suitable attire and/ or safety shoes. They will report for duty in a presentable condition at all times. It is also to be ensured that the said personnel report for punctuality as per the office timings.

5.2. **Operational Service Requirements**

1) **Liaising:**

It shall be the responsibility of the Service Provider to maintain continuous liaison with AIESL officials at all levels. Supervisor of the service provider shall be solely responsible in this regard. In this regard, the officials of AIESL, GM(Engg.)/ his representative.

2) **Work- Area:**

The service provider shall ensure that none of their technician entering the areas of Hangars, Shops, Plants located at any of the Regions of AIESL as per indicative list and amended from time to time as per company policy for which they are not specifically designated, as per the duty roster and any violation thereof, shall render the concerned individual to forfeiture of his Entry permit besides imposition of penalty as may be decided by the designated authority officials.

In case anything unusual or any abnormal is observed by the staff of the Service Provider that belongs to the Company/Management of AIESL, the same shall be immediately informed & handed-over to AIESL authorized staff.

3) **Items in Office:**

In case of missing of items / theft on the office, proven to be done by the staff of the service provider, AIESL at its sole discretion may levy penalty as deemed fit, against the service provider and / or the staff concerned.

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

4) **Statutory facilities:**

- The Service Provider shall ensure that all statutory facilities are extended to the personnel deployed by him.
- 5) **Work Culture:**
The Service Provider shall ensure that the technicians deployed by him shall maintain polite and courteous behavior towards staff of AIESL and also of customer airlines. If AIESL has any misgivings about any individual staff of the service provider, the said staff shall be removed by the service provider forthwith.
 - 6) The Service Provider shall ensure that his staff shall not be under influence of liquor or any other intoxicants while on duty. In the event of such happenings the staff shall have to be removed from the services by the Service Provider and any damage caused by such of the service provider 's technician shall be borne totally by the Service Provider including, legal expenses. The Service Provider staff shall not be loitering around , when no work is assigned to them.
 - 7) **Service Deficiency:**
The service provider shall make all possible efforts to overcome deficiencies in standards of service brought to their notice within reasonable time frame (as mentioned in the contract document, penalty clauses).
 - 8) **Servicing –Personnel, Office Equipment:**
The personnel & office equipment to be used by them as specified in the contract / amendment letter to be provided with by AIESL.
 - 9) Any default on part personnel deployed by the Service Provider in terms of attendance, behavior and non-performance shall be recorded.
 - 10) The Service Provider shall ensure that the personnel deployed by him are available in the event of any exigencies of work. If such a requirement arises the Service Provider will be informed in advance.
 - 11) **Monthly-Bills:**
The service providers shall submit monthly bills duly supported by details of services rendered on a day-to-day basis with the total number deployed each day. The bills will be raised after fulfilling all the compliances as required under the various applicable statutes that are in force.

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

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

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

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



Tender Ref. No. **AIESL/HQRS/GM/2025/1009**

Date: 11.09.2025

6. Governing Terms and Conditions

The terms and conditions that govern the contract shall be as outlined in the Annexure A, B & C of the contract against Tender Ref. No. dated.....

Signed on _____ at _____

AI Engineering Services Limited

M/S _____
Customer Service Provider

~~~~ END OF DOCUMENT ~~~