



**Tender No – AIESL/DEL/PPMM/240119**

**Sub: Tender for Housekeeping, upkeep & Maintenance including Cleaning and Dusting of AIESL Offices and workshops at A-320 Avionics Complex, JEOC, EMF Building, Engineering Hangars at T-1, T-2, Pier-B & Pier-C at T-3 and other premises at IGI Airport, New Delhi.**

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

<b>Tender document comprises the following:</b>		
<b>SN</b>	<b>Description</b>	<b>Annexure</b>
I	General Terms & Conditions	Annexure-I
ii	Eligibility Criteria for the Bidders (PQC)	Annexure-II
iii	Requirement and Scope of Work	Annexure-III
iv	Techno-commercial Bid Form Part-A	Annexure-IV
V	Performa for the letter of unconditional acceptance of the Terms and conditions of the Tender	Annexure-V
vi	Non-disclosure agreement from the bidder	Annexure-VI
vii	Format for Authorization letter for attending bid opening	Annexure-VII
viii	Price Bid Form Part B	Annexure-VIII

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

**03. Important Points to be noted:**

	<b>On GEM</b>
Availability of Tender Documents	
Last date/Time for clarifications and queries from the bidders.	Refer GeM
Last date/ time for submission of Bids	Refer GeM
Time for Opening of Technical Bid - Part A	Refer GeM

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

05. **Earnest Money Deposit:** EMD of Rs 2,00,000/- (Rupees Two Lakh Only) in the form of DD/Pay order drawn from a Scheduled / Nationalized Bank in favor of “AI Engineering Services Limited” payable at New Delhi. Without EMD, bid shall be rejected unless exemption certificate as mentioned in the Tender is enclosed.

**06. Contact for clarifications regarding requirement, Scope of work**

Mr. Bhaskar Misra

Dy. GM (E-PPMM), NR

Engineering Department.,

Avionics Complex, IGIA Terminal -3,

New Delhi-110037.

Email: [aieslpurchase.nr@aiesl.in](mailto:aieslpurchase.nr@aiesl.in) Phone: 011-2565-6068/7831

**07. How to submit Bids:**

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



**i) Submission of Bids:**

Bids should be submitted on GeM only. AIESL will not be responsible for any technical delay on GeM in last time hurry.

08. Bidders who wish to attend the pre-bid meeting may send their representative with an authorization letter on their company letterhead as per Annexure-VII duly signed by their authorized signatory for presenting the same to the Tender Committee at the time of opening of the Tender at the above address, time and date.

09. "AIESL" reserves the right to reject any tender in part OR full OR annul the whole Tender process without assigning any reason.

**s/d**

**Deputy General Manager (E-PPMM)  
AI Engineering Services Limited**



## ANNEXURE-I

### General Terms and Conditions

**1. Abbreviations used:**

'AIESL' as used in the Tender document means "AI Engineering Services Ltd".

'EMD' means "Earnest Money Deposit".

'SD' means "Security Deposit" for the performance of services rendered under the contract.

'PBG' means Performance Bank Guarantee for satisfactory performance of services during the contract period.

'DD' means "Demand Draft" for EMD

'BG' means "Bank Guarantee" for 5% annual contract value towards 'PBG' & obtained from a Scheduled/Nationalized Bank, valid for contract period plus three months more time.

'LOI' means Letter of Intent.

**2.** 'Contract' means the Service Contract for "Housekeeping, upkeep & Maintenance including Cleaning and Dusting Services of AIESL premises" as per Scope of Work given in the Tender and as signed between 'AIESL' and the successful Bidder.

**3.** The "Bidder" / "Bidders" and /or "Party"/ "Service Provider" as used in the Tender document, shall mean the one who has signed the Tender Form and submitted the quotation in response to the Tender.

**4.** 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 the authority to refer to arbitration, disputes concerning the business of the partnership either by the partnership agreement or a power of attorney. Alternatively, 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.

**5.** The Technical Bids shall be evaluated based on details and documents provided by the Bidders like, containing EMD, Check List, documents in support of Eligibility Criteria.

**6.** The Price Bids of only technically qualified Bidders shall be opened at a later date No intimation shall be sent to bidders in this regard, hence they are advised to visit gem regularly.

**7.** During the technical evaluation process, no correspondence/communication shall be entertained on the status of the bids.

**8. Interpretation:** - In the event of any difference in the interpretation of any of the clauses of the Service Contract/ Agreement and/or the Tender documents, the clarification given Deputy General Manager (E-PPMM), AI Engineering Services Limited shall be final and binding.

**9. Arbitration:** -

a. Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation, or effect of the contract or the validity or breach thereof, shall first be settled by mutual consultation.

b. If the dispute remains unresolved after 90 days from the date when the mutual consultation has started, then the unresolved dispute/difference shall be settled by arbitration by Arbitration and conciliation Act, 1996, and the award made in pursuance thereof shall be final and binding on the parties. The arbitral tribunal shall consist of a sole arbitrator to be mutually appointed by the parties.

c. The place of Arbitration shall be Delhi, India.

d. The cost of arbitration shall be borne by the parties as per directions of the presiding arbitrator.



e. The venue of arbitration shall be New Delhi and the arbitration proceedings shall be carried out in English.

**10. Jurisdiction:** - The construction, interpretation, validity, and performance of this Contract/Agreement shall be governed by the laws of India. Any disputes arising out of implementation of the Contract between AI ENGINEERING SERVICES LTD and Service Provider whatsoever shall be subject to the jurisdiction of New Delhi / Delhi Courts Only.

**11.** Offers should be valid for consideration of 'AIESL' for 120 days from the date of opening of the Techno- commercial Bid Part-A

**12.** Bids should be filled in prescribed forms duly signed and stamped. Price bid format is attached herewith for bidders' reference to take price breakup during the price evaluation process. No hidden charges will be borne by the AIESL in future.

**13.** Bidders are advised to study the Tender document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender document with the full understanding of its implications.

**14.** Bids should be unconditional. In case of any condition, the Bid shall be treated as disqualified and shall be rejected.

**15.** The Tender and resultant contract is CONFIDENTIAL and anything contained in this document, shall not be disclosed in any manner, whatsoever. The undue publicity of the same by the Bidder of confidential process related to the Tender may result in the rejection of their bid /contract.

**16.** Bids prepared by the Bidder shall contain all required information along with self-attested supporting documents as per details in Techno-commercial Bid-Part A

**17. UNDERTAKINGS by the Selected Bidder:**

(a) All the provisions of the Contract Labour (Regulation and Abolition) Act 1970 and rules made thereunder shall be complied with if the same applies to the successful Bidder.

(b) The Bidder must give an undertaking that all the registrations under statutory provisions such as Provident Fund Act /ESI Act/Bombay welfare labour Fund Act etc. as applicable to the manpower shall be obtained, if applicable at the initiative and the cost of the bidder.

(c) The Bidder must give an undertaking that all the requisite, registrations and licenses under all the applicable local state and central taxes and laws and to be specified separately under each applicable Tax/law/Act (i.e. GSTN / Income Tax Act / Shop & Establishment Act, etc.) shall be produced for verification/checking of "AI Engineering Services Limited" or to a third party authorized by 'AIESL' / Agencies of Govt. of India.

i. The Bidder would also provide an undertaking that on-the-spot checks can be conducted by "AIESL" / third party authorized by "AIESL", anytime for verification of the quality of work/antecedents / credentials and shortcomings are to be overcome within the given time failing which "AIESL" shall be at liberty to impose the penalty.

ii. For Execution of Contract. The Bidder must give an undertaking that the execution of the work shall be done as per the Work Scope of the Tender, within 30 days from the date of acceptance of the LOI.

iii. For Prequalification Criteria: The Technical qualification of the Bidder and award of work would be subject to compliance of the Eligibility Criteria, Terms, and conditions & Undertakings as specified in the Tender and the LOI/ contract would be withdrawn if these requirements are not fulfilled.

**Service Provider's Obligation (Must)**

a) Service provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.

b) Service provider shall attend to emergency works in time. No extra payment will be made for working on odd hours for emergency works.



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- c) Service provider will be required to submit list of the manpower being deployed with photo ID, address proof, police verification certificate and educational qualifications before deputing the workers. The service provider shall be solely responsible for the credentials/ acts of his staff /workers
- d) The service provider shall provide at his own cost proper uniform and badges and photo identity cards to the manpower deployed.
- e) In an event that, for any reason, the manpower provided change their contact number during the tenure of the contract then service provider will immediately notify the buyer of the above change.
- f) The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and specially Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulation & Abolition) Central Rules, 1971 and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/Acts/Rules shall rest with the service provider only and the buyer will not be liable in any manner.
- g) Service Provider shall produce to the Buyer the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- h) Service Provider shall cover all its personnel under the relevant laws of EPF, Labor, ESIC etc. Proof of the same should be submitted by the Service Provider.
- i) Service Provider shall submit a copy of wages sheet in PPMM office showing monthly wages paid to its personnel.
- j) Service Provider shall cover its personnel for personal accident and death whilst performing the duty and the Buyer shall own no liability and obligation in this regard.
- k) Service Provider shall also provide at its own cost all benefits statutory or otherwise to its deployed personnel and the Buyer shall not have any liability whatsoever on this account.
- l) Service provider shall employ only manpower who has completed eighteen years of age and not above 65 years of age
- m) The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualification and experience of the said manpower should be certified by the Service Provider.
- n) The Service Provider shall not deploy or shall discontinue deploying the person(s), if desired by the Buyer and must ensure prompt replacement of the personnel without any additional cost to the Buyer. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.
- o) The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.
- p) Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- q) In an event that service provider fails to deliver or fails to carry out tasks as per schedule due to absence of personnel or any other reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar manpower for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty then buyer shall have right to recover damages as per the provisions of the contract.
- r) The service provider shall be personally responsible for any theft, misconduct and /or disobedience on the part of personnel so provided by him.
- s) The working hours and days of the manpower will be as per the existing applicable rules of the respective Central/State Government organizations. However, they have to work on holidays, if necessary and required based on demand of work.
- i. The Service Provider must ensure timely payment of monthly salaries and all statutory entitlements to



deployed manpower in compliance with the applicable laws and then submit the monthly bill along with documentary proofs (Invoice, Attendance Sheet, Salaries Payment Proof, etc.) for release of the payment from the Buyer.

- 18.** It will be imperative for each Bidder to fully acquaint himself with the local conditions and factors, which may have an effect on the performance of the resultant Contract and/or the cost.
- 19.** Corrigendum will be uploaded on GeM if any.
- 20.** The Bidder should have a working office in municipal limits of Delhi/NCR as on date of submission of the Tender. Bidders shall give the official mailing address, email, and Phone numbers to which all correspondences shall be sent by 'AIESL'. Also, if the address is changed, the same shall be intimated to 'AIESL' immediately. In case the working offices in municipal limits of Delhi/NCR as on date is not available, the Service Provider to submit an undertaking that a working office will be opened within 30 days of award of LOI.
- 21.** When deemed necessary, "AIESL" may seek clarifications on any aspect from the Bidder.
- 22.** "AIESL" reserves the right to accept OR reject any/ OR all bids partially and in full OR annul the Tender process and reject any OR all the bids at any time before the award of Contract without incurring any liability to the affected Bidder(s)/Bidder(s) OR without any obligation to inform the affected Bidder(S)/Bidder (s) on the grounds of such annulment/rejection.
- 23. Amendments and clarifications.**
  - i) Amendments to this Tender, if any, will be hosted on GeM only and "AIESL" will not intimate the Bidders individually for the same. The Bidders are, therefore, advised to visit the 'GEM' website regularly till the date of closing of the Tender.
  - ii) In case, if there is a change in Work-Scope OR Terms & Conditions after the release of the Tender but before its due dates, an amendment shall be issued & hosted on the 'GEM' website. In this case, the due date shall be extended by 07 days. In this case, the Bidders who have submitted their bids earlier to the amendment shall have an option to re-submit their bids (Refer GEM guidelines), if they choose to do so but before the due date only. AIESL will not be responsible for any failure or delay.
- 24.** Any notice by one Party to the other according to the Contract, shall be sent in writing to the address specified for that purpose in the Contract.
- 25. Subcontracting:**
  - i) The Bidder shall not sub-contract the Work or any part thereof to any other person, concern, firm, or company.
  - ii) Sub-contracting without the approval of "AIESL" may lead to termination of the contract with immediate effect without any liability on "AIESL" and also without prejudice to any other rights which "AIESL" may have against the Bidder/Bidder under the Contract.
- 26. Claims for damages:**
  - i) The Bidder shall be solely responsible for the acts and deeds of staff deployed by him/her for AIESL duty. "AIESL" will, in no way, be responsible for violation of any rules/regulations/instructions of AIESL officials and OR concerned Govt. agency and /or for any loss or damage caused by the staffs to any employee of "AIESL" and /or to the third party and any such loss or damage shall have to be compensated/borne by the bidder / his / her staff.
  - ii) "AIESL" shall promptly notify the Bidder of any claims/deficiency on the part of the staff/ Bidder arising under /out of the Contract.
  - iii) In case the Bidder, having been notified by "AIESL", fails to take remedial action within the stipulated time, "AIESL" may take remedial action at the "risk & cost" of the Bidder. In this case, and the case of repeat default by the Bidder, "AIESL" may terminate the Contract without prejudice to any other rights which "AIESL" may have on the Bidder under the Contract.



**27. Supervision**

- a) Supervision of personnel provided by the service provider shall be his responsibility. Therefore, Bidder must deploy his own Supervisor to monitor the work allotted to them on day-to-day basis without any extra cost.
- b) The service provider shall ensure the quality of work performed by its workers and in case of any complaint against a particular worker; the Bidder shall have to replace such worker. In case of non-compliance of this condition, "AI ENGINEERING SERVICES LTD.", shall have the right to refuse entry of any such worker.
- c) As far as possible, the service provider shall engage the same manpower for the Work defined in the Work-Scope so that there is continuity of Work and the quality of Work does not suffer.
- d) The service provider will provide uniforms to his personnel at his own cost. He will also ensure that the persons wear the uniform and keep it neat, clean, and tidy.

**28. Award of Contract, Acceptance, and Signing of agreement / Commencement:**

- i) The award of contract to the selected bidder, shall be subject to fulfillment (in addition to eligibility criteria and the undertakings) of the following conditions:
- ii) The selected bidder has to convey acceptance of LOI within 7 days from the date of the LOI.
- iii) The Bidder has to execute an agreement of terms & conditions of the contract with "AIESL", on an Rs.100/- non-judicial Stamp Paper within 30 days of his acceptance of the LOI.
- iv) The selected bidder shall deploy the housekeeping staff within 30 days from the date of acceptance of the LOI OR as specified in the LOI

**29. Exit Clause / Termination of the Contract:** The contract may be terminated under the following circumstances:

- i) "AIESL" may at any time terminate the Contract with immediate effect by giving written notice to the Bidder, if the Bidder becomes bankrupt OR otherwise insolvent, provided that such termination will not prejudice OR affect any right of action OR remedy which has accrued OR will accrue thereafter to "AIESL". In this case, no compensation shall be made available to the Selected Bidder.
- ii) In case of unsatisfactory performance OR breach of any of the clauses of the Tender/ contract, "AIESL" shall issue a written notice of 30 days to the party to rectify the breach and improve the performance failing which "AIESL" shall be at liberty to terminate the contract without any further notice to the party. The party shall not have any right to dispute or question the judgment of "AIESL", on its unsatisfactory performance.
- iii) Change of circumstances/ Operations etc: In case of change in circumstances /operations etc, "AIESL" shall have the right to terminate the contract by serving 30 days written notice to the selected Bidder. In this case, the Bidder shall not have any right to claim damages/compensation from "AIESL".
- iv) General Termination: "AIESL" shall have the right to terminate the contract, without assigning any reason, by serving 90 days written notice to the selected Bidder. In this case, the Bidder shall not have any right to claim damages/compensation from "AIESL".
- v) The successful Bidder shall also be at liberty to terminate the Contract by providing to "AIESL" a 90-day written notice. However, the Bidder shall comply with all the contractual obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.
- vi) On termination of the contract, the Service Provider shall arrange to surrender keys of space allotted to him for keeping consumables/belongings to the Personnel Department of AIESL. In case of any delay by the service provider in this regard, "AIESL" shall have a right to recover the incidental costs, if any.
- vii) The selected bidder, who defies the exit clause, will, however, not be allowed to participate in the immediate next TWO Bids floated for the same/similar jobs.

- 30. REJECTION OF BIDS** (techno-commercial Bid & Price Bid): The Technical & Price Bids received in response to this Tender will be rejected forthwith without evaluation of the Tender response on the following grounds:
- If the Bids received without EMD.
  - If the bids received without signed and stamped by signatory.
  - Conditional bids (Technical/ Price bid) would not be accepted and shall be rejected.
  - Bids received blanks and not filled in the manner and as per formats shall be rejected.
  - Bids not fulfilling the pre-qualification criteria as specified in the tender shall be rejected during technical evaluation.
- 31. Evaluation of Bids:**
- Technical Bids: The Technical Bids would be evaluated first for compliance of 'Pre-qualification Criteria' as specified in the Tender. "AIESL" may seek required information, documents, etc. at any time from the Bidder as it may consider necessary for evaluation of the bids (If required). Hence, bidders have to ensure that they attach all relevant documents with their bids, according to the bid document.
  - Price Bids: The Price Bids of only technically suitable Bidders, who qualify the 'Pre-qualification Criteria' of the Tender, would be opened on a later date.
- 32. Queries from the bidders during Evaluation of Bids:** During the process of the evaluation of bids, no queries shall be entertained from the bidders concerning the status of the bids.
- 33. Technically Disqualified Bids:**  
EMD will be returned back to him, after opening of price bids.
- 34. Extension of the closing date / due date/ time of Tender:** The date/time for submission of bids and opening of Technical Bids-Part A may be extended at any time, at the sole discretion of "AIESL".
- 35. Tender Fee:** No tender Fee
- 36. Earnest Money Deposit (EMD) :**
- The Bidder will furnish along with Technical Bid-Part A, EMD of Rs 2,00,000/- (Rupees Two Lakh Only) in the form of DD/Pay order drawn from a Scheduled / Nationalized Bank in favor of "AI Engineering Services Limited" payable at New Delhi.
  - The firms registered with NSIC/SSI /MSME (under its Single Point Registration Scheme) shall be exempted from the payment of earnest money deposit provided they are registered for providing manpower services they intend to quote against AIESL tender, provided attested copy of Certificate of Registration with NSIC / SSI /MSME is submitted. AIESL reserves the right to allow Purchase preference to SSI / NSIC registered firms or Public Sector Undertakings as admissible under the prevailing policy of Govt. of India.
- Bids received without EMD OR the lesser amount of EMD OR received in different mode, will be rejected.
  - EMD so deposited shall not carry any interest.
  - In case, the successful Bidder refuses to accept the LOI/Contract OR fails to abide by any terms of the Tender/fails to commence the work within the stipulated time, EMD shall be forfeited.
  - In the case of a successful Bidder, EMD can be adjusted in SD as a special case.
  - In case of unsuccessful Bidders, EMD shall be refunded without interest, within a reasonable time after the finalization of the Tender.
- 37. Security Deposit (SD):**  
The successful Bidder, on the award of LOI/ Contract, shall deposit, and continue to maintain for the entire period of the agreement plus three months more time, a sum equivalent to **5%** of the annual value of the Contract as estimated by "AIESL". The SD shall be in the form of current law guidelines/valid DD/ Banker's cheque/ 'BG' from a Scheduled/Nationalized Bank.



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- a) The SD has to be deposited at the time of commencement of the contract but positively before submission of 1st Bill.
- b) In case, SD is not deposited in time, the bills shall not be processed for payment.
- c) In case of breach of Contract OR violation of any terms of the Contract, the SD may be forfeited.
- d) The SD shall not bear any interest and shall be refunded without interest only on successful completion of all the contractual obligations.

**38. Payment of monthly wages**

- a) The Bidder shall distribute wages for the previous month to his personnel so deployed for the Work, not later than 7<sup>th</sup> of following calendar month through ECS only as to ensure that the prescribed minimum wages are paid for the applicable category of his employees. Deduction/Deposit of ESI/PF is compulsory and a proof of the same should be kept for verification by Personnel Department or any other third-party including Government agencies.
- b) "AI Engineering Services Limited." shall not be responsible for payment of wages and or any other emoluments to the personnel/workers of the Bidder so deployed and it shall be the sole responsibility of the Bidder to make payment to the said personnel/workers in time and the Bidder shall at all time keep "AIESL." indemnified against any claim from its personnel/workers in this regard.
- c) All records, documents under various statutory provisions including ESI/PF/Disbursement of monthly Wages etc. shall be maintained by the Bidder and shall be open for inspection by an authorized representative of AI Engineering Services Limited/third party authorized by AIESL and Government Agencies.

**39. Applicable Rates & Validity:**

- a) Rates to be quoted in INR as per the format given in the Price Bid Form Part B only. Any deviation in format OR if rates quoted are conditional, the same shall be out rightly rejected.
- b) Inclusions: The rates offered /finalized/agreed by the Bidder shall be inclusive of manpower cost, Equipment cost i.e. Brooms, Swabs, wipers, Toilet Cleaning brush, cobweb remover, Vacuum cleaner, dusters, Bamboo khapachhi, extensible steel rod, floor scrubber and drier machine, rope etc., provision for employees' Name Badges, AEP, ID Cards, Uniform including high visibility jackets, substitution, etc., cost of raw material such as Naphthalene Balls, Phenyl, toilet cleaner, sawdust, disinfectant, Colin for Glass cleaning, Odonil for toilets, Liquid soap for hand wash, detergent, small plastic carry bags or equivalent for waste paper basket, large plastic carry bags or equivalent, container to carry waste/swept material, Supervisor/ Supervision cost, contract management fee, etc., all statutory payments like ESI/PF and Govt. Taxes / levies.
- c) Exclusions:
  - i. The GST on applicable rates is excluded. This would be paid/reimbursed, if applicable, together with the monthly bills as applicable from time to time.
  - ii. Statutory Payment i.e. Bonus is excluded and will be paid extra as per Payment of Bonus Act 1965 after submission of proof of payment.
- d) Rate Negotiation: It is not the general practice of "AIESL" to carry out Post Tender Negotiations. Therefore, Bidders are advised in their interest to submit their best quotes in response to this Tender. "AIESL", however, reserves the right to carry out negotiations after evaluation of Price bids in exceptional cases with the L-1 bidder.
- e) Special Powers to "AIESL": In case there is a tie between two selected bidders, AIESL shall have a right to ask both the bidders to offer a revised bid in a sealed envelope. The L-1 out of these two shall be entitled to an award of the contract.
- f) Validity of Rates: Rates finalized & agreed will be valid for the contract period of two year and extended period of one year depending upon the satisfactory performance of the contractor.

**40. Revision of Rates during contract period:**

- a) No request shall be entertained for an increase of Rates during the validity of the Contract and extensions, if any, under any circumstances except for Govt. Levy/Taxes/ Minimum wages and ESI & PF on increased Minimum Wages.
- b) Revision due to increase in Govt. Taxes/ levy: In case, rate of GST is revised after the opening of Tender/issue of contract OR if any new Tax is introduced after starting of the contract, the same shall be payable to the selected bidder at new rates.
- c) Revision due to Increase in Minimum wages.
- d) In case the rates of minimum wages are increased by the Govt. of NCT of Delhi, the selected Bidder/Service Provider shall be allowed to claim the increased wages from the effective date as mentioned in such Notification by providing the proof of payment of the increased minimum wages to the respective workers engaged by the selected Bidder/Service Provider in proportion to the man-days reflected along with the names of the concerned workers/supervisor. The reimbursement towards payment of ESI and PF contributions made by the selected Bidder/Service Provider in the same manner, after submitting the proof of payment i.e. copies of ESI and PF Challans/ECR for the corresponding period. The increase/decrease in minimum wages, if any, will be applicable only after opening of the Price Bid.
  - However, in case, the rates of minimum wages are decreased by the Govt. of NCT of Delhi, AI Engineering Services Ltd. shall recover the excess payment concerning the minimum wages if payment of the same has already been done to the Service Provider.
  - The rates finalized & agreed to will remain firm during the Contract period and for an extended period, if any. No request shall be entertained for an increase in Monthly Charges for Contract Management during the validity of the contract and extensions, if any, under any circumstances.
  - The increase towards Minimum wages would be limited to the minimum number of workers as defined in Work-Scope or the monthly man-days actually deployed for the subject work as verified from the certified wage sheets for the preceding six months submitted by the Bidder/service provider, whichever is less. Any payment over and above made by the service provider shall not be reimbursed by AIESL.

**41. Period of Contract / PO:**

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

**42. Payment of Bills:** The service provider shall submit his monthly Tax invoice mentioning GST Number of the Company and AI Engineering Services Ltd in duplicate, after certification from in-charge, AIESL (Will be informed later on after award of contract) towards the services rendered in the previous month along with the wage sheet, bank transfer details of wages, Attendance sheet, copies of ESI and PF Challans (ECR) of the respective month to the office of Executive-II HR, AI Engineering Services Limited, A320 Complex, T-II, IGI Airport, New Delhi for scrutiny & processing of the Bills. HR will submit the same invoices along with the satisfactory performance certificate for the same month to the O/o PPMM, A320 Complex, NR, New Delhi for further certification and payment processing.

The duly certified Monthly Bill shall be forwarded to the Chief Financial Officer, AI ENGINEERING SERVICES LTD., for payment action. AI ENGINEERING SERVICES LTD will make the payment every month by an account payee cheque/ electronic transfer such as NEFT/ECS/RTGS within 60 days of the submission of Bills for the undisputed amount. The Service Provider shall, along with his bills for the preceding month, submit the requisite proof of disbursement of wages as per Govt. Rules and proof of deduction and deposit of P.F. and ESIC etc. pertaining to the previous month to the workers engaged by

him under the contract/ agreement with the AI ENGINEERING SERVICES LTD for the said job, as well as proof of payment of any other statutory dues to such workers, failing which the bills shall not be processed for payment. No advance payment shall be admissible in any case. Necessary deductions at source towards applicable taxes shall be done as per the rule applicable from time to time.

**43. Recovery of Sum Due:**

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

**44. Penalty**

- a. In case the Successful Bidder fails wholly or partly to carry out the assigned work within the assigned time or the work is not performed to the satisfaction of "AI Engineering Services Limited", the same shall be arranged through other agencies at the risk and cost of the Bidder/Bidder/ Service Provider. In this case "AIESL" may terminate the Contract without prejudice to any rights which AIESL may have on the Bidder under the Contract.
- b. No payment shall be made for the work which is not performed. Also, proportionate deduction shall be made for the same.
- c. In case of receipt of any complaint regarding non-performance/unsatisfactory services/non-availability of material etc., a penalty of Rs.500/- for first instance, Rs.1000/- for second instance and Rs.1,500/- on subsequent instances per location/section will be imposed at the sole discretion of AIESL. If problem is still reported then Rs.5000/- per incident will be imposed. For the purpose of deduction of penalty, the instances of complaints will be counted Department/section/location wise e.g. in case there are two complaints from one Department/section/location or from different Departments/sections/locations; these shall be treated separate instances.
- d. If the manpower/workers deployed found to be less than the minimum requirement on any day as defined in the work scope, three times penalty of applicable minimum wages will be imposed. (per person/per day)
- e. In case, it is found that the substandard material has been provided for cleaning/hand wash etc., a penalty of Rs.1500/- will be imposed for each such instance in addition to the Lab Test charges incurred by AIESL.
- f. In case, the workers of the Bidder not found in uniform, a penalty of Rs.500/- will be imposed for each occasion/each worker at the sole discretion of AIESL.
- g. Upon receipt of such complaint/notice from AIESL, the Bidder shall, with all reasonable speed but not later than 3 days, remove the shortcomings, without prejudice to any other rights, which AIESL may have against the Bidder under the Contract.
- h. If the Bidder having been notified, fails to remove the shortcomings within 3 days period, AIESL may proceed to take remedial action as may be necessary at Bidder's Cost and risk and without prejudice to any other rights which AIESL may have against the Bidder under the Contract.
- i. In case the payment of wages not made on or before 7<sup>th</sup> of the following month a penalty of 1% of the total bill value for each month of default or part thereof will be imposed.

**45. Indemnification of claims/damages or penalty by the bidder/ Service Provider :**

- a. The Bidder/Service Provider shall indemnify “AIESL” against any claims, damages, loss, or penalty including costs thereof in case of liability arising out of any accident/incident involving Staff deployed by them.
- b. “AIESL” will not be responsible for any injury sustained by Service Provider’s staff during performance of their duties and also any damage OR compensation due to any dispute between the service provider and its staff.
- c. Any expenditure incurred by “AIESL” to handle the incident / accident by the staff deployed, shall be reimbursed by the Service Provider failing which the same shall be recovered from the SD/ pending OR future bills of the Service Provider.

**46. Indemnification for compliance with Statutory Obligations by the bidder:**

- a. The selected bidder shall indemnify, AIESL to discharge its obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provision Act, 1952, the Employees State Insurance (ESI Act, 1948), the Contract Labour (Regulation & Abolition) Act, 1970, the Inter-State Migrant workman (Regulation of Employment & Conditions of Service) Act, 1979, The Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Payment of Bonus Act, 1965, the Workmen’s Compensation Act 1923, and other relevant Acts, Rules & Regulations, instructions, etc. issued/ enforced from time to time.
- b. On commencement of the contract, the selected bidder shall continue to have valid PF and ESI Code Nos and records of individual employees, till the conclusion of the contract.
- c. The service provider shall deposit ESI and PF contributions (both employees’ subscription and the employer’s contribution) before its due date but not later than the 15th of the following month and submit the proof of same to AIESL. In case, the proof is not submitted, AIESL shall have a right to settle the bills by withholding the amount equal to the employee’s subscription plus the employer’s contribution. However, notwithstanding, the above requirement, the service provider shall be liable for penal action as deemed fit.
- d. The service provider shall submit to “AIESL”, a statement showing deductions & deposit of ESI / PF contributions in respect of staff deployed for “AIESL” as and when demanded.
- e. AIESL shall not be responsible to provide any canteen, medical and / or transport facility to any personnel of the Bidder.
- f. AIESL shall not be responsible for any injury sustained by service provider’s personnel during the performance of their duties and also any damage or compensation due to any dispute between them. Any expenditure incurred by the AIESL to handle any such situation arising out of the conduct of deployed personnel or otherwise shall be deducted from the bills / security deposit of service provider.
- g. The Service provider has to be ensured that the disbursement of wages to his employees will be made through ECS only so as to ensure that not less than the prescribed minimum wages are paid, as notified from time to time by the Govt. of NCT Delhi in respect of each of the applicable category of employees. The wages should be paid on or before 7<sup>th</sup> of the month following.

**47. Verification of credentials:**

- a. The selected bidder should ensure verification of character and antecedents of their staff through Local Police before deployment to “AIESL” since “AIESL” is a “protected industry” and Indian Airports are “protected areas”.
- b. The Service Provider shall furnish a copy of Police verification of staff deployed, with their photograph to CHRO, AIESL, SAFDARJUNG AIRPORT, NEW DELHI-110003 for record purpose.
- c. The Service Provider shall issue photo identity cards to the staff deployed on “AIESL” duty. The staff shall carry and show the ID card, as and when demanded by AIESL Security Staff.



**48. Compliance with Security regulations (wherever applicable) :**

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



- iii) It shall be the responsibility of the Service provider to retrieve Airport Entry Passes from the person who has retired/left the work on his own or has been terminated from service or whose period of services has expired and deposit such Airport Entry Passes with the concerned Regional Dy. Commissioner of Security (CA), BCAS within 10 days after retirement/resignation/termination of their employee (s).
- p. 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.
- 49. Relationship:** The relationship shall be on 'Principal to Principal Basis'. Nothing contained shall be construed or interpreted as constituting a partnership agency or joint venture or any association between the parties. Neither party shall have any right, power, or authority to enter into any agreement or act in any manner on behalf of the other.
- 50. Addition/ Deletion of Scope of Work or Increase/Decrease in Manpower:** AIESL reserves the right to add /delete any scope of work or to increase/decrease the strength of manpower, considering the company's requirement or due to any unforeseen circumstances. While doing such Addition/ Deletion of Scope of Work or Increase/ Decrease in Manpower, there will be no change in the Contract Management Fees during the validity of the Contract and extensions, if any, under any circumstances.

#### **ANNEXURE-II**

**Pre-qualification Criteria for the Bidders:** The prospective bidder(s) should be experienced and resourceful "Service Providers" fulfilling the following eligibility criteria: - (Must conditions)

- The Bidder should not be any competitor Airlines OR its subsidiary Company.
- The Bidder must be a Firm / Company registered under the Indian Co.'s ACT 1956 OR Indian Companies Act 2013.
- The bidder must have at least three years' experience in housekeeping / upkeep / maintenance / cleaning of premises of a central/state Government/PSUs/Nationalized Bank/ Reputed Organizations/Airports/ PSUs / Railways / Hospitals / Hotels / Airlines. Service rendered with list of such Central/State/PSUs/Nationalized banks/Airports/ PSUs / Railways / Hospitals / Hotels / Airlines with duration of service shall be furnished.

The Bidder must have successfully executed/completed similar services over three financial years (starting from 01<sup>st</sup> April 2019 to 31<sup>st</sup> March 2024) –

Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimate cost or ₹ 1.0 CR.

Or

Two similar completed services costing not less than the amount equal to 50% (fifty percent) or ₹ 1.3 CR.

Or

One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost or ₹ 2.0 CR.

Self-attested copies of Contract(s)/relevant supporting document(s) as a proof of satisfactory experience must be enclosed along with the Technical Bid – Part A.

- The Bidder must have an Average Annual Financial turnover of ₹ 1.3 Cr for the financial years 2021-22, 2022-23 and 2023-24. Copies of Audited Balance Sheets, if required, ITR and P&L Account for the financial years 2021-22, 2022-23 and 2023-24 duly signed by the Proprietor/Director should be enclosed as a proof of above.
- The Bidder must have PAN/GIR No., GST Registration at the time of application of the tender. Self-Certified copy of each to be enclosed with the Technical Bid – Part A.
- The Bidder must have ESI & PF Registrations at the time of the application of the tender. Self-Certified copy of each to be enclosed along with the Technical Bid – Part A.
- The Bidder should have a working office in municipal limits of Delhi/NCR as on date of submission of the Tender (A documentary proof thereof, i. e. self-attested copy of lease agreement / electricity bill/ telephone bill may be enclosed).



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- h. Along with Technical Bid, the bidder shall furnish EMD of ₹ 2,00,000/- by way of valid DD/PO/ Banker's Cheque drawn in favour of the AI Engineering Services Limited payable at Delhi. Firms having valid registration with NSIC under single point registration system are eligible for EMD exemption. Valid certificate of registration with NSIC must be provided for Bidder seeking exemption of EMD. Latest Udhyam/MSE certificate is to be attached with technical bid.
- i. Competitor Airlines OR its subsidiary Companies are not permitted to quote in this Tender. In case, if it is found at any stage that the bidder is a Competitor Airlines OR its subsidiary Co., their bids shall be rejected and their EMD shall also be forfeited. Any other action as the deemed fit may also be taken. No, representation/appeal in this regard shall be admissible.
- j. The Bidder should have clearance from BCAS to deploy manpower in the respective Airport restricted areas in Delhi. A copy of the same should be included by the Bidder.

**NOTE: Possession of PAN/GIR, PF, ESI and GST Registrations, are must at the time of application of Tender irrespective of physical location of the establishment of the Bidder. For example, if PAN/GIR, PF/ESI & GST are not applicable at the location where the Bidder is located and/or if the Bidder is not having the required number of manpower for PF Registration that does not mean that PAN/GIR, PF/ESI/ GST exemption will be allowed to the Bidder for the subject Tender. Copy(s) of documentary proof as required above must be furnished along with Technical Bid-Part A. Replies such as 'Applied for' or 'Under Process' shall not be acceptable under any circumstances.**

### ANNEXURE-III

#### REQUIREMENT AND SCOPE OF WORK

##### 1. Office Locations:

- a) New Avionics Complex comprising the entire area of Jet Shop, Hydraulic Shop, Canteen, PPMM Building, MTO, Electric Shop, Radio Shop, Instrument Shop, IT, Finance, Voice Communication, Line Maintenance offices, Medical, Crèche, Security Office, Other Offices & Shops, ATEC Shop, Test Cell/Shop, Tyre Bay and other premises/Area of AIESL located at T-2, IGI Airport, New Delhi.
- b) EMF Building Complex, Near Gate No. 14, T-2
- c) Engineering Complex and Hangars at A-320, T-2. (AIRPORT ENTRY PERMIT REQUIRED)
- d) Engineering Complex and Hangar at T-1. (AIRPORT ENTRY PERMIT REQUIRED)
- e) Pier-B/Pier-C at T-3. (AIRPORT ENTRY PERMIT REQUIRED)

**NOTE: AEP – AIRPORT ENTRY PERMIT REQUIRED FOR LOCATIONS MENTIONED AT (c) to (e)**

##### 2. Office Timings/Days:

###### i) Locations mentioned at (a) to (d):

**General shift: 0815 Hours to 1615 hours – Monday to Saturday (Except Sundays and Holidays)**

###### ii) Location (e) Pier-B & Pier-C at T-3

**24x7 – 365 days (Daily in three shifts i.e. Morning/Afternoon/Night shift)**

3. Details of Premises:			
	Area	Description of work	Frequency
I	Offices	a) Sweeping, wet mopping with disinfectant & Dry mopping of Office Floors/Tiles.	Twice/day
		b) Cleaning of Dustbins	Twice/day
		c) Cleaning/Dusting of workstations/ furniture/fixture	Once/day
		d) Vacuum Cleaning	Once/Month
II	Corridors/Stairs	a) Sweeping	Twice/Day
		b) Wet mopping with disinfectant	Twice/Day
III	Toilets (Details of Toilets are provided at Point-6 below)	a) Washing and Wet mopping of floors with Disinfectant	Thrice/day
		b) Servicing and cleaning of urinals, latrines, washbasins, dustbins, etc.	Thrice/day
		c) Cleaning of mirrors, tiles, etc	Once/day

		d) Acid cleaning of commode and urinals	Once/week & as and when required
IV	Open Area	Sweeping and Cleaning of drains	Twice/day
V	Drainage and Sewage Lines	Cleaning and Desilting of Drainage and Sewage Lines in and around premises.	Monthly or as and when required.
VI	Canteen Area	a) Sweeping and Cleaning of entire Canteen area including Kitchen Area	Twice/day
		b) Dusting & Cleaning of Furniture & Fixtures	Once/Day
		c) Deep Cleaning of Floors/Kitchen Area	Once/Week or as and when required
		d) Removal of garbage/Waste/swept material at disposal point	Twice/day
VI	Hangars & Engineering Complex with all cabins, annexes, shops, stores and frontal open space	a) Sweeping & Wet mopping with disinfectant	Twice/Day
		b) Vacuum cleaning and Carpets	Once/Week
		c) Cleaning of Dustbins	Twice/day
		d) Cleaning of Engine Wash Area	Weekly
4.	<b>Other Cleaning Jobs</b>		
I	Taking away of garbage/waste/swept waste material from the premises of the Company and disposing of the same at locations designated for garbage disposal.		Twice/day
ii	Removal of Waste materials/debris from the premises/Canteen		Once/day
iii	Extensive cleaning of floors by scrubbing, washing with soaps, etc.		Once/week
iv	Cleaning of glasses, windows panes of rooms from Inside and outside.		Once/week
V	Removal of cobwebs		Once/week
Vi	Cleaning of electrical fittings e.g. ceiling lights, fans, exhaust fans, etc.		Twice/month
Vii	Cleaning of Sewer line and manholes		Fortnightly
Viii	Extensive cleaning of floors by scrubbing, washing with soaps etc		Weekly
Ix	Specialized cleaning required to be carried out in Standards Rooms/Bearing Rooms/ND/other designated area as conveyed and required by the In-Charge(s) of that area		Monthly or as and when required
X	Removal of Waste materials/debris including cut vegetation, shrubs, grass and tree leaves & cut branches etc. and disposal at designated disposal point.		Once a day

5.	<b>Adequate number of manpower (unskilled category) should be deployed by the Services Provider / Bidder to perform satisfactory services but should not be less than, the following Minimum Number of workers:</b>		
	<b>Location</b>	<b>Deployment of Manpower</b>	
I	ENGINEERING COMPLEX AT T-1 INCLUDING (ONE) HANGAR, SHOPS, SERVICE ROADS, OPEN AREA	02	
ii	EMF BUILDING COMPLEX, NEAR GATE NO. 14, T-2	03	
iii	PIER-B AND PIER-C AT T-3 (24x7) in 3 shifts (2 each per shift)	06+(1 Reliever)	
iv	JEOC	06	
V	A-320 (THREE) HANGARS INCLUDING SHOPS, SERVICE ROADS, OPEN AREA at T-2	10 (including 1 lady staff)	

Vi	GF- AVIONICS BUILDING - HDRAULIC SHOP, DGM(PPMM) OFFICE, LINE MAINT OFFICE, MEDICAL, SECURITY WITH WHEEL SHOP	05 (Including 1 lady staff)
Vii	GF- AVIONICS BUILDING- GM(E) / GM(IE) / CONFERENCE ROOMS	02
Viii	FF- HR, PPMM, MTO, FINANCE, IT, VOICE COMMUNICATION, RADIO SHOP, INSTRUMENT SHOP, ELECTRIC SHOP, IT MRO, CRECHE	04 (including 1 lady staff)
Viii	CANTEEN BUILDING	02
Ix	TEST CELL / ATEC / PPMM (JEOC) / SECURITY GATE INCLUDING UNION OFFICES & OUTSIDE AREA INCLUDING ENGINE WASH AREA	04 (including 1 lady staff)
X	CRECHE (LADY STAFF)	01
	TOTAL	46

#### 6. DETAILS OF TOILETS (LOCATION WISE)

LOCATION	GENTS	LADIES	TOTAL
T-1	1	1	2
EMF BUILDING	4	1	5
A-320 HANGARS	10	3	13
SECURITY OFFICE	3	1	4
TEST CELL (JEOC)	2	1	3
PPC (JEOC)	1	1	2
ATEC SHOP	2	2	4
CANTEEN BUILDING	3	1	4
JEOC	3	2	5
R & D STORE (JEOC)	1	1	2
GM OFFICE	4	1	5
AVIONICS - GF	4	3	7
AVIONICS – FF	4	2	6
TYRE BAY	1	0	1
<b>TOTAL</b>	<b>43</b>	<b>20</b>	<b>63</b>

#### 7. Equipment/Consumables to be provided/used by the Service Provider for housekeeping, upkeep & maintenance including cleaning and dusting of AIESL office premises:

1	Equipment	Brooms, Swabs, wipers, Toilet cleaning brush, cobweb remover, vacuum cleaner, dusters, Bamboo khapachhi, extensible steel rod, floor scrubber and dryer machine, rope etc.
2	Consumables	Naphthalene Balls, Phenyl, toilet cleaner, sawdust, disinfectant, Colin for Glass Cleaning, Odonil for Toilets, Liquid soap for hand wash, detergent, small plastic carry bags or equivalent for waste paper baskets, large plastic carry bags or equivalent, containers to carry waste/swept material.
3	Quality of consumables	All consumables to be used for cleaning should be <u>BIS</u> marked.
4	Availability of equipment/ Consumable	All items must be available with service provider in advance for the use of at least one month.
	Completion of Jobs	The cleaning of Offices/ Toilets/ Open Area must be completed before start of the office/shift hours as mentioned against each location.
	Surprise Check	A Team or Representative from HRD/PPMM/Concerned Department will always have a right for inspection regarding availability of workers deployed, Quality & Quantity of Material as mentioned above.

**ANNEXURE-IV****TECHNO-COMMERCIAL BID FORM – PART - A**

1.	<b>Name of the Bidder / Co.</b>		
2.	<b>Complete Address of the bidder/Co.</b>		
3.	<b>Telephone No. / Mobile No./ email ID</b>		
4.	<b>Name, Designation &amp; Mobile number of Contact Person.</b>		
5.	<b>Technical Details of the Bidder</b>		
I	Whether Bidder Co. is a competitor Airlines OR its subsidiary Co. If yes, such Bidder is ineligible to quote. <b>(MUST BE NO)</b>	NO	
li	Whether Bidder Co. registered in India under the Indian Co.'s ACT 1956 OR Indian Companies Act 2013 for last 3 years. <b>(Must)</b>	Yes / No	
lii	Whether Bidder has clearance from BCAS to deploy manpower in the Airport restricted areas in Delhi. A copy of the same should be provided by the Bidder. <b>(Must)</b>	Yes / No	
Iv	Details of Regn of Co. / Firm. Self-attested copy of Regn. Certificate to be enclosed. <b>(Must)</b>	-----	Regn. No..... Date.....
6. i)	Whether EMD / <b>original current DD of Rs 2,00,000/-</b> (Rupees Two Lakh only) enclosed. <b>(Must)</b>	Yes / No	DD No..... Date.....
ii)	Whether EMD exemption is sought? <i>MSE units are exempted for this only. Latest MSE certificate is to be attached in support of this.</i>	Yes / No	Regn. No. / Valid upto.....
7.	<b>Experience details (Refer PQC)</b>		
	Whether having 03 years' experience of housekeeping services, upkeep & Maintenance including cleaning and dusting from April, 2019 onwards to minimum three Govt. Deptts/ PSU's / Other Govt. or Private Institutions etc. Copy of PO and satisfactory performance certificate to be enclosed <b>(Must)</b> .	Yes /No.	
8.	Whether order copies and satisfactory performance certificate(s) enclosed. Performance Certificate for each order to be enclosed. <b>(Must)</b> .	Yes/No	
9.(i)	Whether having PAN Regn No. self-attested copy to be enclosed. <b>(Must)</b> .	Yes/No	Regn No..... Date.....
(ii)	Whether self-attested copy(s) of Income Tax Returns for last 03 Financial years (2021-22, 2022-23, 2023-24) enclosed. <b>(Must)</b>	Yes/No	2021-22 Yes/No 2022-23 Yes/No 2023-24 Yes/No
(iii)	Whether Bidder is having an average turnover of <b>Rs. 1.30 Crore or above, per year</b> for last 03 Fin yrs i.e. in 2021-22, 2022-23 & 2023-24 <b>(Must)</b>	Yes/No	Turn over 2021-22 Rs. 2022-23 Rs. 2023-24 Rs.
(iv)	Whether self-attested copies of Balance Sheet for last 03 Fin years (2021-22, 2022-23, 2023-24) duly verified by Regd. Chartered Accountant enclosed in support. <b>(Must)</b>	Yes/No	2021-22 Yes/ No 2022-23 Yes/ No 2023-24 Yes/ No

(v)	Whether self-attested copy(s) of Profit & Loss a/c for last 03 Fin years (2021-22, 2022-23, 2023-24) enclosed in support of proof for Turnover. <b>(Must)</b>	Yes/No	2021-22 Yes/ No 2022-23 Yes/ No 2023-24 Yes/ No
10.	Whether having ESIC Regn No. self-attested copy be enclosed <b>(Must)</b>	Yes/No	Regn No..... Date.....
11.	Whether having PF Regn. No. self-attested copy to be enclosed <b>(Must)</b>	Yes/No	Regn No..... Date.....
12.	Whether having GSTN self-attested copy to be enclosed. <b>(Must)</b>	Yes/No	Regn No..... Date.....
13.	Whether having a working office in municipal limits of Delhi/NCR as on date of submission of the Tender (A documentary proof thereof, i. e. self-attested copy of lease agreement / electricity bill/ telephone bill may be enclosed). In case the working offices in municipal limits of Delhi/NCR as on date is not available, the Service Provider to submit an undertaking that a working office will be opened within 30 days of award of LOI.	Yes/No.	
14.	Whether Certificate for unconditional acceptance of all the terms and conditions of the tender enclosed as per format. <b>(Must)</b>	Yes/No	
15.	Whether duly signed non-disclosure agreement enclosed. <b>(Must)</b>	Yes/No	
16.	Whether rates quoted as per format for Fin Bid Form Part B. <b>(Must)</b>	Yes/No	
17.	Are you already doing business with “AIESL” or with any subsidiary Company of “AIESL”, in the same name OR under some other name? If so, please provide details.	Yes / No	If yes, details. ...
18.	Has your Co. been Black Listed by AIESL / any agency of the Airport or elsewhere? If yes, please give details.	Yes / No	If yes, details. ...
19.	<b>Bidders to please note :</b>		
I	Competitor Airlines OR its subsidiary Co.'s are not permitted to quote in this Tender. In case, if it is found at any stage that the bidder Co. is a Competitor Airline OR its subsidiary Co., their bids shall be rejected and their EMD shall also be forfeited. Any other action as the deemed fit may also be taken. No, representation/appeal in this regard shall be admissible.		
20	<b>Undertakings: To be agreed &amp; signed by the Bidder (s)</b>		
I	It is confirmed that we are not a competitor Airlines OR a subsidiary company of any Airline.		
li	It is confirmed that we have the capability & capacity to provide the services as per terms of the Tender.		
lii	It is confirmed that we have carefully gone through, understood, and hereby agree to abide by all the Terms & Conditions, Scope of Work, and Specifications governing the tender.		
lv	It is also confirmed that the quoted rates are valid for 120 days from the date of opening of the Tech Bids.		
V	It is also confirmed that the information given in the Tender and documents attached are true and correct to the best of my knowledge and belief and nothing material is concealed.		
Vi	It is also confirmed that I am authorized to sign the tender documents.		

**Signature of Authorized signatory: Name & Designation:**

**Company Name & Seal:**

**Date:**

**Place: New Delhi.**



**ANNEXURE-V**

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

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

To,

Mr. Bhaskar Misra  
Dy. GM (E-PPMM), NR  
Engineering Deptt.,  
Avionics Complex, IGIA Terminal -3,  
New Delhi-110037.  
Email : aieslpurchase.nr@aiesl.in  
Phone: 011-25656068/7831

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

Please refer to your above-referred Tender for House Keeping, upkeep & Maintenance including Cleaning and dusting services of AIESL premises.

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

We also confirm that we have submitted our response against the above tender for providing services of Housekeep, upkeep & Maintenance including cleaning and dusting of AIESL Premises management charges after due consideration of all the Technicalities and costs involved.

**Signature of Authorized signatory: Name & Designation:**

**Co. Name & Seal:**

**Date:**

**Place: New Delhi.**



**ANNEXURE-VI**

**NON-DISCLOSURE AGREEMENT FROM THE BIDDER**

***(To be attached with TECHNICAL BID FORM-PART A on Bidder's company letter head)***

To,  
Dy. GM (E-PPMM),NR  
Engineering Deptt.,  
Avionics Complex, IGIA Terminal -3,  
New Delhi-110037.  
Email : aieslpurchase.nr@aiesl.in  
Phone: 011-25656068/7831

**Sub: Non-disclosure Agreement**

**Sub: Tender for Housekeeping, upkeep & Maintenance including Cleaning and Dusting of AIESL Offices and workshops at A-320 Avionics Complex, JEOC, EMF Building, Engineering Hangars at T-1, T-2, Pier-B & Pier-C at T-3 and other premises at IGI Airport, New Delhi.**

Dear Madam/Sir,

We acknowledge that during bidding for the above-referred tender of AI Engineering Services Ltd for providing Housekeeping, Upkeep & Maintenance including cleaning and dusting of AIESL Offices at **AIESL, A-320 Complex, T-II, IGI Airport, New Delhi- 110037**, we shall have access to and be entrusted with Confidential Information (commercial, technical, scientific, operational, administrative, financial, marketing, business, OR intellectual property nature OR otherwise), whether oral or written, relating to "AI Engineering Services Ltd" and its business that is provided to us under this Agreement. In consideration of "AI Engineering Services Ltd" giving access to us to the above premises and making Confidential Information available to us, we agree to the terms set out below:

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

Yours sincerely.

Signature of Authorized Signatory: Name & Designation:

Co. Name & Seal:

Date:

Place: New Delhi.



**ANNEXURE-VII**

**FORMAT OF AUTHORIZATION LETTER FOR ATTENDING Pre-BID**

*(ON BIDDER'S COMPANY LETTERHEAD)*

To,  
Mr. Bhaskar Misra  
Dy. GM (E-PPMM),NR  
Engineering Deptt., AIESL  
Avionics Complex, IGIA Terminal -2,  
New Delhi-110037.  
Email : aieslpurchase.nr@aiesl.in  
Phone: 011-25656068/7831

Sub: Authorization for attending pre-bid.

Tender No: .....

**Sub: Tender for Housekeeping, upkeep & Maintenance including Cleaning and Dusting of AIESL Offices and workshops at A-320 Avionics Complex, JEOC, EMF Building, Engineering Hangars at T-1, T-2, Pier-B & Pier-C at T-3 and other premises at IGI Airport, New Delhi.**

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

Sr. No  
Name  
E-Mail  
Contact No.  
Signature:  
1.  
2.

**Authorized Signatory**

**With SEAL**

Note:

1. Permission for entry to the hall where pre-bid will be held. May be refused in case authorization letter as prescribed above is not received.
2. The authorized representatives, in their interest, must reach the venue of bid opening well in time.
3. The authorized representative must carry a valid photo identity.

\*\*\*\*\*

**ANNEXURE-VIII**

(Price-Bid)

<b>PRICE BID – PART-B</b>			
1	Name of the Bidder Company		
2	Address		
3	Telephone No./Email id/Mobile Tel No.		
4	Name of Contact Person		
5	<b>Rates for the job as per work-scope</b>	<b>Code</b>	<b>cost in INR</b>
i	Rates per month per person for Housekeeping Staff <b>63 Nos.</b> (Un-skilled Category). These charges shall not include anything except for current minimum wages as per NCT Govt. of Delhi. <b>(As per WORK SCOPE - ANNEXURE-III)</b>	<b>A</b>	
ii	<b>Monthly charges/contract management Fee.</b> As per the Scope of Work which shall include all Govt. Taxes/Levies (except for GST). Equipment Cost, manpower cost, provision for Name Badges, ID Cards, AEPs, Uniform, High Visibility Jackets, substitution, Supervision Cost, Cost of Raw Material (As per Work Scope).	<b>B</b>	
iii	Cost per month per person with all expenditure	<b>C=(A+B)</b>	
iv	GSTN on C	<b>G</b>	
v	Cost per month per person with all expenditure with GST	<b>P=C+G</b>	
vii	<b>Total cost (T)= 63*24*P</b>	<b>T</b>	
viii	Statutory Payments viz. ESI, PF and Bonus etc.	<b>S</b>	Excluded from the above rates and shall be payable extra if applicable from time to time. These will be reimbursed after submission of proof submission or receipt of payment.

**1. Criteria for selection of L-1 rates: L-1 rates will be decided based on the lowest rates quoted by the bidder at 5(vii) above and after applying loading criteria, if any. Bidders have to fill the value of “T” in GeM to arrive L-1.**



**Loading Criteria:**

- i. In case of payment terms of 60 days, credit not accepted by the bidder, then loading of 0.80% per month or pro rata basis will be applicable to evaluate L-1 vendor.
- ii. In case, execution of the contract within 30 days from the date of accepting LOI, is not accepted, then loading of 0.5% per week or pro rata, on quoted rates shall be done for calculation only and for deciding L-1 bidder.

**2. Applicable Rates & Validity:**

- i) Rates to be quoted in INR as per the format given in the Price Bid Form Part B only. Any deviation in format OR if rates quoted are conditional, the same shall be out rightly rejected.
- ii) **Inclusions:** The rates offered /finalized/agreed by the Bidder shall be inclusive of manpower cost, Equipment cost i.e. Brooms, Swabs, wipers, Toilet Cleaning brush, cobweb remover, Vacuum cleaner, dusters, Bamboo khapachhi, extensible steel rod, floor scrubber and dryer machine, rope etc.), provision for employees' Name Badges, ID Cards, AEPs, Uniform including High Visibility Jackets, substitution, etc., cost of raw material such as Naphthalene Balls, Phenyl, toilet cleaner, sawdust, disinfectant, Colin for Glass cleaning, Odonil for toilets, Liquid soap for hand wash, detergent, small plastic carry bags or equivalent for waste paper basket, large plastic carry bags or equivalent, container to carry waster/swept material, Supervisor/ Supervision cost, contract management fee, etc. all statutory payments like ESI/PF and Govt. Taxes / levies.

**Exclusions:**

- a. The GST on applicable rates is excluded. This would be paid/reimbursed, if applicable, together with the monthly bills as applicable from time to time.
- b. Statutory Payment i.e. Bonus is excluded and will be paid extra as per Payment of Bonus Act, 1965 after submission of proof of payment.
- iii) **Rate Negotiation:** It is not the general practice of "AIESL" to carry out Post Tender Negotiations. Therefore, Bidders are advised in their interest to submit their best quotes in response to this Tender. "AIESL", however, reserves the right to carry out negotiations after evaluation of Price bids in exceptional cases with the L-1 bidder.
- iv) **Special Powers to "AIESL":** In case there is a tie between two selected bidders, AIESL shall have a right to ask both the bidders to offer a revised bid in a sealed envelope. The L-1 out of these two shall be entitled to an award of the contract.
- v) **Validity of Rates:** Rates finalized & agreed will be valid for the contract period of one year and extended period of one year depending upon the satisfactory performance of the contractor.
- vi) **General:** No request shall be entertained for an increase of Rates during the validity of the Contract and extensions, if any, under any circumstances except for Govt. Levy/Taxes/ Minimum wages and ESI & PF on increased Minimum Wages.
- vii) **Revision due to increase in Govt. Taxes/ levy :** In case, rate of GST is revised after the opening of Tender/issue of contract OR if any new Tax is introduced after starting of the contract, the same shall be payable to the selected bidder at new rates.

**3. Revision due to Increase in Minimum wages:**

- a) In case the rates of minimum wages are increased by the Govt. of NCT of Delhi, the selected Bidder/Service Provider shall be allowed to claim the increased wages from the effective date as mentioned in such Notification by providing the proof of payment of the increased minimum wages to the respective workers.



- b) engaged by the selected Bidder/Service Provider in proportion to the man-days reflected along with the names of the concerned workers/supervisor. The reimbursement towards payment of ESI and PF contributions made by the selected Bidder/Service Provider in the same manner, after submitting the proof of payment i.e. copies of ESI and PF Challans/ECR for the corresponding period.
- c) However, in case, the rates of minimum wages are decreased by the Govt. of NCT of Delhi, AI Engineering Services Ltd. shall recover the excess payment concerning the minimum wages if payment of the same has already been done to the Service Provider.
- d) The increase/decrease of Minimum wages if any will be applicable only after opening of Price Bid. The rates finalized & agreed to will remain firm during the Contract period and for an extended period, if any. No request shall be entertained for an increase in Monthly Charges for Contract Management during the validity of the contract and extensions, if any, under any circumstances.
- e) The increase towards Minimum wages would be limited to the minimum number of workers as defined in Work-Scope or the monthly man-days actually deployed for the subject work as verified from the certified wage sheets for the preceding six months submitted by the Bidder/service provider, whichever is less. Any payment over and above made by the service provider shall not be reimbursed by AIESL.
- f) In case the quoted Rates are not found in compliance of applicable Labour Laws as per Work Scope, the Financial Bid will be rejected/will not be considered.

4. The financial bid will be valid for 120 days from the date of opening of Technical Bid.

5. Any overwriting must be signed.

**6. Declaration:**

- (i) I have carefully gone through and have understood and agreed to abide by the General Terms & Conditions, Work-scope and Specifications governing the tender.
- (ii) That the above rates quoted had been filled after considering all the factors and all the costs and consequences related to the work scope, terms and conditions of the Tender.
- (iii) I hereby confirm that I am authorized to sign the tender document.
- (iv) All the pages of the Financial Bid (Annexure-VIII) i.e. Page 1 to Page 3 are signed and any corrections are duly counter-signed.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Place:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_