



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

Enquiry Ref.: MRO/NAG/ADMIN/2024/046

Date: 09.05.2024

AI ENGINEERING SERVICES LIMITED (AIESL)

Registered Office at :- AI Engineering Services Ltd., 2nd Floor, CRA Building, Safdarjung Airport Complex, New Delhi, India - 110003.

TENDER DOCUMENT

TENDER NO: _____ DTD. _____

**TENDER FOR PROVIDING HOUSEKEEPING, GARDENING, AND
MANPOWER SUPPLY SERVICES IN AIESL MRO FACILITY AT
MIHAN SEZ, KHAPRI (RLY), NAGPUR, MAHARASHTRA - 441108**

NAME OF BIDDER:
.....

REGISTERED ADDRESS:
.....
.....

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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DISCLAIMER

The information contained in this tender document (hereinafter referred to as the “**Tender**”) or/ and any information pertaining to the aforesaid subject matter subsequently provided to the bidders in any form by AI Engineering Services Limited (hereinafter referred to as “**AIESL**”) shall be subject to the terms and conditions to which such information is provided herein and any other terms and conditions as may be prescribed by AIESL.

The purpose of this Tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/ bids (hereinafter referred to as “**Bid(s)**”) in response to this Tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL do not purport to contain all/exhaustive information on the aforesaid subject matter that each applicant may require for the purposes of submitting their Bids.

Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this Tender and shall obtain independent advice from appropriate sources at its own cost.

The information provided in this Tender to the applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

AIESL also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance by any applicant/bidder upon the statements contained in this Tender.

AIESL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Tender, from time to time till the opening of the Bids.

The Tender does not imply that AIESL is bound to select a bidder or to appoint the successful bidder, as the case may be, and AIESL reserves the right to reject all or any of the Bids without assigning any reason at any time whatsoever.

The bidder shall bear any and all costs associated with or relating to the preparation & submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AIESL or any other costs incurred in connection with or relating to their Bid. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bid selection process as contained herein.

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SECTION I

A. INTRODUCTION

AI Engineering Services Limited (herein after referred as “**AIESL**” and “**AI Engineering Services Ltd.**”), invites bids UNDER Single stage TWO BID SYSTEM through GeM (**Government e-Marketplace**) portal from eligible bidders (here in after referred as “**Bidder**” or “**Tenderers**”) meeting the [Bid Evaluation Criteria \(refer Section III of Tender document\)](#) specified in this Tender document, for providing Housekeeping, Gardening & Manpower Supply Services at AIESL MRO, Nagpur on comprehensive basis in complete accordance with this Tender.

HOUSEKEEPING REQUIREMENT:

Complete area of MRO premises facility including MRO entrance and nearby areas, Hangars, Engine overhaul facility, Engine Test Cell, All Back Shops, Warehouses, offices, substations, Garden parking lots, Road, Apron areas, and all areas mentioned in “[Sub-section A of Section IV](#)” ([Scope of Work](#)) of this tender document.

GARDENING REQUIREMENT:

All Garden areas in MRO premise and the garden area in front of the Compound wall adjoining the road as mentioned in “[Sub-section B of Section IV](#)” ([Scope of Work](#)).

MANPOWER REQUIREMENT:

Drivers, Assistant Store Keepers & Handymen are required to assist in regular office works and Aircraft Maintenance activities as per “[Sub-section C of Section IV](#)” ([Scope of Work](#)).

The Materials & Equipment, required for **Housekeeping & gardening** need to be provided by the Service Provider at his cost and all such cleaning agents used should be non-toxic and non-pollutant in nature and environment friendly **in compliance with statutes, notifications and circulars applicable from time to time.**

LOCATIONS TO BE SERVED:

AI Engineering Services Ltd., MRO, Plot No. 01, Sector 09, MIHAN SEZ, near Khapri Railway Station, Nagpur, Maharashtra – 441108.

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B. DEFINITIONS

- i) “AIESL” as used in the Tender shall mean AI Engineering Services Limited.
- ii) The “Bidder”, “Tenderer” and/or “Service Provider” as used in the Tender shall mean the bidder who has signed the Tender and submitted a Bid in response (i.e. the ‘Technical Bid’ and ‘Price Bid’) to the Tender.
- iii) The “Successful Bidder/ Tenderer” shall mean the Bidder who has been adjudged as the L-1 Bidder and has been awarded the Contract by AI Engineering Services Ltd.
- iv) The term “Contract” shall mean the agreement entered into between AIESL and the Successful Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned herein.
- v) The term “Company” shall mean AIESL and its assignees and successors.
- vi) The term “Services” shall mean the services to be provided by the Successful Bidder as mentioned in this Tender.
- vii) The terms “L-1 Bidder” means qualified Bidder with lowest quote.

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C. SUMMARY OF BIDDING INFORMATION

- I. Name of work:** Tender for Housekeeping, Gardening & Manpower Supply services in AIESL MRO Facility at MIHAN SEZ, Khapri, Nagpur, Maharashtra - 441108.
- II. Earnest Money Deposit (“EMD”):** Rs. 2 Lakhs (Rupees Two Lakhs Only)
- III. Contract period:** Two years from the date of commencement after award of Contract Work Order as detailed in the Tender document with a provision for up to two year extension on same rates, terms & conditions.
- IV. Estimated Contract Value (For 02 years) = Rs. 5,22,18,597/-** (Rupees Five Crores Twenty Two Lakhs Eighteen Thousands Five Hundred and Ninety Seven Only)
- V. Date & time of Pre-bid meeting:** 06-June-2024 at 15:00 hrs.(IST)
- VI. Venue of Pre-Bid meeting:** Office of General Manager –Engineering, AI Engineering Services Ltd., MRO, Plot No. 01. Sector 09, Notified Area of SEZ, Near Khapri Railway Station, MIHAN, Nagpur-441108
- VII. Last date of receipt of queries from the prospective Bidders, if any:** 08th June 2024 at 12:00 HRS (IST)
- VIII. Due date & time for bid submission (“Due Date/Time”):** Up to 18th June 2024, 1500 hrs. (IST)
- IX. Technical bid opening date & time:** 18th June 2024 at 1530 hrs. (IST)
- X. Tender fee (bidding document fee) :** NIL
- XI. Performance Security Deposit / Bank Guarantee :** 5% of the Contract Value
- XII. Validity of bids up to:** 120 days from the date of bid opening of Technical Bids.
- XIII. Clarifications if any sought by the said Bidders shall be sent (in the form of a brief summary) through e-mails to:**
 - a.** Mr. AV Savant, Dy. GM, av.savant@aiesl.in
 - b.** Mr. Navin Zode, Dy. GM., navin.zode@aiesl.in
 - c.** Mr. Sachin Pagare, Dy. Engineer, sachin.pagare@aiesl.in
 - d.** Mr. Venkatesh Barre, Jr. Executive, venkatesh.barre@aiesl.in

If any of the days specified above happens to be a holiday in AIESL, the next working day shall be implied.

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SECTION II

TERMS AND CONDITIONS GOVERNING THE BID

The terms and conditions under which the Bid shall be governed are as follows:

1. “AIESL” as used in the Tender document means ‘AI Engineering Services Limited’.
2. “AIESL” may delegate the day to day administration of this Tender to persons, designated by it, in AIESL.
3. The Service Provider having franchisee / sister concern arrangement can offer only one quote on behalf of all concerns under that arrangement. If the Bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the AIESL for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the AIESL.
4. The “Tenderer”, “Bidder”, “Service Provider”, “Handler” and / or “Party”, as used in the Tender document, shall mean the one who has signed the Tender Form and submitted the quotation in response to this Tender for Housekeeping, Gardening & Manpower Supply Services.
5. The Tender shall mean the present tender issued by AIESL for Tender No. MRO/NAG/ADMIN/2024/046 dated 09.05.2024 for Housekeeping, Gardening & Manpower Supply Services as mentioned herein.
6. It is further clarified that any individual signing the TENDER or other documents in connection with the Tender must certify whether they signs it as:
 - a. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - b. A partner of the firm - if it is a partnership must have authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the Tender shall be signed by all the Partners.
 - c. Constituted attorney of the firm, if it is a Company.
 - d. Authorized signatory of the firm.
 - e. The designated lead party in case of joint venture, consortium, or association.
7. The near relatives of employees of AIESL are prohibited from participation in this Tender. Near relatives are defined as:

Members of Hindu undivided family.

 - a. Their husband or wife
 - b. Relatives in the manner as father, mother, son(s), son’s wife, daughter(s), Daughter’s husband, brothers, brother’s wife, sister and sister’s husband.
8. Any company blacklisted by AIESL or its subsidiaries is prohibited from participating in this Tender.

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9. The intending Tenderer shall visit the site at their own cost and make them thoroughly acquainted with all the information necessary including contingencies, risks and other information so as to enable them to prepare a proper offer against this Tender.
10. The Bid shall be prepared by the “Sole Bidder” and shall be through **GeM (Government e-Marketplace) portal only**. AIESL reserves the right to reject offers made by intermediaries/representatives.
11. All Bids received against this tender, from bidders who submit their Bid based on Tender document, shall be evaluated as per the Bid Evaluation Criteria-Technical / price provisions of Tender document.
12. Submissions of Tender form do not necessarily mean that the Tenderer is an eligible Party.

13. ZERO DEVIATION

Bidder is advised to quote strictly as per terms and conditions of Tender document and not to stipulate any deviation/exceptions. This is a zero deviation Tender. If at all any conditions are stipulated, the Bids will be summarily rejected.

Bidder to note that taking deviation from any of the following clause of Tender document shall lead to rejection of their Bids; i.e., the following terms are non-negotiable:

- a) EMD
- b) Award criteria as provided in this Tender
- c) Scope of Work
- d) Special Conditions of Contract
- e) Service Delivery Schedule
- f) Period of validity of Bid
- g) Performance Bank Guarantee/ Security Deposit
- h) Guarantee of work / Services / equipment
- i) Service Level Agreement which shall be provided to Successful Bidder
- j) Arbitration / Resolution of Dispute
- k) Force Majeure
- l) Confidentiality clause
- m) Statutory Compliance of Applicable Laws
- n) Registration of PF & ESIC or other applicable statutes in the name of Firm
- o) Indemnity Bond on non-judicial stamp paper of ₹ 200 / -duly notarised as per [“Annexure-2”](#).
- p) All the pages of the Tender document must be mandatorily signed and stamped by the

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authorised signatory and along with the supporting documents as asked in the Technical Bid.

- q) All documents in support of the Tender must be submitted in accordance with the checklist as per “[Sub-section A of Section III](#)” (Technical Bid).
- r) Any other condition specifically mentioned in the Tender documents elsewhere, non-compliance of such clause shall lead to rejection of the Bid.

14. PRE BID MEETING

- a. The purpose of the pre bid meeting shall be to clarify issues and to answer questions on any matter that may be raised at that stage.
- b. All parties attending the pre-bid meeting will be given a walk around of the facility.
- c. Text of the questions raised and the responses given, together with any responses prepared after the pre bid meeting, shall be transmitted without delay (without identifying the sources of the question) to all participants to the Pre-Bid meeting as well sent by email. Any modification of the bidding documents listed in Tender that may become necessary as a result of the pre-bid meeting shall be made by the AIESL exclusively through the issue of an Addendum / Corrigendum separately and sent by email/ hosted on the GeM portal/AIESL’s website.
- d. Non-attendance of the pre-bid meeting shall not be a cause for disqualification of a Bidder. Addendum and/or Corrigendum, if any, to the Tender document, shall be sent to all subsequent to the pre-bid meet which shall be referred and taken into consideration by the parties.
- e. Interested Bidders who desire to participate the pre-bid meeting shall intimate within two days in advance of the said meeting, the name of the representative, his/her designation and contact number so that necessary arrangements can be made. The details shall be forwarded to sachin.pagare@aiesl.in and CC to av.savant@aiesl.in with clear mention of the subject as “**Tender for HOUSEKEEPING, GARDENING & MANPOWER SUPPLY Services**”. Such representative, one only, for each party shall carry an authorised letter to that effect on the company letter head from the authorised signatory for the company as per the format defined in [Annexure 4 for “LETTER OF AUTHORIZATION FOR ATTENDING PRE BID MEETING”](#) as well as identity card on the pre bid meet date to gain entry into MRO, Nagpur premises.

15. EARNEST MONEY DEPOSIT:

The Tenderer shall furnish along with Technical Bid, Earnest Money (Refundable) of ₹2,00,000/- (Rupees Two Lakhs) only in the form of ONLINE PAYMENT **through RTGS/ NEFT** in favour of “AI Engineering Services Limited” (Account No.: 01020330001468 ; IFSC Code: HDFC0000102; Bank Name: HDFC BANK; Branch Address: 04, MASHURAWALA BAUG, DHARAMPETH EXTN, SHANKAR NAGAR ROAD, NAGPUR, MAHARASHTRA – 440010), payable at Nagpur. EMD in any mode other than online shall be out rightly rejected.

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Tenders received without EMD or with lesser EMD shall be rejected.

- 16.1 Tenders without EMD shall be summarily rejected (other than parties meeting the exemption criteria mentioned in following clause).
- 16.2 The firms registered with NSIC / SSI (under its Single Point Registration Scheme) / Udyog Aadhar (MSME) shall be exempted from the payment of earnest money deposit provided they are registered for the service they intend to quote against AIL tender, provided attested copy of Certificate of Registration with NSIC / SSI / Udyog Aadhar is submitted. The Government departments / PSUs shall also be **exempted from the payment of earnest money.**
- 16.3 EMD so deposited shall not carry any interest.
- 16.4 EMD of a bidder would be **forfeited** in the following circumstances:
 - a. If the bidder withdraws or amends its tender, impairs or derogates from the bid in any respect within the period of validity of its bid;
 - b. Or If it comes to notice that the information / documents furnished by bidder in its bid is false, misleading or forged;
 - c. Or If the bidder fails to furnish requisite performance security / Performance Bank Guarantee within stipulated time;
 - d. Or if the bidder declines to accept or honour the Contract if awarded or fails to abide by any terms of the Tender / fails to commence the work within stipulated time.
- 16.5 In case of successful bidders:
 - a. EMD of the successful bidder shall be refunded without any interest whatsoever, within 15 days after the receipt of Security Deposit / Performance Bank Guarantee.
 - b. EMD of the successful bidder can be adjusted *against* Security Deposit / Performance Guarantee ***and difference, if any, shall be paid to the other by either party.***
- 16.6 Unsuccessful tenderer of Price bid shall be refunded without interest, within a month after finalization of the Tender and acceptance of the LOI /Contract Work Order by the successful tenderer.

16. PERFORMANCE SECURITY DEPOSIT / BANK GUARANTEE:

- 17.1 The Successful Bidder will have to deposit with AIESL a performance security deposit in

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the form of Performance Bank Guarantee (e-PBG) (in the format provided on GeM) of **5% (5 percentage) of contract value**, valid for 60 days beyond the date of completion of all contractual obligations. In case of any extension of contract obligation period, the service provider shall be liable to suitably extend the validity of the Performance Security.

- 17.2 Such E-Performance Bank Guarantee, in prescribed format, from a scheduled commercial bank must be submitted by the service provider to the AIESL **within 5 days** of notification of acceptance of bid and communication of contract no.
- 17.3 The formal contract will be issued only after receipt of on-line confirmation of e-PBG from the issuing bank to the advising bank selected by the AIESL.
- 17.4 If the service provider duly performs and completes the contract in all respects, then AIESL shall refund the Performance Security to the Service Provider within 30 days of completion of all contractual obligations by the Service Provider.
- 17.5 In case, the said performance security deposit is not deposited within the stipulated time, or it is not maintained on the said level throughout the contract period, the security Deposit shall be recovered from contractor's first bill / subsequent bills.
- 17.6 In case if the Successful Bidder fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the AIESL to forfeit either in whole or in part, the Performance Security furnished by the Successful Bidder.
- 17.7 The cost of execution of Bank Guarantee would be borne by the Successful Bidder.

17. Bidder(s) are advised to quote strictly as per the terms and conditions of the Tender documents and not to stipulate any deviations / exceptions / inclusions. Once quoted, the Bidder shall not make any subsequent price change after due date and time of submission of Bid. Price changes through any other mode shall render the offer liable for rejection and if indicated with the word negotiable shall also be summarily rejected.

18. MODE AND METHOD FOR SUBMISSION OF BIDS:

- 19.1 The Bid shall be submitted **ONLY** through **GeM portal** in single stage two bid format: (a). TECHNO-COMMERCIAL BID, and (b). PRICE BID as follows:
 - a. **TECHNO-COMMERCIAL BID (Section III)** - The Technical Bid covering all details as mentioned in the Technical bid document section and all enclosures demanded to accompany the Technical Bid mentioned elsewhere in the Tender need to be necessarily submitted.
 - b. **PRICE BID (Annexure 1)** - The Price Break-up (BOQ) as per Annexure 1 need to be

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submitted.

- 19.2 The Bid shall be submitted ONLY THROUGH GeM (Government e-Marketplace) portal on or before the due date of Bid submission.
- 19.3 Tender documents sent through Post or Courier shall be summarily rejected.
- 19.4 The price quoted should be clearly typed /written in figures and words, free from corrections or overwriting. **Correction, if any, must be authenticated by the full signature of the person who has signed the quotation.**
- 20 GeM / AIESL shall not have any liability to bidders for any interruption or delay in access to the GeM site irrespective of the cause.
- 21 If Tender opening date is declared a Holiday by Nagpur Office of AIESL, the last date of opening of the Bids shall automatically stand extended to 1530 Hours of the next working date.
- 22 All Bidders are required to submit the supporting documents along with the Tender copy duly signed and stamped by an authorized representative of the Tenderer. In the event of any document not being submitted, please note AIESL shall not seek confirmations/ clarifications/documents or explanations. Any Bid that is not in line with conditions/requirements specified in the Tender shall be liable for rejection. Bidders are requested to go through all the clauses of this Tender carefully and then submit the documents / confirmations strictly as per the check list enclosed in the Tender document.
- 23 AIESL reserves the right to accept or reject any or all offers without assigning any reason, whatsoever.
- 24 Price and Purchase preference is allowed only to MSE units which are registered under UDYAM, and START-UP units registered with DIPP as admissible under the prevailing policy of Govt. of India, provided they are **registered for the services that they intend to quote for** and provide against the concerned AIESL Tender.
- a. The registration certificate issued from any one of the above agencies must be valid as on close date of the tender opening. The successful Bidder should ensure that the same is valid till the end of the Contract period.
- b. The MSEs who have applied for registration or renewal of registration with any of the above agencies/ bodies, but have not obtained the valid certificate as on close date of the Tender, are not eligible for preference.
- 25 The following requirements shall be strictly complied with by the Tenderer:
- a. Tenderer shall initial all the corrections if any, before the submission of the Tender documents. In case of any discrepancy and unsigned corrected entry in the Tender document, AIESL shall reject the tender outright.

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- b. Tenderer shall number, sign and stamp all pages of the Tender document and all the enclosures accompanying the Tender document before submission of the Tender. If not, their Bids shall be rejected.
- c. The Tender shall be accompanied by a certified true copy of the power of attorney.
- d. These Tender documents with Annexures / enclosures are to be submitted along with Technical Bid excluding [Annexure 1 \(Proforma for Price Bid\)](#) which is to be submitted/uploaded separately.
- e. The Bidders shall ensure that the Technical Bid should not contain any information relating to the Price Bid, however, the Bidders are required to enclose along with the Technical Bid, a blank copy of [“Annexure 1” i.e. Proforma for Price Bid](#), duly crossed & signed as a confirmation that they have quoted the rates in the ‘Price Bid’ format exactly as per Annexure 1 hereto.
- f. Under the Price Bid, the Bidders are required to inform AIESL about the detailed price structure, which should be inclusive of all taxes, levies, etc. except GST. The format of the said price structure is enclosed at Annexure ‘1’ hereto. The Price Bid shall contain the price details only. The Price Bid shall not contain any further technical details apart from whatever is offered in the Technical Bid. In the event, that the Bidder provides details apart from the price details as required under the Price Bid, AIESL reserves the right to reject the said Bid.

26 Opening of Bids

- 26.1 The Bids received through GeM (Government e-Marketplace) will be opened **on 18/06/2024 at 1530 HRS (IST)**.
- 26.2 On the date of opening of Tender only the Technical Bids will be opened. The Price Bids of only those Bidders who are qualified after the evaluation of Technical Bids would be opened. Date of opening of Price Bid will be intimated to such qualified Bidders. The lowest evaluated Price Bid i.e. the L-1 Bidder, would be adjudged as the Successful Bidder to whom the Contract would be awarded.

- 27 **Term of the Proposed Contract:** The period of Contract shall be for 02 (Two) years from the date of execution of the Contract (the “Contract Period” or “Term”). AIESL reserves the right to extend the same for further period up to 02 (Two) years in its sole discretion on same terms and condition.

28 Amendments / Clarifications

Amendments, corrigendum, clarifications if any, and any extensions of the due date of opening of the Bids, as per the requirements of AIESL, will be intimated by hosting the notice on AIESL’s website (i.e. www.aiesl.in) and on GeM (Government e-Marketplace). No separate NIT (Notice Inviting Tender) would be published in newspapers/print media. It is the Bidder’s responsibility to visit the said website regularly for the aforesaid updates/extensions as applicable.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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29 REJECTION OF BIDS (TECHNICAL AND PRICE):

The response to the Technical Bid and Price Bid shall be rejected forthwith without evaluation of the Tender process on the following grounds:

- a. If only the Technical Bid has been received and the Price Bid has not been received, and vice versa.
- b. If the Bid (Technical and / or Price) have been received by fax or email.
- c. If the Bid (Technical and / or Price) have been received unsigned / unstamped on any of the pages of Tender document.
- d. If the Technical Bid has been received without EMD (except the bidders who are exempted under this Tender Document) or if other criteria are not fulfilled as specified at clause 14 above in this Section of the Tender.
- e. The Bids submitted by any party wherein the Over head/Handling Charges are indicated as “Zero per cent” i.e. wherein no value has been indicated for the Services provided.
- f. If the Technical Bid is received with any conditions.
- g. If the Price Bid does not contain wages, allowances and benefits to engage manpower as per all applicable labour welfare legislation applicable from time to time.
- h. If the performance verification including performance in respect of compliance of all applicable Statutes, customs and practices from past/existing clients of the Bidder is not satisfactory.
- i. If the earlier performance including performance in respect of compliance of all applicable Statutes, customs and practices in the Company if any is/was not found satisfactory.
- j. Any reasons for rejection of Bid as cited against any clause anywhere else in this Tender document or where the bid is in contravention with the terms of the Tender.
- k. If the Technical Bids contains the price information, Bids will be rejected. Price information to be submitted only with Price Bids.

1. Litigation History

The Bidder should provide accurate information about any litigation or arbitration resulting from contracts completed or ongoing under its execution in the past since the time it has been in business since its incorporation. A consistent history of awards against the Bidder may result in rejection of the Bid. Suppression of any information or material in this regard would be construed as a fundamental breach and AIESL reserves its right to take appropriate action including cancellation of the Bid, termination of the Contract, blacklisting the Bidder, as may be deemed fit and proper by AIESL, at any time, without giving any notice to the Bidder in this regard.

- m. Any other reasonable reason.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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30 QUERIES FROM THE TENDERER DURING BID EVALUATION

- a. In case if any clarification is required with regards to Tender, before the 08th June 2024 through GeM portal, or the same may be obtained from AIESL by email to sachin.pagare@aiesl.in and CC av.savant@aiesl.in . Please ensure it carries the subject line “Tender for Housekeeping, Gardening & Manpower Supply Services, MRO-Nagpur”.
- b. During the process of the evaluation of Bids, no queries shall be entertained from the Tenderer with regard to the status of the evaluation. If required, the Tender Committee members of AIESL shall visit the premises of the Tenderer to verify all the originals of the supporting documents provided.

31 EXTENSION OF DUE DATE

The Due Date / Time of submission of Bid and opening of Technical Bids may be extended at any time, at the sole discretion of AIESL and shall be intimated by email / hosted on the website.

32 DUE / LAST DATE FOR SUBMISSION OF THE TENDER

‘Last /Due Date/ Time for submission of Bid is up to 18/06/2024, 1500 hrs (IST) through GeM Date of opening of the Tender at the above address on 18/06/2024, 1530 hrs (IST), Bidders/ or authorised representative shall participate against carrying due identity proof or letter signed and stamped by the authorised signatory as mentioned in point 6 of the terms and conditions above of this Section of the Tender.

- 33 Tenderer shall give the official mailing address, and email ID to which all correspondences shall be sent by AIESL. Also if address is changed, the same shall be intimated to AIESL immediately.
- 34 The Tenderer shall submit its Price Bid quote including the rate and amounts in figures as well as in words. The language for filling Tender Documents shall be in English. The amount for each item shall be marked out with the requisite total.
- 35 When there is a difference between the rates in figures and in words, the rates which corresponds to, the amount worked out by the Tenderer, shall be taken correct
 - a. When the amount of any item is not worked out by the Tenderer or it does not correspond to the rate written either in figure or in word, then the rate quoted by the Tenderer in words shall be taken as correct.
 - b. When the rate quoted by the Tenderer in figures and in words tallies but the value is not worked out correctly, rate quoted by the Tenderer shall be taken as correct and not the value.
 - c. All rates shall be quoted on the proper form of the Tender alone. Special care shall be taken to write the rates in figures as well as in words and the amounts in figures only. The total amounts shall be written in figure. In case of figures the words Rs. Shall be written before the figures of rupees and words paise after the decimal figures, e.g. Rs.2.15p and in case of words, the word Rupees shall precede and the word “Paise” shall be written closely following the amount and it shall not be written in the next line.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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36 Any communication by one party to the other pursuant to the submissions to the Bid, shall be sent in writing to the address specified for that purpose in the Bid submissions

37 PRICE NEGOTIATIONS

As it is not the general norm for AIESL to carry out price negotiations following evaluation of the Price Bids, the Tenderers are advised to submit their best quotes in response to this Tender.

38 AWARD OF LOI, ACCEPTANCE, COMMENCEMENT AND SERVICE LEVEL AGREEMENT:

The award of Contract shall be subject to fulfillment (in addition to eligibility criteria and the Undertakings) of following conditions by the Tenderer: -

38.1 The Contract shall be awarded to the overall lowest bidder i.e., L1 party.

38.2 LOI will be issued to the successful Tenderer (L1) after evaluation of Price Bid.

38.3 Successful Tenderer has to submit all the supporting documents (like Performance Security Deposit/Bank Guarantee, Service Level Agreement, Workmen Compensation Policy, etc) substantiate to compliance of the formalities mentioned in the LOI within 15 days of acceptance of LOI.

38.4 Upon compliance of all the formalities, contract work order will be issued through GeM, and the successful tenderer shall start the work within 15 days of acceptance of GeM contract order.

38.5 The Successful Tenderer shall be in possession of “The Material and Equipment required for Housekeeping and Gardening” before commencement of the Services.

38.6 The Successful Tenderer before final commencement of services shall be required to give adequate training to his manpower regarding the housekeeping and gardening services to be carried out and how to handle the chemicals while carrying out the work without any liability to AIESL / with no charges.

38.7 The staff employed by the Tenderer for carrying out the subject work shall do so at the sole risk & responsibility of the Tenderer.

38.8 The Service Provider must ensure that payment of wages is made through ECS for which purpose all the personnel deployed by him should furnish their bank account number within 20 days after commencement of the contract or before submission of first invoice of the contract.

39. FRAUDULENT PRACTICES: AIESL requires that Bidders/contractors observe the highest standard of ethics during the bid and execution of contracts. In pursuance of this,

39.1 AIESL defines, for the purposes of this provision, the terms set forth below as follows:

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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- i. **“Corrupt practice”** means
 - a. offering, giving, receiving or soliciting directly or indirectly of anything of value to influence the actions of any person connected with the Bidding Process; or
 - b. save and except as permitted engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOI or after the execution of the Agreement / Work Order as the case may be any person in respect of any matter relating to the contract or the LOI or the Agreement /Work Order who at any time has been or is a legal, financial or technical advisor of the Company in relation to any matter concerning the Contract of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - ii. **“Fraudulent practice”** means a misrepresentation/omission/ suppression/disclosure of incomplete facts in order to influence the tendering process. Forging in order to influence a procurement process or the execution of a contract to the detriment of the AIESL, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIESL of the benefits of free, fair and open competition.
 - iii. **“Coercive Practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the tendering process.
 - iv. **“Undesirable Practice”** means
 - a. establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the tendering process or
 - b. Having a conflict of interest.
 - v. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among bidders/prospective Service Providers with the objective of restricting or manipulating a full and fair competition in the Tendering Process.
- 39.2 AIESL shall reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent and other practices mentioned above in competing for the contract in question.
- 39.3 AIESL shall declare a firm ineligible and put on holiday, either indefinitely or for a stated period of time if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.
- 39.4 AIESL shall rescind the Contract in case of successful Bidder with immediate effect adopting fraudulent/ forgery/ corrupt practices during the currency of the Contract.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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39.5 Security deposit shall be forfeited in addition to putting such firms on holiday as mentioned above in sub clause 39.3.

40. ERRANT BIDDERS

In case after Price Bid opening the lowest evaluated Bidder (L1) is not awarded the job for any mistake committed by them in bidding or withdrawal of Bid or varying any term in regard thereof leading to re-tendering, such Bidders may be debarred from participation in any future tenders of AIESL for the period of 01 Year from the date of notification or period decided by AIESL at all locations.

41. Black listing conditions:

The Bidder shall be black listed from participating in any AIESL tenders for next six years in case:

41.1 Adopts fraudulent practices as cited above in clause 39 and against errant Bidders as specified in clause 40 above.

41.2 Withdraws after award of the LOI/ at any time during or after execution of the Contract and fails to commence within the specified stipulated period and perform the contractual obligations during the currency of the Contract.

41.3 Negative feedback from AIAHL (AI Asset Holding Ltd.) and/or its subsidiaries.

42. PRICE BID VALIDITY

The price bid offered by the party shall be valid for 120 days from the date of Technical Bid opening. Any Bid whose validity is less than 120 days shall be summarily rejected and such Tenderer shall not take further part in the tendering process.

43. NOTE:

- i) Tenders Bids received after the Due Date/Time of submission of Bids shall not be entertained under any circumstances.
- ii) In case of withdrawal of the Bid, the same has to be notified by the Bidder in GeM portal, not later than the date/time of opening of Bids.
- iii) No Bid shall be modified/ withdrawn after the date/time of opening of Bids. Withdrawal/modification of a Bid after the date/time of opening of Bids shall result in the Bidders getting disqualified from participating in future tenders of AIESL for the period of one year from the date of notification.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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SECTION III – TECHNICAL BID DOCUMENTS

Bid Evaluation Criteria-Technical (BEC-Technical)

For Bidders to become technically qualified, it is necessary and essential to meet out the following criteria, **failing any of which shall disqualify** the Bidder. **Necessary documentary proofs in respect of each of the following need to be enclosed as mentioned in the Technical Bid Checklist.**

1. The Bidder shall be a limited Company registered under Indian Companies Act, 1956 / 2013 or a partnership firm or a sole proprietorship firm or a private limited company duly registered under the concerned acts applicable for conducting business in India.
2. The Bidder shall have provided such Housekeeping; Gardening & Manpower supply Services to at least one client which shall be a large organization / factory in the past two years as on date of opening of the tender.
3. The Tenderer must be a firm having a **minimum average annual turnover of ₹ 2 Crore (Rupees Two Crores) during the financial year 2021-2022, 2022-23 & 2023-24.** (A copy of audited balance sheets duly certified by a Chartered Accountant (Enrolled with ICAI) and P & L A/c, duly signed & stamped / sealed by the Proprietor / Director / authorized signatory shall be enclosed as a proof of above). In case the audited balance sheet for 2023-2024 is not ready, then a certificate from Auditor shall be accepted for Balance Sheet & P&L Account. Out of the total turnover during the financial year 2021-2022, 2022-23 & 2023-24, the Tenderer shall have a minimum turnover of **Rs 1 Crores (Rupees One Crores)** relating to the business of Housekeeping, Gardening & Manpower Supply Services and the same shall be clearly indicated in the Technical Bid.
4. Only the Tenderers who qualify successfully in the Technical Bid based on documents submitted and/or inspection of premises (office) carried out by the AIESL committee, as given in Technical bid Checklist will be considered for their Price Bids, and will be intimated regarding the same.
5. For Price Bid evaluation, parties who are qualified in the Technical Bid will be informed about the date for the Price Bid evaluation.
6. No intimation shall be sent to the tenderer who do not qualify in the Technical Bid. No correspondence/communication in this regard will be entertained
7. The Tenderer must have an experience in Housekeeping, Gardening & Manpower Supply Services, over the **last seven years** i.e. the current financial year and the last seven financial years:

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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Experience of having successfully completed similar works during **last 7 years** ending last day of month previous to the one in which Tenders are invited should be either of the following:

- a. **Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or**
- b. **Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or**
- c. **One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.**

8. **Other Criteria:**

- a. The Tenderer must have PAN No., GST No., at the time of Tender application.
- b. The Tenderer shall be duly registered with the concerned ESI, PF and other applicable statutes/authorities at the time of application of Tender. The registrations both under ESI and PF must mandatorily be in the name of the Tenderer only.
- c. The Tenderer must hold a valid current labour license for existing contracts. (Only two copies of the valid license shall be enclosed as a proof of above).
- d. A copy of assignment/appointment letter for the proposed employees.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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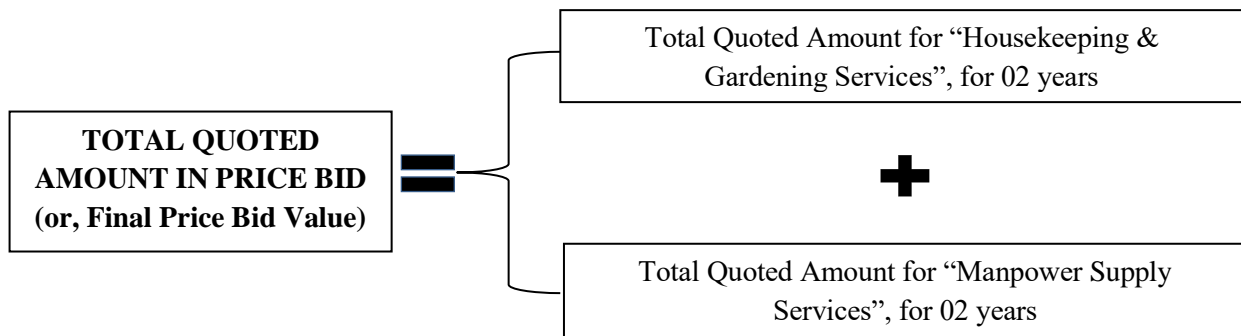
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Bid evaluation Criteria of Technically qualified Bidders (BEC – PRICE)

The successful Tenderer/s shall be the bidder quoting the lowest total amount in their Price Bids , as given in [annexure '1'](#).

The formula for calculation of the total quoted amount (or, Final Price Bid Value) is given below as per the [annexure '1'](#) (Price Bid).



I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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A. CHECK LIST OF TECHNICAL BID:

Tenderers are to submit this form duly completed & signed and uploaded with the file named “Technical Bid”.

Following documents must be attached to form **Technical Bid Document** and numbered in the following order:

| Sr. No. | PARTICULARS | Enclosed (Yes / No) | Pg. No. |
|---------|--|---------------------|---------|
| I | <u>“TECHNICAL RESPONSE FORM”</u> duly typed with particulars on company letter head. | | |
| II | Self-Attested copies of :- | | |
| 1 | Company Incorporation Certificate / Establishment certificate/partnership deed | | |
| 2 | PF Registration certificate in the name of the bidder | | |
| 3 | ESI Registration certificate in the name of the bidder | | |
| 4 | PAN/ GIR NO. | | |
| 5 | GST Registration No. | | |
| 6 | Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (only two) | | |
| 7 | NSIC/MSE/ Udyog Aadhar certificate | | |
| 8 | Registration with other Agencies, if any | | |
| 9 | Copy of Contracts in support of the experience in Housekeeping, Gardening, & Manpower Supply services, duly certified by hiring company / self-attested enclosed as per the experience criteria mentioned in “ point no. 7 in the “Bid Evaluation Criteria-Technical” ” | | |
| 10 | Availability of Housekeeping & Gardening equipment with the tenderer as per the Annexure-'C' enclosed? | | |
| 11 | Mar'24 completed months wage sheet enclosed for a client where Housekeeping, Gardening & Manpower Supply services are provided? | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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| Sr. No. | PARTICULARS | Enclosed (Yes / No) | Pg. No. |
|---------|--|---------------------|---------|
| 12 | ESI remittance challan enclosed for the month Mar'24 for deployed persons of the same client under the seventeen digit code? | | |
| 13 | PF remittance challan enclosed for the month Mar'24 for deployed persons of the same client? | | |
| 14 | Auditor certificate for annual turnover for the year 2021-22, 2022-23, 2023-24 along with separate mention of services rendered by the bidder turnover from Housekeeping, Gardening & Manpower Supply services? | | |
| 15 | IT returns for Assessment year 2021-22, 2022-23, & 2023-24. | | |
| 16 | Balance Sheet sheets duly certified by a Chartered Accountant (Enrolled with ICAI) and P & L A/c duly signed & stamped / sealed by the Proprietor / Director / authorized signatory for the financial year 2021-22, 2022-23, & 2023-24. | | |
| 17 | Recent solvency certificate from Nationalized / Scheduled bank of value at least Rs. 1.0 Crore (Rupees One Crore) duly certified by a Chartered Account (Enrolled with ICAI). | | |
| III | EMD of Rs. 2,00,000/- through RTGS/ NEFT in favour of "AI Engineering Services Limited" [Account No.: 01020330001468; IFSC Code: HDFC0000102; Bank Name: HDFC BANK; Branch Address: 04, MASHURAWALA BAUG, DHARAMPETH EXTN, SHANKAR NAGAR ROAD, NAGPUR, MAHARASHTRA-440010] | | |
| IV | Company Profile | | |
| V | Letter of authorisation for signing the bid document issued by the director/ proprietor | | |
| VI | <u>UNDERTAKING</u> (Refer Sub-section C of Section III) | | |
| VII | <u>INDEMNITY BOND on non-judicial stamp paper of ₹ 200 / -duly notarised as per "Annexure-2"</u> | | |
| VIII | Tender Document duly signed and stamp on all pages (except Annexure 1 i.e., Price Bid) | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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B. TECHNICAL RESPONSE FORM

Instructions:

- All columns are to be filled in. If not applicable, the words “Not Applicable” or “N.A” are to be used.
- Any alterations in this form should bear the signature of the Bidder.
- Where necessary, information may be furnished on separate sheets, which should be signed; and
- All necessary supporting documents required for proving the eligibility, registration and legality of the Bidder should be submitted.

| | | | | | |
|---|---|---|----------------------|---------------|------------|
| 1 | Name of Contract | <i>Tender for Housekeeping, Gardening & Manpower Supply services at AIESL MRO Nagpur - 441108</i> | | | |
| 2 | Name of the Company/Establishment/partnership firm | | | | |
| 3 | Full Address of Registered Office | | | | |
| 4 | Telephone No./ Mobile No. | | | | |
| 5 | E-mail ID | | | | |
| 6 | Name of Contact Person | | | | |
| 7 | Nature of company (Whether Proprietorship Firm / Partnership Firm / Limited Company / Corporation / Any Other (Specify)) | | | | |
| 8 | Particulars of Registration - Issued in the name of the tenderer | Yes/ No | If Yes, give details | | |
| | | | Number | Date of Issue | Valid Upto |
| A | Company/Establishment/ partner ship firm | | | | |
| B | PF Registration certificate in the name of the bidder | | | | |
| C | ESI Registration certificate in the name of the bidder | | | | |
| D | PAN/ GIR NO. | | | | |
| E | GST Registration No. | | | | |
| F | Existing Valid License (Under Contract Labour (Regulation & Abolition) Act 1970 showing up-to-date renewal. (only two)) | | | | |
| G | NSIC/MSE/ Udyog Aadhar certificate | | | | |
| H | Registration with other Agencies, if any | | | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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| Sr. No. | PARTICULARS | Yes/No? | Details (if any) |
|---------|--|---------|------------------|
| 9 | (a) Have any partners, officers / directors having authorization to act and sign on behalf of your organization, been involved in bankruptcy proceedings? | | |
| | (b) If yes, are they now legally and fully discharged of their obligations by the court involved? | | |
| 10 | Has any Director/Partner/Proprietor been convicted any time by court of law? | | |
| 11 | Has your company been Blacklisted by any agency or elsewhere? | | |
| 12 | EMD of Rs. 2,00,000/- through RTGS/ NEFT in favour of “AI Engineering Services Limited” [Account No.: 01020330001468; IFSC Code: HDFC0000102; Bank Name: HDFC BANK; Branch Address: 04, MASHURAWALA BAUG, DHARAMPETH EXTN, SHANKAR NAGAR ROAD, NAGPUR, MAHARASHTRA-440010] | | |
| 13 | (a) Average Annual turnover of at least Rs. 2 Crores for the year 2021-22, 2022-23, 2023-24? | | |
| | (b) Out of the total turnover during the financial year 2021-2022, 2022-23 & 2023-24, whether the Tenderer have a minimum annual turnover of Rs 1 Crores (Rupees One Crores) relating to the business of Housekeeping, Gardening & Manpower Supply Services? | | |
| 14 | (a) Experience in Housekeeping, Gardening & Manpower Supply services (as per point 7 of “Bid Evaluation Criteria-Technical”). | | |

14 (b). Details of contract in support of experience in Housekeeping, Gardening, and Manpower Supply Services: (as per point no. 7 of “Bid Evaluation Criteria – Technical”)

| Sr. No. | Name Of Contract | Name & Address of Client | Period of Contract (From & To) | No. of Personnel Employed | Annual Value Of Contract |
|---------|------------------|--------------------------|--------------------------------|---------------------------|--------------------------|
| I | | | | | |
| II | | | | | |
| III | | | | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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C. UNDERTAKING (To be agreed and signed by the Tenderer)

- 1) It is confirmed that we have been using Housekeeping and Gardening material and equipment as listed in the Annexure A and Annexure C of this tender document for last two years (as on date of opening of the Tender).
- 2) It is confirmed that if the contract is awarded by AIESL to us, we shall obtain Form-V from AIESL and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority within One Month & submit a copy to AIESL at the time of commencement of the job. In the event if we are not covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, we shall obtain a letter from the concerned labour authorities confirming the same.
- 3) 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 (i.e. Goods and Service Tax / Work Contract Act / Provident Fund Act / Establishment Act / ESI Act / Income Tax Act / Import etc.) shall be produced for verification/checking of AIESL or to third party authorized by AIESL / Law abiding agencies of Govt. of India.
- 4) It is agreed that the requisite work as per enclosed work scope would be completed to the satisfaction of AIESL within scheduled Housekeeping, Gardening time.
- 5) It is agreed that the spot surprise checks could be conducted by AIESL/third party authorized by AIESL, anytime and shortcomings are to be penalized.
- 6) I have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions, Scope of Work and Specifications governing the Tender.
- 7) 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.
- 8) All the pages of the Technical Bid (Section III) are signed and any overwriting has also been duly signed

Date: _____

Signature: _____

Place: _____

Name: _____

Designation: _____

Co. Name & Seal: _____

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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SECTION IV – SCOPE OF WORK

The Housekeeping and Gardening Services are to be carried out in such a manner that all premises always look neat and clean to provide hygienic environment.

Details of services to be provided under Housekeeping, Gardening, and Manpower Supply Services are mentioned below:

A. HOUSEKEEPING SERVICES:

1. Area under the scope of Housekeeping:

Complete area of AIESL MRO premises including but not limited to:

- a. MRO entrance and nearby areas,
- b. Hangars
- c. All areas like offices, shops, stores & warehouses, Toilets & restrooms, Stairs, Elevators, and corridors in
 - Annex Support Building (including terrace)
 - Mezzanine Floors of Hangars,
 - Engine overhaul facility Building, (including terrace)
 - Engine Test Cell Building, (including terrace)
 - Buildings/premises, warehouses & stores outside the Annex Support Buildings, like
 - GSE building, (including terrace)
 - All security cabins,
 - Hazardous Material Store,
 - Shelf life Expiry items' Store,
 - Aircraft wash Building,
 - Energy Building (including terrace)
 - all electrical rooms & other services rooms like AHU, ELV, transformer Room, Metering room,
 - Waste fuel yard
 - Petrol Pump
- d. Parking lots, Roads & Footpaths, Apron areas.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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2. Activities included in Housekeeping Services

Housekeeping activities includes but are not limited to following:

- a. Cobweb removal: All the areas of AIESL MRO Nagpur especially Hangars, maintenance shops, and offices should be maintained free of any dusts and cobwebs.

Note: The equipment or stands required for cleaning and removal of cobwebs at higher altitude will be under the scope of Housekeeping Service Provider (or Successful bidder).

- b. Dust Mop and/or Sweep/Vacuum Non-Carpeted Floors: The entire area will be thoroughly cleaned to remove dust, dry soil, and other surface debris. All areas under chairs, trash receptacles, desks, machines, and other furnishings, which are accessible, will be cleaned as well. After cleaning, surfaces, including corners, abutments, and places accessible to the cleaning equipment will be free of all visible soil, streaks, litter and spots caused by spills.
- c. Wet mop - Debris / spot free: All accessible areas will be mopped to remove all soil and non-permanent stains with chemicals / detergents. After mopping, the floor will have a uniform debris / spot free appearance.

Note: In Electronic Data Processing (EDP) areas and Server Room, the mop will be wrung as dry as possible prior to mopping, and the mop bucket will be kept outside the floor area.

- d. Vacuum cleaning of Carpets to make them Debris free: After vacuuming the entire carpeted floor, it will be free of all visible litter, soil, dust, and embed grit, including corners, and next to the baseboards. Trash receptacles will be moved as necessary to vacuum underneath. Shampooing the carpets as and when found soiled and spotted.
- e. **Carpet Cleaning:** After the carpets are cleaned (utilizing low moisture or extraction) with shampooing and drying, the carpet will have a uniform appearance with stains, spots, and dry chemical cleaning agent removed.
- f. **Wash / Mop and Disinfect Floor:** After washing /mopping the entire floor with a germicidal detergent, the floor will have to appear uniform free of spots, spills, stains, dirt, oily film, mop strings, standing water, etc. Dispose of the remaining detergent solution by pouring it down the floor drain.
- g. **Dusting of walls, cleaning of windows (both surfaces i.e., inside & outside), window casings, window sills, and handrails, doors, door frames, push plates and kick plates, thresholds, and door's glass to remove stains, spots, streaks and graffiti. After cleaning the surface must have a uniform appearance free from marks, dust, lint, streaks, and stains.** This only applies to permanent fixtures 7' and below. After dusting, these surfaces will have a uniform appearance free from streaks, smudges, lint, and cobwebs.
- h. **Dusting and cleaning of Tables, chairs, sofas, lockers, and other furniture.** Cleaning of furniture using vacuum cleaners.

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- i. **Cleaning of venetian blinds and curtains**
- j. **The tracks of Sliding Hangar Doors' & Elevators' door will be vacuumed as needed to be debris / spot free.**
- k. **Garbage/Waste Collection & Disposal:**
 - **Positioning of dustbins of sufficient quantity at various locations in MRO premises for collection & disposal of DRY WASTE, WET WASTE, E-WASTE, and OIL SOAKED SAW-DUSTS according to their respective colour codes. All these dustbins shall be cleaned regularly.**
 - **Collection of garbage / waste and handing over the same to MADC's waste collection vehicle on daily basis.**
- l. **Toilet Cleaning:**
 - **Completely scrub clean and disinfect all exposed surfaces (inside and out) of the toilets and urinals, paying particular attention to areas under the rim and water inlet orifices. A non-abrasive cleaner will be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. All foreign material will be removed from the urinal drain trap. Thoroughly scrub the surfaces of the urinal drain not covered by water. A special set of sponge, cloths, scouring pads and brushes will be maintained and used only for cleaning the urinals and toilets. After cleaning, the toilet seat must be completely dried and placed in an upright position. All fixtures will present a clean, bright shiny appearance and will be free of all streaks, spots, stains, rings, foreign material, etc., including the metal hardware. Stopped up toilets will be plunged to free the obstruction. Remove scale, scum, mineral deposits, rust stains, etc. from the interior of toilet bowls and urinals as needed to maintain a clean, uniform, bright shiny appearance. Placement of aroma cake/ naphthalene balls in urinal, room freshener in toilet.**
 - **Spot Clean Walls, Partitions, Doors, and Remove Graffiti: Clean partition walls, frames, partition doors, walls surrounding the urinal and toilet. To remove any non-permanent stain, spots, streaks and graffiti. Use a cloth or sponge dampened with a germicidal detergent solution. Wipe the surface dry using a clean cloth. After cleaning the surface will have a uniform appearance free from dust, lint, streaks, stains, and writing.**
 - **Clean and Disinfect All Touch-Points: Completely clean and disinfect all touch-points to include: door handles, door push plates and bars, faucets, towel dispenser handles, flush levers, latching and locking hardware, light switches, water fountains. After cleaning fixtures apply an approved germicidal disinfectant and allow drying per manufactures 'direction.**

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- **Maintaining the availability of Consumables like Hand wash and its dispenser, Toilet Rolls, Tissue Papers in all Toilets and wash basins.**

Note: Service Provider should deploy only female cleaners for cleaning ladies' toilets & restrooms.

m. Mirrors Cleaning: Remove soil, streaks, smudges, film, etc. from the surface of mirrors with a damp cloth or sponge. Polish dry with a clean, soft, non-terry towel. After cleaning, surface will have no visible signs of streaks, smudges, lint, film, etc. and present a uniform, clean appearance. The frame of the mirror and shelves and other adjacent areas also will be cleaned and free of dust.

n. Dust and descale all corridor and stairs' support arms & frames along with railings.

o. Power wash Exterior Building Entries, Porches, Ramps, and Stairways:

Deep clean exterior entrances, porches, and steps of all service buildings. Clean light fixtures and remove cobwebs. Power wash stairs, accessible ramps, and landings / patios/porches/terraces to remove moss and dirt build-up. Take care to ensure water does not leak into buildings

p. Sweep the roads, footpaths and apron area as and when required to ensure that no foreign objects are present.

q. Hangar and Shops' area:

- **Daily Mop the hangar and operational maintenance shop areas with chemicals to make it spot free.**
- **Sprinkle wood dust / saw dust on oil spill area immediately and spot clean the hangar area.**
- **Cleaning of Racks to make them dust free.**

r. Hangars' wall and doors (interior & exterior): Removing of streaks, smudges, lint, dirt and cobwebs.

Note: All the equipment & ladder required for hangar's wall cleaning will be in Service provider's scope.

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3. Measurement of Areas to be cleaned under the scope of Housekeeping:

Refer to the following table for getting the approximate area (in sq. ft.) of different areas of AIESL, MRO premise, under the scope of Housekeeping Services:

| Sr. No. | | Type of areas to be cleaned | Area in Sq. Mtr. |
|---|-----------------|--------------------------------------|--------------------------|
| 1 | INDOOR AREA | All indoor areas excluding washrooms | 74435.91 m ² |
| 2 | | Total Washroom Areas | 1055.861 m ² |
| 3 | OUTDOOR AREA | All Parking areas | 6600 m ² |
| 4 | | All Road Areas | 19330 m ² |
| 5 | | All Apron Areas | 76400 m ² |
| Grand Total Area (Excluding Garden Areas) | | | 177821.77 m ² |

| Sr. No. | BUILDINGS | Total Building area in m ² | Total Building area excluding Washrooms in m ² | DETAILS OF WASHROOMS | | | |
|--------------|---|---------------------------------------|---|---|--------------------|----------------|-----------|
| | | | | Total Washrooms Areas in m ² | No. of Wash-basins | No. of Urinals | No. of WC |
| 1 | ANNEX SUPPORT BUILDING | 30900 | 30099.349 | 800.651 | 80 | 52 | 64 |
| 2 | MEZZANINE AREA | 10036.32 | 9928.29 | 108.03 | 14 | 9 | 10 |
| 3 | HANGER 1+2 | 16480 | 16480 | 0 | 0 | 0 | 0 |
| 4 | SECURITY BLDG. MAIN GATE | 126.396 | 117.866 | 8.53 | 3 | 0 | 3 |
| 5 | ENERGY BUILDING | 2362.553 | 2356.55375 | 6 | 2 | 1 | 2 |
| 6 | LAND/ AIR SIDE GUARD HOUSE (GSE CHAUKI) | 33.1056 | 31.0856 | 2.02 | 1 | 0 | 1 |
| 7 | GSE BUILDING (GF+FF+SS) | 3000 | 2897.13 | 102.87 | 18 | 9 | 16 |
| 8 | AIR SIDE GUARD HOUSE (100 MTR BLDG) | 25.139 | 23.12 | 2.01 | 1 | 0 | 1 |
| 9 | LINE MAINTENANCE BLDG | 73.34 | 68.3 | 5.04 | 1 | 0 | 1 |
| 10 | AIRCRAFT WASH BLDG | 117.61 | 109.9 | 7.71 | 1 | 0 | 1 |
| 11 | HAZARDOUS BUILDING | 105.95 | 116.95 | 0 | 0 | 0 | 0 |
| 14 | ELECTRICAL METERING | 193.2 | 193.2 | 0 | 0 | 0 | 0 |
| 15 | GAS BANK | 64.61 | 64.61 | 0 | 0 | 0 | 0 |
| 16 | UG SUMP | 356.26 | 356.26 | 0 | 0 | 0 | 0 |
| 17 | TEST CELL (GF+FF+SS) | 11606.29 | 11593.29 | 13 | 3 | 2 | 2 |
| GRAND TOTAL: | | 75480.77 m ² | 74435.91 m ² | 1055.86 m ² | 124 | 73 | 101 |

Note: The areas mentioned in above tables are for reference only. Bidders are advised to visit the premises to get more clarity.

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4. QUALITY STANDARDS

4.1 Frequency: Frequency requirements are minimum requirements. All tasks to be performed as frequently as specified and as needed to maintain the area in a clean condition. Frequencies for Housekeeping activities are defined [in Clause 5 of Sub-section A of section IV](#).

4.2 General Standards:

The achievement of the desired standard of cleanliness will result in an almost complete absence of visible soil. In order to maintain the facilities in this condition, Service Provider will remove any visible soil which is found as a result of inspection.

For purposes of definition, absence of visible soil shall be as follows:

- Absence of dust on horizontal and vertical surfaces of floors, walls, ledges, furniture and equipment.
- Absence of litter and trash on floor and horizontal surfaces.
- Absence of finger marks, spots and soil build-up on walls, partitions, doors, dividers, etc.
- Absence of encrustation, soil, and wax build-up on floors, particularly in corners, along baseboards, around door jambs, and around furniture and equipment legs and bases.
- Absence of soil, scale and stain on restroom fixtures, drains, taps, faucets, soap dispensers, paper dispensers, stalls, mirrors, ledges and drinking fountains.
- Absence of soil, stain and scale on restroom floors and baseboards. Tile and grout maintained free of stain and build up.
- Absence of dust, lint and litter on upholstered furniture.
- Absence of soil, litter, dust and encrustations on furniture and equipment surfaces and legs.
- Absence of soil, litter, dust, and encrustation in urns, wastebaskets, and trash containers.
- Absence of marks, spots, stains and streaks on glass and mirrors.
- Absence of soil and dust on window blinds, shades, sills, frames and ledges.
- Absence of other visible soil and cobwebs on horizontal surfaces, including ceilings.
- Absence of trash in building.
- Absence of soil, litter, debris and spots on all carpets, mats, and floors.

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5. FREQUENCY AND SCHEDULE OF CLEANING REQUIRED IN DIFFERENT AREAS OF AIESL MRO NAGPUR.

(Note: This schedule is the minimum requirement and the successful bidder / service provider shall make the cleaning schedule so that all premises always look neat and clean to provide hygienic environment.)

5.1 HANGARS & HANGAR OFFICES

| S/N | AREAS | PERIODICITY |
|-----|--|-------------|
| 1 | HANGARS | |
| | FLOOR SWEEPING | DAILY |
| | FLOOR MOPPING | DAILY |
| | HANGAR DOORS | WEEKLY |
| | CLEAR OUT (ANY BLOCKAGE) FOR ALL DRAIN HOLES | MONTHLY |
| | REMOVING COBWEBS | MONTHLY |
| | | |
| 2 | HANGARS' OFFICES | |
| | FLOOR SWEEPING | DAILY |
| | FLOOR MOPPING | DAILY |
| | REMOVING COBWEBS | MONTHLY |

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5.2 ANNEX SUPPORT BUILDING

| Area | | Location | PERIODICITY |
|--------------------------------|-------------|--|---------------------|
| FIRST FLOOR (SUPPORT BUILDING) | BLOCK A | 1 Office Area (including QC Office & Managers' Cabin) | Daily |
| | | 2 Paint Shop | Every Alternate Day |
| | | 3 Ladies Rest Room | Daily |
| | BLOCK B & C | 4 Interior Shop & Overhead Storage Area | Weekly |
| | | 5 Material Store | Weekly |
| | | 6 (Not in Use) Room (Cabin) | 2 times a month |
| | | 7 Electrical/Wiring Shop (including Battery Shop, Tools/Storage, Office) | 2 times a month |
| | BLOCK D | 8 AMT Restroom | Daily |
| | | 9 Avionics/Accessories Shop | 2 times a month |
| | | 10 Ladies Restroom (D Block) | Daily |
| | | 11 Mechanics Crew Room (Carrom) | Daily |
| | | 12 IPT Restroom (H1) | Daily |
| | | 13 Gents' Locker Room | Daily |
| | | 14 Emergency Shop | Daily |
| | COMMON AREA | 15 Hangar Galley (H1 & H2) | Weekly |
| | | 16 First Floor Corridors | Daily |

| Area | Location | PERIODICITY |
|--------|---------------------------------------|---|
| OTHERS | 1 Staircase (Total 6) | Every Alternate Day |
| | 2 Glass Cleaning (Inside Area) | Weekly |
| | 3 Glass Cleaning (Outside Area) | 1 month |
| | 4 All Washrooms | Twice a day * (Refer to schedules of washroom cleaning for more details) |
| | 5 Elevators (2 Freight + 1 Passenger) | Every Alternate Day |
| | 6 Sofas | As and when required |
| | 7 Terrace | 3 Months |

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| Area | | | Location | PERIODICITY |
|---------------------------------|-------------|----|--|---------------------|
| GROUND FLOOR (SUPPORT BUILDING) | BLOCK A | 1 | Reception | Daily |
| | | 2 | BMS | Daily |
| | | 3 | Medical | Daily |
| | | 4 | Cafeteria | Daily |
| | | 5 | NDT Room | Daily |
| | | 6 | Calibration Shop | Daily |
| | | 7 | Oxygen Shop | Daily |
| | | 8 | Recreational Room | Daily |
| | | 9 | Engineers' Crew Room | Daily |
| | | 10 | Ladies Rest Room (H2) | Daily |
| | BLOCK B & C | 11 | Service Providers Room | Daily |
| | | 12 | MMD Dispatch | Daily |
| | | 13 | Cleaning Shop | Every Alternate Day |
| | | 14 | Sheet Metal Shop (Including Welding Shop & Heat Treatment Shop) | Daily |
| | | 15 | Machine Shop | Daily |
| | | 16 | Mechanical Accessories Shop | 2 times a month |
| | | 17 | Fibre Glass/ Composite Shop (Sanding Area) | Daily |
| | BLOCK D | 18 | Fibre Glass/ Composite Shop (CMRS) | Daily |
| | | 19 | Paint Decal Shop (including Carpentry Shop, Paint Room, Shops(3 Nos.)) | Daily |
| | | 20 | Equipment Bay | Every Alternate Day |
| | COMMON AREA | 21 | Ground Floor Corridors | Daily |

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5.3 ENGINE TEST CELL FACILITY

| S/N | PARTICULARS | PERIODICITY |
|----------|---|---------------------|
| 1 | ENGINE TEST AREA | |
| | Floor sweeping | DAILY |
| | Floor mopping | ONCE IN A WEEK |
| | Bird screen | MONTHLY |
| | Doors cleaning | TWO TIMES IN A WEEK |
| | Clear out (any blockage) for all drain holes | MONTHLY |
| | Removing cobwebs | MONTHLY |
| 2 | PREPARATION AREA | |
| | Floor sweeping | DAILY |
| | Floor mopping | TWO TIMES IN A WEEK |
| | Removing cobwebs | MONTHLY |
| 3 | CONTROL CELL | |
| | Floor sweeping | TWO TIMES IN A WEEK |
| | Floor mopping | WEEKLY |
| | Top surface of cupboard & VXI cabinet | MONTHLY |
| | Removing cobwebs | QUARTERLY |
| 4 | PANTRY/RECORDS/OFFICE ROOMS/LOCKER ROOMS | |
| | Floor sweeping | DAILY |
| | Floor mopping | DAILY |
| | Top surface of cupboard | MONTHLY |
| | Removing cobwebs | MONTHLY |
| 5 | FUEL STORAGE | |
| | Floor sweeping | WEEKLY |
| | Removing vegetation | WEEKLY |
| | Top surface of tanks | MONTHLY |
| 6 | ENGINE EXHT.ROOM | |
| | Floor sweeping | MONTHLY |
| 7 | COMPRESSOR & FUEL METRING ROOM | |
| | Floor sweeping | TWO TIMES IN A WEEK |
| | Floor mopping | WEEKLY |
| | Top surface of emergency fuel tank | MONTHLY |
| | Removing cobwebs | MONTHLY |
| 8 | GROUND FLOOR EQUIPMENT ROOMS | |
| | Floor sweeping | TWO TIMES IN A WEEK |
| | Floor mopping | WEEKLY |
| | Top surface of test cell system component & equipments | MONTHLY |
| 9 | ENGINE DRESSING/PREPARATORY AREA | |
| | Floor sweeping | DAILY |
| | Consumable and soaking room floor sweeping | DAILY |
| | Floor mopping | BI-WEEKLY |
| | Spares trolleys/racks cleaning and protection | FORTNIGHTLY |
| | Cleaning of horizontal surfaces above eye level (top surfaces of cupboards, racks, switchboards etc.) | MONTHLY |
| | Removing cobwebs | MONTHLY |

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5.4 GSE BUILDING AND OTHER TECHNICAL ROOMS

Note: Cleaning of Technical Rooms shall be done under the supervision of staff designated by Engineering Facilities Division of AIESL MRO Nagpur.

(a). GSE BUILDING:

| S/N | AREA | PERIODICITY |
|----------|--------------------------|------------------|
| A | GROUND FLOOR AREA | |
| 1 | GENTS TOILET | DAILY |
| 2 | LADIES TOILET | DAILY |
| 3 | PAINT AREA | DAILY |
| 4 | AIR CONDITIONING SECTION | DAILY |
| 5 | N2 BOSTER ROOM | DAILY |
| 6 | LIGHT WORKSHOP | DAILY |
| 7 | HEAVY WORKSHOP | DAILY |
| 8 | CORRIDOR | DAILY |
| 9 | STAIRCASE | WEEKLY |
| 10 | OUTER AREA | WEEKLY |
| 11 | REMOVING COBWEB | MONTHLY |
| | | |
| B | FIRST FLOOR AREA | |
| 1 | GENTS TOILET | DAILY |
| 2 | LADIES TOILET | DAILY |
| 3 | ELECTRICAL SECTION | DAILY |
| 4 | OFFICE | DAILY |
| 5 | OFFICE HALL | DAILY |
| 6 | ELECTRICAL STORE | DAILY |
| 7 | CORRIDOR | DAILY |
| 8 | STAIRCASE | WEEKLY |
| 9 | REMOVING COBWEB | MONTHLY |
| | | |
| C | SECOND FLOOR AREA | |
| 1 | LADIES TOILET | DAILY |
| 2 | GENTS TOILET | DAILY |
| 3 | HALL | QUARTERLY |
| 4 | ELECTRICAL ROOM | DAILY |
| 5 | ELV ROOM | DAILY |
| 6 | STAIR CASE | WEEKLY |
| 7 | REMOVING COBWEB | MONTHLY |
| | | |
| D | TERRACE | ONCE IN 3 MONTHS |

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(b). ENERGY BUILDING:

| S/N | AREA | PERIODICITY |
|-----|------------------------------|-------------|
| 1 | GENTS TOILET 11.30 AND 14.30 | DAILY |
| 2 | LT ROOM | DAILY |
| 3 | HT ROOM | DAILY |
| 4 | ELV ROOM | WEEKLY |
| 5 | UPS ROOM | WEEKLY |
| 6 | COMPRESSOR ROOM | DAILY |
| 7 | CHILLER ROOM | DAILY |
| 8 | TERRACE | MONTHLY |
| 9 | OUTER AREA | MONTHLY |
| 10 | REMOVING COBWEB | MONTHLY |

(c). METERING ROOM, STP, ETP AND UG SUMP PUMP ROOM

| S/N | AREA | PERIODICITY |
|-----|--------------------------|-------------|
| 1 | ELV ROOM | WEEKLY |
| 2 | METERING ROOM | DAILY |
| 3 | ETP AREA | WEEKLY |
| 4 | STP ROOM | DAILY |
| 5 | STP OUTER AREA | WEEKLY |
| 6 | UG SUMP INSIDE | WEEKLY |
| 7 | UG SUMP OUTSIDE | WEEKLY |
| 8 | UG SUMP VENTILATION ROOM | WEEKLY |
| 9 | UG SUMP ELECTRICAL | WEEKLY |
| 10 | REMOVING COBWEB | MONTHLY |

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(d). SUPPORT BUILDING, HANGAR AREA & ENGINE TEST CELL

| S/N | AREA | PERIODICITY |
|-----|---|-------------|
| 1 | ELECTRICAL ROOM NO-1 | WEEKLY |
| 2 | ELECTRICAL ROOM NO-2 | WEEKLY |
| 3 | ELECTRICAL ROOM NO-3 | WEEKLY |
| 4 | ELECTRICAL ROOM NO-4 | WEEKLY |
| 5 | ELECTRICAL ROOM NO-5 | WEEKLY |
| 6 | ELECTRICAL ROOM NO-6 | WEEKLY |
| 7 | ELECTRICAL ROOM NO-7 | WEEKLY |
| 8 | ELECTRICAL PANEL ROOM AND ELV – AIRCRAFT WASH BLDG | WEEKLY |
| 9 | ELECTRICAL PANEL ROOM AND ELV – LINE MAINTENANCE BLDG | WEEKLY |
| 10 | ELECTRICAL PANEL ROOM –HAZARDOUS BUILDING | WEEKLY |
| 11 | ELECTRICAL PANEL ROOM –KITCHEN ROOM CANTEEN | WEEKLY |
| 12 | ELECTRICAL PANEL ROOM –MAIN LT TEST CELL | WEEKLY |
| 13 | ELECTRICAL PANEL ROOM –MAIN HT TEST CELL | WEEKLY |
| 14 | ELV-1 | WEEKLY |
| 15 | ELV-2 | WEEKLY |
| 16 | ELV-3 | WEEKLY |
| 17 | ELV-4 | WEEKLY |
| 18 | ELV-5 | WEEKLY |
| 19 | ELV-6 | WEEKLY |
| 20 | AHU 1 | WEEKLY |
| 21 | AHU 2 | WEEKLY |
| 22 | AHU 2 | WEEKLY |
| 23 | AHU 3 | WEEKLY |
| 24 | AHU 4 | WEEKLY |
| 25 | AHU 5 | WEEKLY |
| 26 | AHU 6 | WEEKLY |
| 27 | AHU 7 | WEEKLY |
| 28 | AHU 8 | WEEKLY |
| 29 | LIFT ROOM –A BLOCK TERRACE | WEEKLY |
| 30 | LIFT ROOM –B BLOCK TERRACE | WEEKLY |
| 31 | LIFT ROOM –C BLOCK TERRACE | WEEKLY |
| 32 | REMOVING COBWEB | MONTHLY |

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5.5 WASHROOMS & TOILETS

(a). Annex Support Building:

| Sr. No. | FLOOR | BLOCK | Location | TYPE | PERIODICITY |
|---------|--------------|-------|---|--------|-----------------|
| 1 | FIRST FLOOR | A | CEO/GM's Cabin | GENTS | DAILY (2 TIMES) |
| 2 | | | Executive Toilet | GENTS | DAILY (2 TIMES) |
| 3 | | | Gents Washroom (Opp. QC Office) | GENTS | DAILY (2 TIMES) |
| 4 | | | LADIES Washroom (Opp. QC Office) | LADIES | DAILY (2 TIMES) |
| 5 | | | Gents Washroom (Opp. Overhead Storage & Besides Paint Shop) | GENTS | ONCE IN 15 DAYS |
| 6 | | | LADIES Washroom (Opp. Overhead Storage & Besides Paint Shop) | LADIES | ONCE IN 15 DAYS |
| 7 | | | Men's Locker Room (Hangar-2 Mezanine) | GENTS | ONCE IN 15 DAYS |
| 8 | | | LADIES Rest Room (Hangar-2 Mezanine) | LADIES | DAILY (2 TIMES) |
| 9 | | B | Manager's Washroom (Opp. CUSTOMER Airline Office) | GENTS | DAILY (2 TIMES) |
| 10 | | | LADIES Washroom (Opp. CUSTOMER Airline Office) | LADIES | DAILY (2 TIMES) |
| 11 | | C | Gents Washroom (Besides Battery Shop & Electrical/Wiring Shop) | GENTS | ONCE IN 15 DAYS |
| 12 | | | LADIES Washroom (Besides Battery Shop & Electrical/Wiring Shop) | LADIES | ONCE IN 15 DAYS |
| 13 | | D | Womens' Locker Room | LADIES | ONCE IN 15 DAYS |
| 14 | | | AMTs Restroom | GENTS | DAILY (2 TIMES) |
| 15 | | | Gents Washroom (Besides Emergency Shop) | GENTS | DAILY (2 TIMES) |
| 16 | | | Gents Washroom -2 (Besides Emergency Shop) | GENTS | ONCE IN 15 DAYS |
| 17 | | | LADIES Washroom (Besides Emergency Shop) | LADIES | ONCE IN 15 DAYS |
| 18 | | | Men's Locker Room (Hangar-1 Mezanine, besides IPT restroom) | GENTS | DAILY (2 TIMES) |
| 19 | | | LADIES Toilet (Hangar-1 Mezanine, besides IPT restroom) | LADIES | ONCE IN 15 DAYS |
| 20 | GROUND FLOOR | A | Engineers Washroom (Near Hangar 2) | GENTS | DAILY (2 TIMES) |
| 21 | | | Mechanics Washroom (Near Hangar 2) | GENTS | DAILY (2 TIMES) |
| 22 | | | LADIES Washroom (Near Hangar 2) | LADIES | DAILY (2 TIMES) |
| 23 | | | Gents Toilet (Cafeteria) | GENTS | ONCE IN 15 DAYS |
| 24 | | | LADIES Toilet (Cafeteria) | LADIES | ONCE IN 15 DAYS |
| 25 | | B | Gents Toilet (Opp. BMS) | GENTS | DAILY (2 TIMES) |
| 26 | | | LADIES Toilet (Opp. BMS) | LADIES | DAILY (2 TIMES) |
| 27 | | C | Gents Toilet (Opp. Fibre Glass Shop) | GENTS | ONCE IN 15 DAYS |
| 28 | | | LADIES Toilet (Opp. Fibre Glass Shop) | LADIES | ONCE IN 15 DAYS |
| 29 | | D | Engineers Washroom (Near Coffee Machine) | GENTS | DAILY (2 TIMES) |
| 30 | | | Mechanics Washroom (Near Coffee Machine) | GENTS | DAILY (2 TIMES) |
| 31 | | | LADIES Washroom (Near Coffee Machine) | LADIES | DAILY (2 TIMES) |

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(Signature & Stamp of Bidder)



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(b). GSE Building

| Sr. No. | FLOOR | TOILET NOMENCLATURE | TYPE | PERIODICITY |
|---------|--------------|-----------------------------|---------------|-----------------|
| 1 | Ground Floor | GR. FL. GSE GENTS | GENTS | DAILY (2 TIMES) |
| 2 | | GR. FL. GSE LADIES | LADIES | DAILY (2 TIMES) |
| 3 | First Floor | 1ST FLOOR GSE GENTS | GENTS | ONCE IN 15 DAYS |
| 4 | | 1ST FLOOR GSE LADIES | LADIES | ONCE IN 15 DAYS |
| 5 | Second Floor | 2ND FL. GSE GENTS | GENTS | ONCE IN 15 DAYS |
| 6 | | 2ND FL. GSE LADIES | LADIES | ONCE IN 15 DAYS |

(c). Engine Test Cell Facility

| Sr. No. | FLOOR | TOILET NOMENCLATURE | TYPE | PERIODICITY |
|---------|-------------|----------------------|---------------|-----------------|
| 1 | First Floor | GENTS TOILET | GENTS | DAILY (2 TIMES) |
| 2 | | LADIES TOILET | LADIES | DAILY (2 TIMES) |

(d). SECURITY MAIN OFFICE

| Sr. No. | FLOOR | TOILET NOMENCLATURE | TYPE | PERIODICITY |
|---------|--------------|----------------------|---------------|-----------------|
| 1 | Ground Floor | GENTS TOILET | GENTS | DAILY (2 TIMES) |
| 2 | | OFFICERS TOILET | GENTS | DAILY (2 TIMES) |
| 3 | | LADIES TOILET | LADIES | DAILY (2 TIMES) |

(e). 100 Mtr. Security Chowki

| Sr. No. | FLOOR | TOILET NOMENCLATURE | PERIODICITY |
|---------|--------------|---------------------|-----------------|
| 1 | Ground Floor | WASHROOM | DAILY (2 TIMES) |

(f). Security Chowki near GSE Building:

| Sr. No. | FLOOR | TOILET NOMENCLATURE | PERIODICITY |
|---------|--------------|---------------------|-----------------|
| 1 | Ground Floor | WASHROOM | DAILY (2 TIMES) |

(g). AIRCRAFT WASH BUILDING:

| Sr. No. | FLOOR | TOILET NOMENCLATURE | PERIODICITY |
|---------|--------------|---------------------|-----------------|
| 1 | Ground Floor | WASHROOM-1 | ONCE IN 15 DAYS |
| 2 | | WASHROOM-2 | ONCE IN 15 DAYS |

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6. Scheduled cleaning records maintenance

- 6.1 For each area a record of cleaning carried out and the person responsible for it needs to be maintained and submitted for inspection.
- 6.2 For toilet cleaning, a separate record of task performed with time needs to be recorded.
- 6.3 For Hangar cleaning, record needs to be maintained and presented to the Manager Service Engineer working in Hangar on daily basis.
- 6.4 For road, and other apron areas, cleaning record to be maintained.

7. EQUIPMENTS & CONSUMABLES:

- 7.1 All cleaning equipments and housekeeping consumables, Gardening equipment, tools to be supplied by the Service Provider. Equipment mentioned in ANNEXURE 3 are the recommended equipments for effectively carrying out housekeeping & gardening activities at AIESL MRO Nagpur. Service Provider may use different requisite equipments as per the requirement so as to ensure the quality standards of cleaning and gardening.
- 7.2 Only Eco friendly pesticides and fertilizers to be used for gardening.
- 7.3 Capital intensive cleaning equipments like – road sweepers, battery type sweeping machine, driving type sweeping machine etc., need not be positioned permanently by the service provider at AIESL MRO Nagpur during the existence of the Contract. But all these cleaning equipments (including capital intensive cleaning equipments) shall be present at AIESL MRO Nagpur for cleaning as per the cleaning schedule at AIESL MRO Nagpur.

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B.GARDENING SERVICES:

1. Gardening requirements:

- a. Day to day watering for all plants, trees, and lawn.
- b. Weeding out of grass & other unwanted bushes at regular intervals once in a week from the garden and surrounding area of the campus.
- c. Pest control to be done once in 3 weeks to all the plants/trees.
- d. Mowing of the lawn so that complete lawn remains in desired shape with uniform height.
- e. Day to day cleaning such as removal of debris, stones, foliage, leaves, broken branches etc., from the garden and surrounding area of the campus.
- f. Pruning to be done as and when required – as per the direction
- g. Farm Yard Manure/ fertilizers application for all vegetation quarterly as per the type of plant.
- h. Replacement of dead / damaged plants, attending the patch works in the lawn/Meadow.
- i. Maintaining the overall aesthetics of the landscape and supervision of skilled labour involved in landscape activities and maintenance.

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2. Details of Garden Areas in AIESL, MRO-Nagpur:

| <u>Sr. No.</u> | <u>GARDEN DESCRIPTION</u> | <u>Approx. area in square meter</u> |
|---------------------------------|--|-------------------------------------|
| 1 | GARDEN 1 (Centre lawn/garden) | 6000 |
| 2 | GARDEN 2 (Along the Boundary wall from Security Main gate to Waste fuel Yard) | 1600 |
| 3 | GARDEN 3 (Along the Boundary wall from Main Gate to Metering Room) | 4200 |
| 4 | GARDEN 4 (near Bus Parking) | 300 |
| 5 | GARDEN 5 (Near Energy Building) | 1500 |
| 6 | GARDEN 6 (Test Cell) | 2491 |
| 7 | GARDEN 7 (near Engine Test Cell Parking) | 662 |
| 8 | GARDEN 8 (Behind GSE building and near Engine Run-up Area) | 2610 |
| 9 | GARDEN 9 (Outside MRO along the Boundary wall) | 2365 |
| <u>TOTAL GARDEN AREA</u> | | <u>21728 sq. mtr.</u> |

Note:

- The areas mentioned in above tables are for reference only.
- Bidders are advised to visit the premises to get more clarity.

3. Equipment & Consumables for Gardening:

Equipment mentioned in [ANNEXURE 3](#) is the recommended equipments for effectively carrying out housekeeping & gardening activities at AIESL MRO Nagpur. Service Provider may use different equipments as per the requirement so as to ensure the quality standards of cleaning and gardening.

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C. MANPOWER SUPPLY SERVICES:

1. Details of no. of personnel required:

| Sr. No. | Type of Personnel required | No. of Personnel required |
|--------------------------|----------------------------|---------------------------|
| 1 | Drivers (Skilled) | 03 |
| 2 | Assistant Store Keepers | 03 |
| 3 | Handymen | 59 |
| Total required Manpower: | | 65 |

Note:

- The number of persons required as mentioned above can be increased or decreased by 25% based on the requirement.
- Intimation for such increase/decrease in requirement of manpower will be given to service provider before 30 days in advance.

2. Eligibility criteria and Job description:

2.1. Driver (Under “Skilled” Category):

Age Criteria:

- The bidder shall not engage any workmen below the age of 18 and not above the age of 40 years.

Eligibility Criteria:

- Experienced driver shall be deployed for driving the official vehicle and should have a valid license of LMV-TR and TRANS or HMV.
- Driver having training and experience in operating Boom-Lift, Fork Lift, Hydra etc., will be preferred.
- Good communication and interpersonal skills

Job Description:

- Pick-up & Dropping of guests.
- Helping with loading and unloading of goods, raw materials, and staff luggage.
- Regularly washing and cleaning the vehicles.
- Scheduling vehicle service appointments.
- Conducting timely vehicle maintenance checks.
- Maintaining the record of entries in vehicle log book.
- Maintaining a record of vehicle maintenance receipts

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- Ensuring the safety of staff members and goods during the journey.
- Identifying any issues or damage in the vehicle, and reporting the same to Admin section.

2.2 Assistant Store Keeper (Under “Skilled” Category):

Qualification Requirement:

- 12th pass with 1 year experience in Store.

Job Description:

- To maintain records of tools and equipment and serviceability checks, IRO, to carry out inventory checks and address audit issues.
- Inspection of new tools and equipment upon arrival. Induction of tools and equipment in the RAMCO system.
- Responsible for issue and receipt of tools and equipment to staff after making necessary entries in the respective loan and consumable register.
- To ensure that tools are issued and received in serviceable condition. If anomalies found during issue/ return of tools, the same to be brought to the notice of concerned store supervisor / In-charge.
- Other responsibilities as allocated by Store-Incharge.

2.3 Handyman (Under “Unskilled” Category):

Age Criteria:

- The bidder shall not engage any workmen below the age of 18 and not above the age of 40 years.

Qualifications:

1. 10th Pass, or ability to read, understand, and write in Marathi, Hindi, and English languages.
2. Basic computer knowledge for printing, photocopying, and scanning documents will be preferred.

Job Description:

- Cleaning of Aircraft’s cabin and outer surface of Aircraft as per the directions of Reporting In-charge.
- Loading and unloading of items including aircraft spares, components, and cargo boxes.
- Cleaning and maintaining the cleanliness of Aircraft components, spares, trestles & stands, and racks as per the directions of reporting In-charge.
- Operating/Driving ground support vehicles like Platform truck, scissor Lift,

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Tow truck & Fork Lift for carrying various items as per the directions of reporting In-charge.

- Etching work for labelling new tools or equipments in Tool Stores as per the directions of reporting In-charge.
- Assist in tailoring work of aircraft's seats and upholsteries.
- Assist in carpentry work as directed by reporting In-charge.
- Positioning of Aircraft maintenance trestles and stands during & after the maintenance of Aircraft as per the instruction of reporting in-charge.
- Assist Engineering personnel during maintenance by providing the required spares, tools, and other items as per the direction.
- Carry and deliver documents, items, tools, and spares and components as per the directions of reporting In-charge.

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SECTION V - TERMS AND CONDITIONS THAT SHALL GOVERN THE FUNCTIONAL ASPECT OF THE CONTRACT

DEFINITIONS:

- i. “AIESL” as used in the Tender shall mean AI Engineering Services Limited.
- ii. The “Bidder”, “Tenderer” and/or “Service Provider” as used in the Tender shall mean the bidder who has signed the Tender and submitted a bid in response to the Tender.
- iii. The “Successful Bidder/ Tenderer” shall mean the Bidder who has been adjudged as the L-1 Bidder and has been awarded the Contract by AI Engineering Services Limited.
- iv. The term “Contract” shall mean the agreement entered into between AIESL and the Successful Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned herein.
- v. The term “Company” shall mean AIESL and its assignees and successors.
- vi. The term “Services” shall mean the services to be provided by the Successful Bidder as mentioned in this Tender.
- vii. The terms “L-1 Bidder” means Bidder with lowest quote.

1. Rate and Validity:

1.1 Inclusions

The rates offered / finalized / agreed by the Tenderer shall be inclusive of all the costs thereon incurred to deliver the services as per the work scope subject to exclusions mentioned below.

1.2 Exclusions:

1.2.1 The GST on applicable rates is **excluded**. No GST is applicable for AIESL MRO as it is in SEZ. The Services shall be provided under bond or letter of undertaking executed with their prescribed authorities without payment of IGST and claim refund of unutilized input tax credit.

1.2.2 Any other tax as per Government laws including Royalty as and when made effective after the due date of the Tender.

1.3 The Service provider shall ensure that the wages paid to their employees working under “Housekeeping, Gardening & Manpower Supply Services” shall not be less than the minimum

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wages specified from time to time by **State Government in respect of Skilled/Unskilled personnel for the Engineering Industries or higher** as provided in the applicable Notifications as may be issued from time to time or any other minimum wages that may be made applicable from time to time. This shall be paid as applicable and reimbursed to Service Provider. The Service Provider shall intimate the revised / enhanced minimum wages as notified from time to time by the State Government and submit bills accordingly. **Failure to notify AIESL of the revised/enhanced minimum wages may render the Service Provider ineligible for continuing with the Contract resulting into termination of contract with all applicable consequences. The Bidder shall also indemnify AIESL from any consequences arising out of non-intimation of revised/enhanced wages that resulted into payment of lesser minimum wages.**

1.4 Validity & Extension:

(A). In case of “Housekeeping & Gardening Services”

- a. Rates (as mentioned in Annexure 1 (i.e., Price Bid) finalized and agreed shall remain firm during the full contract period. **No request shall be entertained for increase of rates during the validity of the contract.**
- b. The first three months of the Contract may be treated as a trial period, during which, if the Services rendered by the Successful Tenderer are found to be unsatisfactory/ not up to the standard required to be maintained as per AIESL's requirement, **including in respect of compliances of all applicable statutes from time to time**, the contract shall be terminated by AIESL immediately, at its sole discretion.
- c. Subject to clause ‘b’ above, the Contract shall be awarded for a period of two years from the date of commencement of the Contract. AIESL however reserves the right to extend the Contract for a further period not exceeding two year on same terms, rates and conditions.

(B). In case of “Manpower Supply Services”

- a. Rates (as mentioned in [Annexure 1 \(Price Bid\)](#)) finalized and agreed shall remain firm during the full Contract period and for additional period mutually agreed to in case of extension. **No request shall be entertained for increase of rates during the validity of the Contract and extensions except the revision of applicable minimum wages rates** from time to time as specified by the State Government for the Engineering Industries or higher as provided in the applicable Notifications as may be issued from time to time or any other minimum wages that may be made applicable from time to time. The Bidder in the Bid shall specifically and separately provide for the aforesaid charges.
- b. The first three months of the Contract may be treated as a trial period, during which, if the Services rendered by the Successful Tenderer are found to be unsatisfactory/ not up to the standard required to be maintained as per AIESL's requirement, **including in respect of compliances of all**

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applicable statutes from time to time, the contract shall be terminated by AIESL immediately, at its sole discretion.

- c. Subject to clause 'b' above, the Contract shall be awarded for a period of two years from the date of commencement of the Contract. AIESL however reserves the right to extend the Contract for a further period not exceeding two year on same terms, rates and conditions.

2. SECURITY DEPOSIT / PERFORMANCE GUARANTEE

- 2.1 The Successful Bidder will have to deposit with AIESL a performance security deposit in the form of Performance Bank Guarantee (e-PBG) (in the format provided on GeM) of **5% (5 percentage) of contract value**, valid for 2 months beyond the date of completion of all contractual obligations. In case of any extension of contract obligation period, the service provider shall be liable to suitably extend the validity of the Performance Security.
- 2.2 Such E-Performance Bank Guarantee, in prescribed format, from a scheduled commercial bank must be submitted by the service provider to the AIESL within 5 days of notification of acceptance of bid and communication of contract no.
- 2.3 The formal contract will be issued only after receipt of on-line confirmation of e-PBG from the issuing bank to the advising bank selected by the AIESL.
- 2.4 If the service provider duly performs and completes the contract in all respects, then AIESL shall refund the Performance Security to the Service Provider within 30 days of completion of all contractual obligations by the Service Provider.
- 2.5 In case, the said performance security deposit is not deposited within the stipulated time, or it is not maintained on the said level throughout the contract period, the security Deposit shall be recovered from contractor's first bill / subsequent bills.
- 2.6 In case of partial or total encashment of Security Deposit by AIESL, the Successful Tenderer shall reinstate the Security Deposit to its original level within 10 days, failing which the Contract may be terminated by AIESL, in its sole discretion.
- 2.7 In case if the Successful Bidder fails or neglects to observe or perform any of his obligations under the contract, it shall be lawful for the AIESL to forfeit either in whole or in part, the Performance Security furnished by the Successful Bidder.
- 2.8 The cost of execution of Bank Guarantee would be borne by the Successful Bidder.
- 2.9 Bidder(s) are advised to quote strictly as per the terms and conditions of the Tender documents and not to stipulate any deviations / exceptions / inclusions. Once quoted, the Bidder shall not make any subsequent price change after due date and time of submission of Bid. Price changes through any other mode shall render the offer liable for rejection and if indicated with the word negotiable shall also be summarily rejected.

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3 EXECUTION OF JOB:

- 3.1 LOI will be issued to the successful Tenderer after evaluation of Price Bid.
- 3.2 Successful Tenderer has to submit all the supporting documents (like Performance Security Deposit/Bank Guarantee, Service Level Agreement, Workmen Compensation Policy, etc) substantiate to compliance of the formalities mentioned in the LOI within 15 days of acceptance of LOI.
- 3.3 Upon compliance of all the formalities, contract work order will be issued through GeM, and the successful tenderer shall start the work within 15 days of acceptance of GeM contract order.
- 3.4 The Successful Tenderer shall be in possession of “The Material and Equipment required for Housekeeping and Gardening” before commencement of the Services.
- 3.5 The Successful Tenderer before final commencement of services shall be required to give adequate training to his manpower regarding the housekeeping and gardening services to be carried out and how to handle the chemicals while carrying out the work without any liability to AIESL / with no charges.
- 3.6 The staff employed by the Tenderer for carrying out the subject work shall do so at the sole risk & responsibility of the Tenderer.
- 3.7 The Service Provider must ensure that payment of wages is made through ECS for which purpose all the personnel deployed by him should furnish their bank account number within 20 days after commencement of the contract or before submission of first invoice of the contract.

4 SUBCONTRACTING:

During the currency of the Contract, the Service Provider is prohibited from subcontracting / franchising in any form. In case it is found that the Tenderer has resorted to subcontracting / franchising in any form, AIESL reserves the right to terminate the contract, forfeit the Security Deposit or invoke Bank Guarantee and initiate legal action at the cost and risk of the Tenderer.

In case of failure to carry out the job to the satisfaction of the General Manager (Engg)-MRO, AIESL, or his nominee, AIESL will be free to get the job done by others at the cost and risk of the Tenderer.

5 AMALGAMATION / ACQUISITION:

In the event the Bidder proposes for amalgamation, acquisition or sale its business to any firm during the Contract period, the Buyer/Successor of the Principal Company is liable for execution of the Contract and also fulfilment of contractual obligations for the remaining period of the contract on the same terms and conditions. Any compensation to the Successor /Buyer of the Principal Company shall be for the remaining contract period.

You may confirm this condition while submitting the Bid.

6 GENERAL REQUIREMENTS:

The staff employed by the Service Provider for carrying out the subject job shall do so at

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the sole risk & responsibility of the Service Provider. Further:

6.1 Supervision and daily monitoring of personnel / employee provided by the Service Provider shall be the responsibility of the Service Provider itself. The Service Provider shall ensure the quality of Services rendered by its personnel and in case of any complaint; the Service Provider shall have to replace the concerned personnel forthwith.

6.2 Cross utilization of deployed workers will not be allowed:

- a. The Successful Tenderer shall not utilize workers deployed as Housekeepers or Gardeners to work as Handymen/Driver/Assistant Store Keepers and vice versa.
- b. Workers deployed in Housekeeping activities can be cross-utilized with those in the Gardening activities, and vice versa.

6.3 The Successful Tenderer will not deploy personnel forthwith found unsuitable by AIESL. AIESL further reserves the right to refuse entry of any such personnel for rendering the aforesaid Services.

6.4 The Service Provider must depute **adequate no. of supervisors (at least one) at its own cost** as a single point of contact to monitor the work allotted to the employees/staff on day-to-day basis taking into account the requirements as indicated in [Section I \(Scope of Work\)](#) of the Tender document.

6.5 The Services shall be carried out by the Service Provider by deploying trained personnel and using their own cleaning materials and equipment such as vacuum cleaners, chemicals, swabs, wipers, broom and gardening tools etc. The deployed personnel must also know about the applicability of different chemicals, materials or equipment based on surface / area and application purpose.

6.6 While performing Services by the personnel of the Service Provider, if any item belonging to AIESL is found, the same shall be deposited immediately with the AIESL security staff present / shift-in-charge against a receipt.

6.7 The Service Provider shall personally visit the place of work on a regular basis (at least one visit in a month) to ensure smooth execution of work by its staff.

6.8 In case of misconduct committed and/or unsatisfactory performance by any of the personnel engaged by the Service Provider the AIESL shall report the matter to the Service Provider for appropriate action including removing and replacing such personnel immediately.

6.9 The Service Provider shall issue letters of engagement/appointment specifically mentioning therein that the Services are purely on fixed term basis till the time the

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Contract is valid awarded by the AIESL and that the AIESL is not his/her employer for any purposes whatsoever. The Service Provider shall also obtain consent of the engaged personnel on such engagement/appointment letter as having understood and agreed to all the terms and conditions stated in such letter.

- 6.10 The Service Provider shall solely be responsible for any claim for compensation arising out of any accident arising out of and in course of employment within the premises of the AIESL and the Service Provider shall also indemnify the AIESL in writing for any consequences arising thereof. The Service Provider shall also comply with the provisions of the Employees' Compensation Act including depositing the appropriate amount of compensation before the Commissioner for Workmen's Compensation within the period stipulated in the said Act. It shall be the sole responsibility of the Service Provider to forthwith intimate the accident to the Insurance Company that would insure the manpower supplied by the Service Provider. Failure to comply with any of the conditions mentioned in this clause shall render the Service Provider to face termination of the Contract with all consequences thereof.

7 SPECIFIC REQUIREMENTS:

- 7.1 Electrical power & water required for Housekeeping and Gardening shall be provided by AIESL. All other requirements like hose, sockets, extension cords, cables etc., to be provided by the Service Provider,
- 7.2 While rendering services as mentioned in the Tender, the Service Provider shall ensure that no damage is caused to Aircraft, Hangar and other equipment in the facility by his employees. In the event of any damage caused to the AIESL's property, Aircraft, Hangar and other equipment in the facility therein or in the area where Housekeeping, Gardening & Manpower Supply (Drivers, Assistant Store Keepers & Handymen) services activity is going on, the Service Provider shall be liable to indemnify AIESL for the damages suffered by AIESL as result thereof.
- 7.3 AIESL reserves the right to conduct the spot/surprise checks, which could be conducted by AIESL representative/any third party authorized by AIESL, anytime to point out shortcomings and deficiency in the Services rendered by the Service Provider. AIESL, at its sole discretion reserves the right to **impose damages (if found necessary)** on the Service Provider for non-compliances of the Services. In the event of repeated instances of deficiency in the Services rendered by the Service Provider, AIESL shall have the right to terminate the contract between the parties.
- 7.4 Spaces for storage of cleaning material & equipment of the Service Provider shall be provided by AIESL in MRO, Nagpur premises. The Service Provider shall be required to indicate those items clearly as consumables and returnable with identification for the same. Once item is brought and stored in AIESL premises the same cannot be taken out of AIESL, MRO, Nagpur premises without proper gate passes issued by the office of General Manager, MRO, Nagpur.

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7.5 Prohibition on consumption of psychoactive substances including alcohol by the personnel engaged (Daily BREATH ANALYZER(BA) TESTS will be conducted)

- a. The Service Provider shall ensure that while on duty, its staff/employees shall not be under the influence of liquor or other intoxicants and in the event if any staff/employee is found to be under the influence of the same, AIESL shall have the right to ask the Service Provider to replace the said staff/employee immediately.
- b. Before appointing any staff/employee, the Service Provider shall ensure that no such staff/employee shall be appointed/ deployed at AIESL who is found to be a habitual offender of above clause.
- c. At AIESL MRO Nagpur, Breath Analyser (BA) tests will be conducted daily on the basis of random sampling of staff/employees.
- d. **Any BA reading during examination of personnel above 0.000 shall be considered as positive result. If any person found positive in BA test, then damage/penalty will be levied on the Service Provider as per the Clause 17 of this Section.**
- e. During the BA tests, no person shall consume any drug/formulation or use any substance mouthwash/tooth gel etc., which may have alcoholic content, prior to reporting for duty; as such alcohol content may lead to positive result in BA test. Any person, who is taking such medication, shall consult the company doctor / doctor administering medication, before they undertake the assigned duty.

7.6 Any replacement/ transfer of personnel deployed shall be informed to designated official of AIESL in advance & the new incumbent shall fulfil all the conditions listed herein.

8 INSURANCE

Service Provider shall have necessary valid public liability insurance policies on companies approved by the Government to cover all the risks including third party, against injury other acts and deeds of their deployed personnel at AIESL premises during the currency of contract as detailed in conditions of Contract and produce all such documents for General Manager, MRO, Nagpur or his representative for verification as when asked for and a copy shall be submitted for AIESL records.

9 UNDERTAKINGS:

The Successful Tenderer shall provide the undertaking along with the acceptance of LOI as detailed below:

- 9.1 The Successful Tenderer shall have the registrations and licenses under all the applicable local and central taxes / laws and to be specified separately under each

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applicable tax / law / Act (i.e. GST/ Income Tax Act / Customs Act etc.) shall be produced forthwith for verification/checking of AIESL or to a third party authorized by AIESL / agencies of Govt. of India.

- 9.2 The Tenderer shall ensure that the work as per the work scope specified will be executed to the satisfaction of AIESL.
- 9.3 The Successful Tenderer must give an **undertaking** along-with the Technical Bid that within one month from the receipt of LOI (Letter of Intent), they shall obtain Form-V from AIESL and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority. In the event of the Service Provider is not 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 and submit the same to AIESL.
- 9.4 **The Service Provider shall furnish an undertaking to the effect that he is solely responsible to comply with all provisions of the Statutes applicable from time to time.**

10 COMPLIANCE OF LABOUR LAW:

- 10.1 The Successful Tenderer shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to his employees. The Successful Tenderer shall duly comply with all Central and State Acts, laws, statutory rules, regulations, bye-laws as applicable or which might be applicable to the Service Provider/ Successful Tenderer.
- 10.2 The Successful Tenderer shall at all times indemnify and keep indemnified the Company / subsidiary where the services are being provided against any/all claims under the Workmen's Compensation Act; Payment of Wages Act, Payment of Bonus Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Minimum Wages Act, Employees' State Insurance Act or any other relevant Act(s) or statutory amendments / modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury / death sustained by any worker or other personnel of the Tenderer or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made thereunder, by any person whether in the employment of the Successful Tenderer or not, who provided or provides the said Services under this Agreement.
- 10.3 The Successful Tenderer shall indemnify AIESL at all times against any damages or losses so caused to the AIESL on account of failure on the part of the Successful Tenderer to obtain such licenses and permission. The Successful Tenderer shall furnish an indemnity Bond as per format attached at [Annexure 2](#) on a separate non-

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judicial stamp paper of ₹ 200/- duly notarized along with the agreement after LOI is issued. All Bidders are requested to sign & stamp the [Annexure 2](#) and submit along with the Technical Bid.

- 10.4 In case of any financial liability is imposed upon AIESL of any nature whatsoever, the Service Provider shall be liable to make the said liability good forthwith failing which AIESL shall have the right to exercise all remedies in law and Contract and recover the said amounts by withholding payments / forfeit deposits/ recover from amounts payable to Service Provider along with any interest thereof.

11 COMPLIANCE AS PER THE PROVISIONS OF CONTRACT LABOUR (R&A) ACT, 1970:

- 11.1 The Successful Tenderer shall undertake to comply with the applicable provision of all welfare legislations and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this Agreement. The Successful Tenderer shall further observe and comply with all Government Laws concerning employment of staff employed by the Successful Tenderer and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the Successful Tenderer is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of Law.
- 11.2 The Successful Tenderer shall indemnify and compensate the Company, if the Company as principal employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Successful Tenderer. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in Toto. It is mandatory on part of the Successful Tenderer that it must ensure that within One Month from the date of acceptance of LOI (Letter of Intent), they shall obtain Form-V from AIESL and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority.
- 11.3 In the event of the Service Provider not be 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.
- 11.4 The Service Provider shall maintain proper record / register as required under the Contract Labour (Regulation and Abolition) Act 1970 or any other acts, rules and other relevant enactments thereon. The Records / Registers shall be produced for Verifications / Inspections as and when required by AIESL MRO, Nagpur. AIESL reserves the right and power to check regarding statutory payments of Wages, ESI, EPF, GST, as considered necessary. The Tenderer shall possess valid licences applicable for the jobs being carried out. The said licenses and permission issued by statutory authorities shall be renewed from time to time and kept valid during the currency of the Contract.

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12 COMPLIANCE AS PER PROVISIONS OF EMPLOYEES PROVIDENT FUND AND MISCELLANEOUS PROVISIONS ACT, 1952 AND

12.1 EMPLOYEES STATE INSURANCE ACT, 1948:

- a. The Successful Tenderer shall ensure that their firm is registered under the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act having its independent Code number. The Successful Tenderer shall ensure that all the eligible employees are covered under these Acts.
- b. The Successful Tenderer / Service Provider shall ensure that all mandatory contributions in respect of Provident and ESI are mandatorily paid to the concerned authorities latest by 15th and 21st of the following month.
- c. The Successful Tenderer while submitting bills to the Company as above shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by them in respect of the workforce under consideration for payment of wages, failing which, the payment of the bill by the Company shall be withheld until such compliance.
- d. In case, while on duty and during the course of engagement in the work premises of the Company under this Agreement, if any of the Successful Tenderer workforce meet(s) with any injury indisposition due to the accident or other natural calamities, the Successful Tenderer shall ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, the Successful Tenderer shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948 and all other applicable statutes for the time being in force.

12.2 COMPLIANCE UNDER PROVISIONS OF OTHER RELEVANT ACTS APPLICABLE:

That the Successful Tenderer hereby confirms that the said Successful Tenderer, has registered their firm / company with each and every authority under all applicable provisions of law, requiring registration and Successful Tenderer further confirms that all licenses required under each and every applicable provisions of law had been granted to the said Successful Tenderer and that the provisions of Contract Labour (Regulations and Abolition) Act, 1970, Employees Provident Fund and Misc. Provisions Act, 1952, Employees State Insurance Act, 1948, Employee's Compensation Act, 1923, Payment of Wages Act 1936, Payment of Bonus Act 1965, Minimum Wages Act 1948, Employer Liability Act, 1938 (or any other relevant labour acts of the time being) are being followed by the said Successful

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Tenderer in strict compliance thereof. The Successful Tenderer shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.

12.3 PERSONNEL RELATED COMPLIANCE:

- a. The Successful Tenderer shall not engage any workmen below the age of 18 years. The Successful Tenderer shall produce age proof in respect of the workmen deployed by them.
- b. The personnel deployed by the Successful Tenderer will observe timings as applicable to them from time to time on all working days **(6 days a week pattern (i.e., Total 48 hrs in a week)** excluding half an hour lunch time.
- c. The manpower so deployed shall have to adhere to punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted. **Biometric system for attendance recording shall be installed at AIESL MRO Nagpur by the Service Provider at his own cost.**
- d. If the need arises as per the work requirement of the Company, the manpower deployed by the Successful Tenderer may have to sit late or come early or attend office on weekly off days / declared holidays of the Company. In the event of the manpower deployed by the Successful Tenderer having to work beyond office hours exceeding one hour or work on weekly off days / declared national holidays, compensatory off or the payment will be made on hourly basis as per applicable rules.
- e. Split Duty may also be imposed based on Company's requirement.
- f. The personnel deployed shall undergo medical examination at the expense of the Service Provider to ensure that they are free from any communicable diseases and furnish medical examination certificate as and when called for by the AIESL or its representative.
- g. The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness. A verification report in respect of all the personnel of Service Provider from the concerned police station of concerned residential areas should be submitted and also list of employees with bio-data of each employee posted to the AIESL along with photo and thumb impression should be handed over to the designated officer of AIESL. Any changes should be informed immediately.
- h. Smoking and chewing tobacco etc. is strictly prohibited during working hours. Any of the Service provider's deployed staff found smoking/chewing in the AIESL's premises shall be removed immediately and shall not be deployed again over the contract duration.

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i. Prohibition on consumption of psychoactive substances including alcohol by the personnel engaged (Daily BREATH ANALYZER(BA) TESTS will be conducted)

- i) The Service Provider shall ensure that while on duty, its staff/employees shall not be under the influence of liquor or other intoxicants and in the event if any staff/employee is found to be under the influence of the same, AIESL shall have the right to ask the Service Provider to replace the said staff/employee immediately.
- ii) Before appointing any staff/employee, the Service Provider shall ensure that no such staff/employee shall be appointed/ deployed at AIESL who is found to be a habitual offender of above clause.
- iii) At AIESL MRO Nagpur, Breath Analyser (BA) tests will be conducted daily on the basis of random sampling of staff/employees.
- iv) **Any BA reading during examination of personnel above 0.000 shall be considered as positive result. If any person found positive in BA test, then damage/penalty will be levied on the Service Provider as per the Clause 17 of this Section.**
- v) During the BA tests, no person shall consume any drug/formulation or use any substance mouthwash/tooth gel etc., which may have alcoholic content, prior to reporting for duty; as such alcohol content may lead to positive result in BA test. Any person, who is taking such medication, shall consult the company doctor / doctor administering medication, before they undertake the assigned duty.
- j. The Successful Tenderer has to ensure that payment of wages is made through ECS for which purpose all the personnel deployed by him should furnish their bank account number within 20 days after commencement of the contract
- k. The Successful Tenderer shall provide at its own cost the proper uniforms (bearing company name and logo) of distinct colours for the personnel deployed for performing different services for **ease of identifying their personnel, i.e., Uniforms provided for personnel performing different activities(Housekeeping, Gardening, Drivers & Handymen) should be different.**
- l. The Service Provider shall ensure that all employees of service provider are present in proper neat & clean uniform all the time during working hours, service provider shall provide at least 2 sets of uniforms to their employees every year. In case of any wear & tear of uniform at any time during the currency of contract, then the service provider at their own cost shall replace that with new uniform.

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- m. The Successful Tenderer shall be the employer of his personnel for all purpose and AIESL shall not be held partially or fully responsible for any dispute that may arise between the Service Provider & his Personnel.
- n. The Successful Tenderer shall issue assignment/appointment letters to the personnel proposed to be deployed by them towards providing Housekeeping, Gardening & Manpower Supply Services. The said assignment letters inter alia among other terms and conditions shall also mention the following points.
 - i. The letter shall clearly indicate that the incumbent will only be an employee of the Service Provider at all times and for all purposes, though the location of work will be at AIESL during the assignment period.
 - ii. The assistance provided by AIESL in obtaining security passes / entry permits and identity cards will be only to ensure and comply with security and safety norms of the premises and for no other purpose.
 - iii. The letter of assignment issued shall clearly indicate that the assignment is for a fixed tenure and is limited to the duration of the said Contract and shall come to an end automatically when the contract expires or till their assignment ends.
 - iv. The letter of assignment shall also indicate the Aadhar Card and Bank account details of the employee.
 - v. Police NOC for each individual to be provided.
- o. At no stage of the Contract shall the employees of the Successful Tenderer be deemed to be employees of AIESL. The Tenderer shall be liable not only to pay wages to his employees but overtime, payment for weekly offs; any compensation, notice pay, gratuity or bonus as payable and the principal employer shall not be held liable for any obligation of the Successful Tenderer. Further the Tenderer shall be responsible for providing statutory facilities to his employees, as it shall not be binding on AIESL to provide these facilities to the persons deployed by the Successful Tenderer. The Successful Tenderer shall make arrangements to provide proper and valid identity cards to the employees **stating the name of the Service Provider as the employer of the incumbent.**
- p. The Successful Tenderer shall strictly ensure that the wages paid to their employee shall not be less than the minimum wages specified from time to time by State Government in respect of Skilled/Unskilled personnel for the Engineering Industries **or higher as provided in the applicable notifications as**

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may be issued from time to time or any other minimum wages that may be made applicable from time to time, is paid each month to the personnel deployed by them. The Successful Tenderer shall issue salary slips to each of the workmen engaged by them every month in respect of the wages paid. The Successful Tenderer shall ensure that the workmen deployed by them are granted a paid weekly off after every 06 days of working and not exceeding 10 days of working. This shall be a mandatory compliance.

- q. All payments shall be made to the workmen deployed by Service Provider on a monthly basis. Attendance register incorporating all details of attendance in respect of the workmen deployed by them is to be maintained. The Successful Tenderer shall ensure that the disbursement of wages to the persons deployed / engaged by them shall be made on or **before the 07th of each month**. Payments are to be made each month in the presence of a nominated representative of the Management of the company. The signature of the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed.
- r. The Tenderer shall perform the work assignments to the best satisfaction of the Company. In case of unsatisfactory performance, intimation shall be given in writing to the Successful Tenderer and the Company reserves the right to cancel the Contract forthwith after due notice period. In that event the legal payments made to the workforce of the Successful Tenderer shall be fully recoverable from the Successful Tenderer from his Security deposit /outstanding bills.
- s. It shall be sole responsibility of the Service Provider to settle disputes if any, rising out of the engagement between the Service Provider and the personnel engaged by them. AIESL shall not in any way be responsible, in the event, the personnel approaches any competent authority or courts, under any law, regulation, the entire expenses in this behalf shall be borne by the Service Provider solely. For any failure on the aforementioned accounts, the Service Provider shall alone be responsible for all action initiated by the enforcing agencies of the Government & others, including penalties imposed thereon and AIESL shall have no obligation towards them.

13 INDEMNIFICATION

- 13.1 The Successful Tenderer shall indemnify AIESL against third party claims arising out of / mishandling or acts and deeds on the part of Service Provider's personnel deployed for the work. The Successful Tenderer shall also indemnify to reimburse any loss or damage by its personnel to AIESL personnel or property including aircraft, machinery, equipment or buildings. In case, any such amount is not reimbursed / paid to AIESL, the same shall be deducted or set-off from Security Deposit/ Bills / Future payments due to the Successful Tenderer to make good such loss or damage.

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- 13.2 In the event, AIESL pays or is made responsible to pay the compensation for / towards non-compliance of statutory and labour provisions / any other reason, the Successful Tenderer shall indemnify and keep indemnified AIESL to the full compensation in this regard.
- 13.3 In case of injury or loss of AIESL staff due to any act or deed of employee of Successful Tenderer, the Successful Tenderer shall arrange to pay AIESL employee or AIESL employee's legal heirs as per existing Govt. rules and regulations. The insurance claim settlement shall be the sole responsibility of the Successful Tenderer. The legal costs shall also be borne and paid by the Successful Tenderer.
- 13.4 In case of any financial liability imposed due to / in the course of Service rendered by the Successful Tenderer, upon AIESL of any nature whatsoever, the Successful Tenderer shall be liable to make the said liability good forthwith failing which AIESL shall have the right recover the said amounts by withholding payments / forfeit deposits/ recover from amounts payable to Service Provider along with any penalty and interest thereof.
- 13.5 The Successful Tenderer shall indemnify against any clause elsewhere as referred to in this Tender document which specifies so.

14 CLAIMS FOR DAMAGE

- 14.1 AIESL shall promptly notify the Successful Tenderer of any claims / deficiency on the part of the Successful Tenderer arising under/out of the Contract.
- 14.2 In case any equipment belonging to AIESL is damaged / lost due to the act / negligence of the Successful Tenderer personnel etc., AIESL shall be compensated to the extent of the replacement of the equipment at its landed cost at Nagpur.
- 14.3 In case the Successful Tenderer, having been notified **by AIESL**, fails to take remedial action within the stipulated time as advised, AIESL may take a remedial action without any further notice, at the Successful Tenderer's risk and cost. AIESL shall also levy cost and damages / terminate the Contract without prejudice to any other rights which AIESL may have on the Successful Tenderer under the Contract.

15 COMPLIANCE OF SECURITY REGULATIONS

- 15.1 The Successful Tenderer shall ensure compliance and shall be solely responsible for all the safety and security regulations of AIESL, Airport Authority of India or any other agency associated with airports activity are strictly adhered to and complied with by personnel deployed by the Successful Tenderer.
- 15.2 Any violation of security regulations and indulging in illegal activities including but not limited to smuggling / theft by personnel of the Successful Tenderer shall be at the

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cost / risk of Successful Tenderer and shall be liable for all the legal consequences thereof.

- 15.3 The Successful Tenderer shall ensure a prior verification of character and antecedents of its personnel from local Police before deployment, in the premises where service is being provided / AIESL property / AIESL MRO, Nagpur / in other areas of work as assigned by AIESL as “protected industry” and Airport as “protected area”. Every employee’s photograph, copy of police verification of character and antecedents and Successful Tenderer undertaking to be furnished to AIESL’s Security Department in MRO, Nagpur / AIESL Security based on the area applicable, before deployment of its personnel for rendering the Services. It shall be responsibility of the Successful Tenderer to submit/surrender the entry passes of its employees immediately to AIESL or its designated officers when demanded.
- 15.4 In the event, any penalty is imposed by the Regulatory Authority on AIESL due to not wearing of suitable safety measures by the employee of the Successful Tenderer, the same shall be paid by the Successful Tenderer.
- 15.5 On award of contract, the Successful Tenderer shall arrange entry passes for its personnel from AIESL Security at its own cost. The employees of the Successful Tenderer entering the MRO premise for working shall always carry valid passes / permits issued by AIESL.
- 15.6 The personnel so deployed must be in possession of photo identity cards provided by the Successful Tenderer under its signatures, company name and seal apart from Entry Pass issued by AIESL Security for entry to be shown if and when demanded by AIESL officials.
- 15.7 The Successful Tenderer shall have a system to issue / retrieve entry pass to / from their employees while they report or leave the premises where service is being provided / AIESL property / AIESL MRO, Nagpur / in other areas of work as assigned by AIESL / Airport premises, so as to ensure that their employees are not misusing the ENTRY PASS.
- 15.8 The Successful Tenderer shall have a system to surrender the expired / lapsed / terminated entry pass of its employees to the issuing authority.
- 15.9 Any lapse / involvement in theft / pilferage / malpractices on the part of any employee of Successful Tenderer shall be inquired into by AIESL Security / other officials and suitable action including legal proceedings shall be initiated for breach of contractual liability along with penal provisions of various laws.
- 15.10 The Successful Tenderer shall take responsibility for good conduct of its employees in AIESL MRO, Nagpur premises. If any employee of the Successful Tenderer is involved in any theft / pilferage of property belonging to any personnel in the premises where Services are being provided / AIESL property / AIESL MRO, Nagpur

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/ in other areas of work as assigned by AIESL, AIESL reserves the right to impose penalty on the Successful Tenderer apart from AIESL's right to take appropriate legal action.

- 15.11 The Successful Tenderer shall also be responsible for getting all necessary clearances, if any, from Govt. Agencies / Legal Authorities from time to time, with regard to the provisions of Services.
- 15.12 It shall be the responsibility of the Successful Tenderer to ensure that no unauthorized personnel other than those deployed by it specifically for the services / in the premises where service is being provided / AIESL property / AIESL MRO, Nagpur / in other areas of work as assigned by AIESL gains access to the premises when and where the Services are to be provided.
- 15.13 The Successful Tenderer shall provide to AIESL MRO, Nagpur all personal details (name, father's name, age, permanent address & present address) along with passport size photograph, of its employees, who shall be working under this contract in the premises where service is being provided / AIESL property / AIESL MRO, Nagpur / in other areas of work as assigned by AIESL including respective airports. AIESL shall arrange to issue a letter of intent [LOI] in favour of the Service Provider before the release of formal contract to enable the Service Provider to apply for entry pass in time before the execution of the Contract.

16 PAYMENT:

- 16.1 All payments to the Successful Tenderer by AIESL for the Services rendered by it shall be subject to the Successful Tenderer maintaining a consolidated service form (as approved by AIESL) indicating the area of the Services rendered and the corresponding dates on which the Services is carried out and same is duly signed by **representative from MRO, Nagpur** and representative of Service Provider.
- 16.2 Monthly Bills duly signed by Service Provider and AIESL shall be submitted by the 25th of the following month to MRO, Nagpur authorized officials for due certification by General Manager, MRO, Nagpur or officer(s) authorized by him and thereafter shall be forwarded to Finance Department, MRO, Nagpur office for processing payment.
- 16.3 The payments shall be processed subject to Successful Tenderer attaching proof of compliance with all applicable labour laws & provisions.
- 16.4 AIESL shall make payment on monthly basis by an account payee cheque within 60 days (45 days for MSME) of the submission of bills for the undisputed amount excluding the IGST as IGST is not applicable for SEZ. The Successful Tenderer shall, along with its bills, submit the requisite proof of deduction and deposit of PF, ESIC, disbursement of wages pertaining to the month for which the bills are raised, failing which bills shall not be processed for payment.

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- 16.5 TDS shall be deducted by AIESL from the payment made against these bills, as per the applicable laws.

17 REMEDIES AND DAMAGES:

Damages shall be levied and remedies shall be exercised in case the personnel of the Successful Tenderer perform with deficiency / shortcomings / failure to adhere to the Tender work scope as given below:

- 17.1 A fine of ₹1000/- shall be levied per instance if quality of cleaning of rooms, floors, toilets are found inadequate /unsatisfactory.
- 17.2 A fine of ₹1000/- per employee per instance shall be levied on the Service Provider if employees deployed by them are not found in their proper uniform & shoes or if the service provider has not provided uniform & shoes to their employees.
- 17.3 If on any day, the no. of Handymen reporting on duty are less than 95% of the no. of Handymen required as per the contract, then a fine of Rs. 1000/- shall be levied on the Service Provider.

(Note: For the purpose of this clause, handymen on their compensatory off or Night Off will be considered present for calculating the no. of handymen reporting on that particular day)

- 17.4 If on any day, if any employee of the Service Provider reporting on duty at AIESL MRO Nagpur is found positive in BA (Breath Analyzer) test, then a fine of Rs. 1000/- per person found shall be levied on the Service Provider.
- 17.5 If any employee of the service provider is found Smoking or chewing tobacco or spitting during office hours in AIESL premises, then a fine of Rs. 1000/- per person per instance.
- 17.6 If it is observed that the Successful Tenderer has not complied with the timely payment of wages and other statutory compliances resulting in grievances, the Principle Employer shall levy a fine of **₹5000/- for every day of delay**. In case of non-payment of wages within the mandatory stipulated time, the same will be paid by AIESL or its representatives in the capacity of Principle Employer, as per applicable clauses of the Contract Labour (Regulation & Abolition) Act 1970. This will be adjusted against the pending bills / Security Deposit / Bank Guarantee, as the case maybe, with additional 10% handling charges.

- 17.7 **A further cost calculated (assessed by the company) shall be levied in respect of**

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damages caused due to reasons of negligence and carelessness on part of the personnel deployed by the Service Provider.

- 17.8 **The cost incurred by the company in the event of availing alternative arrangements, in case the Service Provider is not able to provide the Services as specified in this Tender document, shall be recovered from the Service Provider in full.**
- 17.9 Contract Administration Unit of AIESL shall receive duly certified monthly performance reports as given in the Annexure E from various stakeholders and will certify the invoice based on the satisfactory performance. In case there are overall 10% or more unsatisfactory monthly performance reports, **AIESL shall impose a rate of 5% over the invoice amount for that particular month.**

In case the cost or fine is imposed due to the repetition of unsatisfactory performance/ services for more than 3 times, AIESL reserves the right to terminate the Contract for material breach by giving a notice period of three months and post which AIESL shall disallow the Service Provider to participate in future Tenders.

During the notice period, if the performance improves, then the notice period may be relaxed or waived off by competent authority.

18 RECOVERY OF SUM DUE:

- 18.1 As per the Contract entered between AIESL and the Successful Tenderer, if any sum of money is recoverable from the Successful Tenderer, AIESL shall be entitled to recover such sum by appropriating in part or full from the Security Deposit already deposited by the Successful Tenderer or from their outstanding bills.
- 18.2 In the event of the Security Deposit being insufficient, the balance or the total amount recoverable, as the case may be, shall be deducted from any sum due to the Successful Tenderer, under this, or any other Contract between the Successful Tenderer and AIESL. Also, should this amount be insufficient to cover the said full amount recoverable, the Successful Tenderer shall pay to AIESL the balance amount, if any, within 30 days of the demand made by AIESL.
- 18.3 If any amount due to the Successful Tenderer is so set off against the said Security Deposit, the Successful Tenderer shall have to make good the said amount, so set off, to bring the Security Deposit to the original value immediately, and in any event, not later than 10 days of the depletion of the original value.
- 18.4 AIESL reserves the right to recover from the periodical payments to the Successful Tenderer, for any loss or damage caused to plant / equipment / machinery / building or any other property of AIESL by negligence or due to any other reason of Successful Tenderer's employees, whatsoever.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

Enquiry Ref.: MRO/NAG/ADMIN/2024/046

Date: 09.05.2024

19 TERMINATION OF AGREEMENT:

- 19.1 AIESL shall at any time terminate the Contract with immediate effect by giving written notice to the Successful Tenderer, and also if the Successful Tenderer becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to AIESL.
- 19.2 The Contract can be terminated with **three months prior notice by both the parties** at any time during the term of the Contract without assigning any reasons and liability on either side subject to continuity of the Contract during the notice period without compromising the service to AIESL and payment as due to the Successful Tenderer as governed by the terms and conditions of the Tender.
- 19.3 In case of failure of the Successful Tenderer to carry out the Services to the satisfaction / requirement / standards of AIESL, AIESL shall be free to get the Services by some other Agency / Party at its sole discretion but at the risk and cost of the terminated Successful Tenderer.
- 19.4 In case if the total accumulated amount of fine levied on the service provider becomes more than Rs. 1,00,000/- during the contract period, then AIESL can terminate the contract.
- 19.5 In case of breach of Contract by the Successful Tenderer, AIESL shall have a right to rescind the Contract at any time without assigning any reasons & without any liability to AIESL. AIESL also reserves the right to claim from the Successful Tenderer **any** loss sustained due to unsatisfactory performance of the Contract.
- 19.6 If the Successful Tenderer adopts any fraudulent practices at any time during the currency of the Contract as outlined in the Tender, AIESL shall be within its rights to terminate the Contract along with damages.
- 19.7 In the event there being any violation of any labour laws particularly in relation to Payment of Wages Act, Payment of Bonus Act, Minimum Wages Act, ESI, PF and other applicable laws at the time being, the Contract shall be terminated without any notice and all remedies available in law shall be available with AIESL.

20 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 by General Manager - MRO, Nagpur, shall be final and binding.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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21 ARBITRATION:

- 21.1 Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement/SLA/ Contract or validity or the breach thereof, shall be referred to GM-MRO, AIESL, Nagpur.
- 21.2 Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement or validity or the breach thereof, shall be referred to “SCOPE FORUM OF CONCILIATION AND ARBITRATION – GOVT OF INDIA” and the award made in pursuance thereof shall be binding on the parties to the arbitration.
- 21.3 The venue of arbitration shall be at Nagpur, India. The Dispute shall be first sought to be resolved as per clause 21.1 above. If the dispute remains unresolved after a period of 90 (ninety) days from the date when the dispute was notified to GM-MRO Nagpur , the matter shall be referred to a Single Arbitrator appointed by the parties, for settlement as per the 'Arbitration and Conciliation Act, 1996' and the award made in pursuance thereof shall be binding on the parties.
- 21.4 The arbitration proceedings shall be carried out in English and the award of the Arbitration Tribunal shall be final & binding on the parties.

22 JURISDICTION AND GOVERNING LAW:

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 Limited and Successful Tenderer whatsoever shall be subject to the exclusive Jurisdiction of the Courts in Nagpur.

23 FORCE MAJEURE:

Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay results from any of the following (whether happening in India or elsewhere) force majeure event, any event of the nature of Act of God or any Governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The party shall use all reasonable endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall in so far as may be practicable under the circumstance, complete performance of their respective obligations hereunder.

24 NOTICES:

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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Any notices to be sent by AIESL to the Successful Bidder or vice versa, pursuant to the Contract, shall be sent in writing to the address specified for that purpose in the Contract.

25 THIRD PARTY BENEFIT:

Nothing herein expressed or implied is intended, nor shall it be construed, to confer upon or give to any third party any right, remedy or claim under or by reason of the Contract or any part thereof.

26 EXPENSES:

The Successful Bidder and AIESL shall bear their own respective costs and expenses (including legal expenses) associated with the preparation, negotiation and execution of the Contract and any other relevant documents.

27 SEVERABILITY:

If any clause, section or provision of the 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 Successful Bidder and AIESL shall amend this Contract as appropriate, seeking to achieve the minimum extent necessary to make this Contract, legal valid and enforceable.

28 AMENDMENT:

No amendment, modification, variation or waiver of any provision of this Contract shall be binding or effective unless the same has been made in writing and signed by a duly authorized representative of each of the Successful Bidder and AIESL.

29 CONFIDENTIALITY CLAUSE:

The Parties agree that they will hold in confidence the terms & conditions of this agreement, all information, documentation, designs etc., which comes to their knowledge in the course of the agreement (“Confidential Information”) and will not disclose to any third party including but not limited to media (print or electronic) or use confidential information or any part thereof without the other party’s prior written consent provided that confidential information may be disclosed to any Government or Regulatory authority requiring such disclosure under law.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

Enquiry Ref.: MRO/NAG/ADMIN/2024/046

Date: 09.05.2024

ANNEXURE 1 - PRICE BID

To
The Convener,
Tender Committee for Housekeeping, Gardening & Manpower supply Services,
AI Engineering Services Ltd., MRO, Nagpur

| | | |
|--|---|------------|
| 1. Name of the Contract | Tender for providing Housekeeping, Gardening & Manpower Supply Services at AIESL MRO Nagpur | |
| 2. Name of the Company / Establishment | | |
| 3. Address | | |
| 4. Telephone No. | | Mobile No: |
| 5. Fax No. | | |
| 6. Name of Contact Person: | | |
| 7. E-mail address | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

Enquiry Ref.: MRO/NAG/ADMIN/2024/046

Date: 09.05.2024

A. HOUSEKEEPING & GARDENING SERVICES:

| | Consolidated Charges per month (a) | Consolidated Charges per year = 12 x (a) |
|--|---------------------------------------|---|
| 1st Year (AUG-24 to JULY-25) | | |
| 2nd Year (AUG-25 to JULY-26) | | |
| (A) Total Quoted Amount for "Housekeeping & Gardening Services" for 02 years (Excl of Taxes) | | |
| Total Quoted Amount for "Housekeeping & Gardening Services", for 02 years (in Words): | | |

Note:

1. All quoted prices are in INR
2. Consolidated Monthly Charges shall include cost towards labour (wages, gratuity, bonus, etc., and all statutory compliances), equipment, consumables, tools, safety equipments, uniform, etc., (as per [Annexure 3](#))
3. Bidder has to ensure that the wages paid to their employee shall not be less than the minimum wages defined by Maharashtra Govt. for workers engaged in Engineering Industries.

I/We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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B. MANPOWER SUPPLY SERVICES

| Particulars of Manpower | No. of Persons (n) | CTC* per person per month (a) | Total CTC* during the Contract Period = 24 x (n) x (a) |
|---|--------------------|-------------------------------|--|
| HANDYMEN (Unskilled) | 59 | | |
| DRIVER (Skilled) | 3 | | |
| Asst. Storekeeper (Skilled) | 3 | | |
| Sub-Total: (Total Cost on Wages for "Manpower Supply Services" for 02 years) | | | |
| Service Charges* @ _____ % of the Total Cost on Wages | | | |
| Total Quoted Amount for "Manpower Supply Services", for 02 years (Excl of Taxes) [(Sub-Total) + (Service Charges)] | | | |
| Total Quoted Amount for "Manpower Supply Services", for 02 years (in Words): | | | |

Note:

- All the quoted prices are in INR.
- "CTC per person per month" shall be inclusive of the following components of salary:
 - Basic
 - VDA
 - HRA
 - Leave's encashment [= (1.75 x (Basic + VDA)) / (No. of working days in a month)]
 - Other allowances
 - Employer's contribution for statutory compliance (EPF & ESIC, or other insurance)
- Bidder shall give the break-up of CTC per person per month quoted by them for different post/designation. Price Bid shall be **rejected**, if any statutory component of salary is found to be missing in the break-up.
- Price Bid shall be **rejected**, if the wages quoted by the bidder is found to be less than the minimum wages defined by Maharashtra Government for the **period of Jan -2024 to Jun-2024** for workers engaged in Engineering Industries.
- "**Service Charges**" the charges quoted as percentage of the total invoice amount for the "Manpower Supply Services" only. These charges shall be inclusive of charges towards facilities provided under statutory and non-statutory laws for workers engaged. The facilities provided are uniform (including shoes & safety gears like mask & gloves), allowances if any, labour license fees, and all risks including third party insurance and service charges.
- "**Service Charges**" shall be exclusive of Bonus Payment, Taxes, royalty, etc.
- The threshold for the Service Charges is 3.85% to 7%.** Bids shall be **rejected** if the Service Charges quoted is less than 3.85% or more than 7%.
- Payment of Bonus to the workers deployed in Manpower Supply Services will be reimbursed to the Service Provider by the AIESL based on the applicable minimum wages after the receipt of documents for proof of payment.

I/We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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BREAK-UP OF CTC PER PERSON PER MONTH QUOTED BY THE BIDDER:

1. Bidder shall give the break-up of CTC per person per month quoted by them for different post/designation as per the below-mentioned table. Price Bid shall be **rejected**, if any statutory component of salary is found to be missing in the break-up.
2. Price Bid shall be **rejected**, if the wages quoted by the bidder is found to be less than the minimum wages defined by Maharashtra Government for the period of **Jan-2024 to June-2024**, for workers engaged in Engineering Industries.

| Sr. No. | COMPONENTS OF SALARY | HANDY-MAN | DRIVER | ASST. STORE KEEPER |
|--------------------------|--|-----------|--------|--------------------|
| 1 | BASIC | | | |
| 2 | VDA | | | |
| 3 | HRA [@ ____ % of (Basic + VDA)] | | | |
| 4 | Leave Encashment [= (1.75 x (Basic + VDA)) / 26] | | | |
| 5 | Employer's contribution towards Statutory Compliances: | | | |
| | a EPF [@ 13% of (BASIC + VDA)] | | | |
| | b ESIC [@ 3.25% of (BASIC + VDA + HRA + Leave Encashment + Other Allowances)] | | | |
| CTC per person per month | | | | |

Note:

1. All prices are in INR
2. For the purpose of calculation, the no. of working days in a month is considered as 26 in the above table.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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C. TOTAL / FINAL PRICE BID VALUE:

| | |
|--|--|
| FINAL PRICE BID VALUE (i.e., Total Quoted amount for providing Housekeeping, Gardening, and Manpower Supply Services at AIESL MRO Nagpur, for 02 Years) [(A) + (B)] | |
| FINAL PRICE BID VALUE (in words): | |

In the event of tie between bidders, following procedure shall be adopted for the award of Contract to eliminate other parties in the following precedence order

1. Weightage will be given towards solvency/ auditor certificate (as mentioned above) for value mentioned. The higher the value, higher the weightage.
2. The relevant experience in the field of providing the Housekeeping, Gardening & Manpower Supply Services. The higher the experience higher the weightage.

UNDERTAKING:

1. I have carefully gone through and have understood the General Terms & Conditions, Scope of Work of the Tender and agree to accept the same.
2. The Price Bid shall be valid for 120 days from the date of opening of Technical Bid.
3. I hereby confirm that I am authorized to sign the Tender document.
4. All the pages of the Price Bid (Annexure 1) i.e. are to be signed including any overwriting.
5. Certified that the above quoted rate is in compliance with the relevant wages act and all the statutory provisions and rules as applicable. The above rate is exclusive of GST or any other tax payable to the Government.

Date: _____

Signature: _____

Place: _____

Name: _____

Designation: _____

Company Name & Seal: _____

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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Date: 09.05.2024

ANNEXURE 2 - INDEMNITY BOND

THIS INDEMNITY BOND is executed on this _____th Day of _____2024,
by _____

_____ having, its Registered Office
at _____ herein after referred to as Service Provider (which expression
shall unless it be repugnant to the context to the meaning thereof shall be deemed to mean and include
its successor and assigns).

Whereas _____ (name of the Service Provider) shall enter into an agreement with M/s.
AIESL, a Company hereinafter referred to as "AIESL" incorporated in New Delhi under Companies
Act, 2013 having, its Registered Office at 2nd Floor CRA Building, Safdarjung Airport, New
Delhi 110003 and its MRO at Nagpur, (which expression shall unless it be repugnant to the context
to the meaning thereof shall be deemed to mean and include its successors and assigns)

And whereas the Service Provider by means of an agreement shall provide Housekeeping, Gardening
& Manpower Supply Services to AIESL at MRO Nagpur.

1. In terms of terms and conditions specified in the Tender Document
MRO/NAG/ADMIN/2024/046 dated 09.05.2024 the Service Provider agrees to undertake to keep
AIESL indemnified against any claims / cost / damages and penalties in respect of breach of any
Labour Laws both Central and State.
2. We hereby undertake to fulfill all the terms and conditions specified herewith with regard to labour
compliance under all applicable laws.
 - a. We shall be liable for due observation and implementation of the statutory conditions or
requirements of labour laws as applicable to his employees. The Tenderer shall duly comply
with all Central and State Acts, laws, statutory rules, regulations, bye-laws as applicable or
which might be applicable to the Service Provider/Tenderer.
 - b. We shall at all times indemnify and keep indemnified the Company against any/all claims
under the Payment of Wage Act, Payment of Bonus Act, Minimum Wages Act, Workmen's
Compensation Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of
Gratuity Act, Employees' State Insurance Act, **any other Statute that may be applicable
from time to time** or any other Act(s) or statutory amendments / modifications thereof or
otherwise for or in respect of any claim for damage or compensation payable in consequence
of any accident or injury / death sustained by any worker or other personnel of the Tenderer or
in respect of any claim, damage or compensation under Labour Laws or any other laws or rules
made thereunder, by any person whether in the employment of the Tenderer or not, who
provided or provides the said Services under this Agreement.
 - c. We shall indemnify AI Engineering Services Limited at all times against any damages so
caused to the Company on account of failure on the part of the Tenderer to obtain such licenses
and permission. The successful tenderer shall furnish an indemnity Bond as per format

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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attached on a separate non-judicial stamp paper of Rs. 200/- duly notarized along with the Technical Bid (Section III).

d. Compliance under provisions of Contract labour (R&A) Act 1970:

- i. We shall undertake to comply with the applicable provision of all welfare legislations and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this Agreement. The Tenderer shall further observe and comply with all Government Laws concerning employment of staff employed by the Tenderer and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the Tenderer is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of Law.
- ii. We shall hereby indemnify and compensate the AIESL, if AIESL as principal employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the Tenderer. In that event, the provisions relating to recovery as provided in the relevant clauses of the said Act shall be applicable in Toto. It is mandatory on part of the Tenderer must ensure that within One Month from the date of acceptance of LOI (letter of intent), they shall obtain Form-V from AIESL, and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority.
- iii. In the event of our Company/Organization not be 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.
- iv. We/our Company/Organization shall maintain proper record / register as required under the Contract Labour (Regulation and Abolition) Act 1970 or any other acts, rules and other relevant enactments thereon. The Records / Registers shall be produced for Verifications / Inspections as and when required by AIESL. AIESL reserves the right and power to check regarding statutory payments of Wages, ESI, EPF, Goods and Service Tax, as considered necessary. The Tenderer shall possess a valid licence for the jobs being carried out. The said licenses and permission issued by statutory authorities shall be renewed from time to time and kept valid during the currency of the Contract.

e. Compliance under provisions of Employees Provident Fund and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948:

- i. We/our Company/Organization shall ensure that their firm is registered under the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act having its independent Code number. Thus we/our Company/Organization shall ensure that all the eligible employees are covered under these Acts. The Service Provider must supply a copy of registration if already registered under EPFMP Act 1952.
- ii. We/our Company/Organization shall ensure that all mandatory contributions in respect of Provident and ESI are mandatorily paid to the concerned authorities latest by 15th and 21 of the following month. The Service Provider must supply a copy of return for depositing contribution of ESI and Provident Fund on demand to the principal employer.
- iii. While submitting bills to AIESL as above, we shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by them

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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in respect of the workforce under consideration for payment of wages, failing which, the payment of the bill by AIESL shall be withheld until such compliance. Copy of the format for details to be furnished is attached in Annexure H.

- iv. In case, while on duty and during the course of engagement in the work premises of the AIESL under this Agreement, if any of the workforce deployed by us meet(s) with any injury indisposition due to the accident or other natural calamities, we shall ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, we/our Company/Organization shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948 and all other applicable statutes for the time being in force.

f. Compliance under provisions of other relevant applicable acts:

We/our Company/Organization hereby confirm that we shall have our Company/Organisation registered with each and every authority under all applicable provisions of law, requiring registration and it is further confirmed that all licenses required under each and every applicable provisions of law had been granted to the said Tenderer and that the provisions of Contract Labour (Regulations and Abolition) Act, 1970, Employees Provident Fund and Misc. Provisions Act, 1952, Employees State Insurance Act, 1948, , 1936, Employee's Compensation Act, 1923 , Employer Liability Act, 1938, Payment of Wages Act 1936, Minimum Wages Act 1948 (or any other statute that may be applicable from time to time) are being followed by the said Tenderer in strict compliance thereof. We/our Company/Organizations shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.

g. Personnel related compliance:

- i. We/our Company/Organization shall not engage any workmen below the age of 18 years. We/our Company/Organization shall produce age proof in respect of the workmen deployed by us.
- ii. It is confirmed that we/our Company/Organization shall be the only employer in respect of the personnel deployed by us and AIESL shall not be held partially or fully responsible for any dispute that may arise between us and our Personnel.
- iii. At no stage of the Contract shall our employees be deemed to be employees of AIESL. We/our Company/Organization shall be liable not only to pay wages to our employees but we/our Company/Organization shall also be liable to make mandatory payments such as overtime, payment for weekly offs, compensation if any, notice pay, gratuity or bonus as applicable/payable. The principal employer shall not be held liable for any obligation in this regard on our part.
- iv. Further we/our Company/Organization shall be responsible for providing facilities such as canteen, transport and medical to our employees as it shall not be binding on AIESL to provide these facilities to the persons deployed by us. We shall make arrangements to provide proper and valid identity cards to the employees.
- v. We / our company / organisation shall ensure that payment of wages shall be made through ECS and the bank details in respect of the personnel deployed by us shall be furnished within 20 days from the date of execution of the Contract

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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- h. We/our Company/Organization shall strictly ensure that the wages paid to their employees shall not be less than the minimum wages **prescribed by the State Government for the category of personnel with relevance to the Engineering Industry or higher as provided in the applicable Notifications** as may be issued from time to time or any other minimum wages that may be made applicable from time to time, is paid each month to the workmen deployed by us. We shall issue salary slips to each of the workmen engaged by them every month in respect of the wages paid. We shall ensure that the workmen deployed by them are granted a paid weekly off. This shall be a mandatory compliance. AIESL would have liberty to ensure from the record of Service Provider as to whether minimum wages as specified from time to time by government is being paid or not.
- i. All payments shall be made to the workmen deployed by us/our Company/Organization on a monthly basis through ECS. Details of the payment made towards wages shall be obtained from the concerned Bank duly stamped and sealed.
- j. Attendance register incorporating all details of attendance in respect of the workmen deployed by us will be maintained. We shall ensure that the disbursement of wages to the persons deployed / engaged by them shall be **made on or before the 07th of each month**. Payments shall be made each month in the presence of a nominated representative of the Management of AIESL. The signature of the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed.
- k. We/our Company/Organization shall perform the work assignments to the best satisfaction of the AIESL. In case of unsatisfactory performance, intimation shall be given in writing to us and the AIESL reserves the right to cancel the Contract forthwith after due notice period. In that event of any legal payments to be/being made by the Principle Employer to the workforce engaged by us, the same shall be recoverable shall be fully recoverable from the my/our Security deposit /outstanding bills.
- l. It shall be our sole responsibility to settle disputes if any, rising, between ourselves and the personnel engaged by us. The Management of AIESL shall not be in any way be responsible, in the event, the personnel engaged by us/our Company/Organisation, approach the competent authority, under any Labour Act or the Court. The entire expenses in this behalf shall be borne by us/our Company/Organisation. If we fail to comply with mandatory requirements under all the applicable Acts/Laws, we shall alone be responsible for all action initiated by the Enforcing Agencies of the Government & others, including penalties imposed thereon and AIESL shall have no obligation towards such action taken by the said Enforcement Agencies.
3. In terms of **Clause 10 in Section V** of the terms and conditions specified in the Tender Document, we/our Company/Organization agrees to be responsible for ensuring the compliance of Labour Laws both Central and State especially, but not limited to Employees State Insurance Act, 1948 and Workmen's Compensation Act, 1923, Employees Provident Funds & Miscellaneous Provisions Act 1952, Payment of Wages Act 1936, Minimum Wages Act 1948, Contract Labour (Regulations and Abolition) Act, 1970, Employers' Liability Act, 1938, Maternity Benefit Act, 1961 and Bombay Labour Welfare Fund Act, 1953 or any other statute that may be as applicable from time to time and further shall be solely responsible for any cost and consequences on account of any breach and/or non-compliance of any other provisions of Labour Laws and shall indemnify AIESL

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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against any claim/cost/remedies and penalties in respect of breach of any of the provisions of Laws in force.

4. It is further agreed that we/our Company/Organization shall, within One Month from the receipt of LOI (letter of intent), obtain Form-V from AIESL and arrange license under Contract Labour (Regulation & Abolition) Act, 1970 issued by the Competent Authority & deposit a copy with AIESL at the time of commencement of the job. In the event of us/our Company/Organization Service Provider not be covered by the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 for any reason whatsoever, we/our Company/Organization shall obtain a letter from the concerned labour authorities confirming the same.
5. It is further agreed that we/our Company/Organization shall indemnify AIESL against any claim/s with regard to Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Contract Labour (Regulations & Abolition) Act, Workmen Compensation Act, Bombay Labour Welfare Fund Act, any relevant Acts/Laws prevailing during the validity of the Contract applicable to the Service Provider and other emoluments/allowances payable to the workmen deployed by the Service Provider during the validity of the Contract. The Service Provider confirms that all records of payments including Wage Registers/Muster Roll/Bank Clearance Statements/Overtime incurred penalties and advances if any in respect of the workmen engaged by us/our Company/Organization shall be maintained and produced as and when required by the AIESL and/or any other third party including Government Agencies/Authorities.
6. All payments shall be made to the workmen deployed by us/our Company/Organization on a monthly basis. Attendance register incorporating all details of attendance in respect of the workmen deployed by us will be maintained. We/our Company/Organization shall ensure that the disbursement of wages to the persons deployed / engaged by us shall be **made on or before the 07th of each month**. Payments will be made each month in the presence of a nominated representative of the Management of the AIESL. The signature of the nominated representative shall be obtained on the salary sheets, date of disbursement to be indicated and official stamp to be affixed.
7. We/our Company/Organization shall strictly ensure that minimum wages as stipulated by the appropriate Government is paid each month to the workmen deployed by us. We/our Company/Organization shall issue salary slips to each of the workmen engaged by us every month in respect of the wages paid. We/our Company/Organization shall ensure that the workmen deployed by us are granted a paid weekly off. This shall be a mandatory compliance.
8. We/our Company/Organization further confirm that necessary ESI/PF payments in respect of the workmen engaged by us shall be made during the tenure of the contract within the time schedule as specified under the applicable Acts and we further indemnify AIESL against any claim/s and liabilities arising out of the Contract during the validity of the Contract.
9. We/our Company/Organization also confirm that the relevant records pertaining to half yearly returns in respect of ESI and Annual returns in respect of PF filed by us shall be submitted to the AIESL from time to time. We/our Company/Organization also undertakes to produce the relevant documents in respect of the various returns and the payments made during the tenure of the

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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Contract in respect of the workmen engaged by us before any third party, Government Agency/Authority. We/our Company/Organization also confirms that we shall maintain all records relevant to the record of ESI/PF deductions/deposits made and shall produce the same before the AIESL as and when required and/or required by any third party, Government Agency/Authority.

10. We/our Company/Organization hereby indemnifies and agrees to keep the AIESL indemnified, during the period of the Contract and even thereafter (where applicable), to make good any losses, payments, penalties incurred by the AIESL on account of non-compliance of whatsoever nature on our part in the matter of all applicable legislations with regard to his employees deployed on Contract awarded to them by the AIESL.
11. We/our Company/Organization hereby indemnify/indemnifies and agree to keep the AIESL indemnified, against any clause elsewhere as referred to in this Tender document No. MRO/NAG/ADMIN/2024/046 dated 09.05.2024: which specifies so.

Signed, Sealed & Delivered

Within the named _____

Through their Director/Proprietor/Representative

Witness:

1.

2.

Date:

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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ANNEXURE 3: MATERIALS & EQUIPMENTS RECOMMENDED

Material and Equipment recommended for Housekeeping & Gardening:

Below mentioned checklist of Materials & Equipments that are available with the bidder and will be positioned at AIESL MRO Nagpur during the contract period, need to be submitted with duly signed & stamped copy of tender document during Bid submission.

A. HOUSEKEEPING EQUIPMENT

| Sr. No. | Name of Equipment | Availability | |
|---------|--|--------------|----|
| | | Yes | No |
| 1 | High Speed Burnishers | | |
| 2 | Driving type sweeping machine | | |
| 3 | Manual Sweeping machine | | |
| 4 | Battery Type Sweeping machine | | |
| 5 | Road Sweepers | | |
| 6 | Floor Cleaning machines with 20" scrubbers | | |
| 7 | Ride on Scrubber Dryer | | |
| 8 | Industrial wet & Dry Vacuum Cleaners | | |
| 9 | Steam Cleaning Robot | | |
| 10 | Back pack Vacuum Cleaners | | |
| 11 | Carpet Extraction Machine or three in one carpet cleaner machine | | |
| 12 | Foam Machine | | |
| 13 | Sofa Maintainer | | |
| 14 | Caddy Basket | | |
| 15 | Single bucket Wringer trolley | | |
| 16 | Caddy Kit | | |
| 17 | Glass Cleaning kit | | |
| 18 | Telescopic Ladder | | |
| 19 | Telescopic pole | | |
| 20 | Dust Mop | | |
| 21 | Dustpan with brush | | |
| 22 | Garbage bag (as per requirement) | | |
| 23 | Putty blade | | |
| 24 | Clip dust pan | | |
| 25 | Plastic Buckets | | |
| 26 | Plastic Mugs 1.5l | | |
| 27 | Dustbins (Medium & large) | | |
| 28 | Pedal Dustbins | | |
| 29 | Cleaning Tools Trolley | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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B. HOUSEKEEPING CONSUMABLES

| Sr. No. | Description | Availability | |
|---------|---|--------------|----|
| | | Yes | No |
| 1 | Cloth Checks - (16 X 25") Blue / Red | | |
| 2 | Cloth Glass - (19" X 19") Blue / Red | | |
| 3 | Cloth Mopping (Big) - (24 X 24") | | |
| 4 | Cloth Yellow (16 X 19") | | |
| 5 | Wet Mop Refill 6" Superior - 400gms | | |
| 6 | Cobweb Brush | | |
| 7 | Key Board Cleaning Brush | | |
| 8 | Feather Brush | | |
| 9 | Wet Mop System With Refill - 6" -Pinza Type | | |
| 10 | Dry Mop Set - Blue Acrylic | | |
| 11 | Dry Mop Refill - Blue Acrylic | | |
| 12 | Paint Brush | | |
| 13 | Carpet cleaning Nylon Brush Soft | | |
| 14 | Carpet cleaning Nylon Brush Hard | | |
| 15 | Toilet Cleaning Brush /Hand Brush | | |
| 16 | W. C. Brush With Stand | | |
| 17 | Plastic Dust pan – Big | | |
| 18 | Rubber Hand Gloves / Pair Blue | | |
| 19 | Rubber Hand Gloves / Pair Orange | | |
| 20 | Face Mask – Cloth | | |
| 21 | Safety goggles | | |
| 22 | Plunger – Big | | |
| 23 | Scrubbing Floor Pads Green | | |
| 24 | Soft Brooms (Superior - Thick) | | |
| 25 | Hard Brooms | | |
| 26 | White sponge | | |
| 27 | Taski spray bottle (taski) | | |
| 28 | Only nozzle of spray bottle(taski) | | |
| 29 | Kitchen wiper | | |
| 30 | Plastic Floor Wiper(with handle) | | |
| 31 | Toilet brush hard 18" | | |
| 32 | Tooth Brush | | |
| 33 | Gumboots | | |
| 34 | Sawdust | | |
| 35 | Floor cleaning pads | | |
| 36 | Diamond pads | | |
| 37 | Stainless steel polishing pad | | |
| 38 | Glass Wiper | | |
| 39 | Kharata | | |
| 40 | Mop Holder | | |
| 41 | Cube Bathroom | | |
| 42 | Dust mat | | |
| 43 | Caution Board | | |
| 44 | Toilet Roll | | |
| 45 | Tissue Paper | | |
| 46 | Micro fibre refill | | |
| 47 | Round Mop | | |
| 48 | Scotch Brite | | |
| 49 | Tissue for Dispenser | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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C. HOUSEKEEPING CHEMICALS

| Sr. No. | Description | Availability | |
|---------|---|--------------|----|
| | | Yes | No |
| 1 | Germicidal cleaner must be an approved hydrogen peroxide based disinfectant | | |
| 2 | Liquid soap (hand wash) for dispenser | | |
| 3 | Naphthalene Balls | | |
| 4 | Toilet deodorizer blocks | | |
| 5 | Approved floor cleaner and sealers | | |
| 6 | Carpet shampoo like Taski TR 101 /Tapi Shampoo C2c | | |
| 7 | Vinegar | | |
| 8 | Glass cleaner like Taski / Diversey R3 | | |
| 9 | Furniture polish like Taski / Diversey R4: | | |
| 10 | Air Freshener / Room Freshener like Taski / Diversey R5 | | |
| 11 | Toilet bowl cleaner like Taski / Diversey R6 | | |
| 12 | Degreasing agent for removal of oil and grease like Taski / Diversey R7 | | |
| 13 | Hard Surface Cleaner like Taski / Diversey R2 / Jontec Tensol F3c | | |
| 14 | Bathroom Cleaner like Taski R9 | | |
| 15 | Heavy duty floor stripper like Jontec ProStrip F1b | | |
| 16 | Toilet sanitary balls | | |
| 17 | Phenol | | |
| | | | |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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D. GARDENING EQUIPMENT AND TOOLS

| Sr. No. | Description | Availability | |
|---------|-----------------------------------|--------------|----|
| | | Yes | No |
| 1 | Pick Axe | | |
| 2 | Spade | | |
| 3 | Crow bar | | |
| 4 | Gudli | | |
| 5 | Cane baskets | | |
| 6 | Iron pan | | |
| 7 | Khurpis | | |
| 8 | Water cans | | |
| 9 | Wheel barrow | | |
| 10 | Hose pipe and pipe for irrigation | | |
| 11 | Adjustable water spray guns | | |
| 12 | Hard brooms | | |
| 13 | Rain Coats and gum boots | | |
| 14 | Secateurs | | |
| 15 | Garden Shears | | |
| 16 | Lawn Mower | | |

E. EQUIPMENTS & CONSUMABLES REQUIRED FOR PERSONNEL DEPLOYED:

Service provider at their own cost, need to provide below mentioned Equipment to personnel deployed by them as per the requirement of work. In case of any wear & tear of these equipments during their use by handymen deployed by Service provider, the same shall be replaced with new equipments by Service provider without any delay.

| Sr. No. | Equipments/ Consumables |
|---------|---|
| 1 | Safety Shoes (Casual Shoes for Drivers, and handymen working in non-maintenance areas) |
| 2 | Raincoats |
| 3 | Gardening Hats for Gardeners |
| 4 | Safety/ Rubber Gloves |
| 5 | Face Masks, Shields, and disposable caps or any other required safety gears required while performing work. |

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

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Date: 09.05.2024

ANNEXURE 4 - LETTER OF AUTHORIZATION FOR ATTENDING PRE BID MEETING (On Company's Letter Head)

To,
The General Manager – Engg.,
AI Engineering Services Limited,
MRO Facility, Plot No. 1, Sector 09,
MIHAN SEZ, Nagpur, Maharashtra – 441108

Subject: Authorization for attending pre-bid meetings.

Tender No.: _____ Closing Date (DD-MM-YYYY): _____

Date of Meeting (DD-MM-YYYY): _____ Time of Meeting (HH:MM): _____

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

| Sr. No. | Name | E-mail ID | Contact No. | Signature |
|---------|------|-----------|-------------|-----------|
| 1 | | | | |
| 2 | | | | |

(Authorized Signatory)

Note:

1. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.
2. The authorized representatives, in their own interest, must reach the venue of pre-bid meeting well in time.
3. The authorized representatives must carry a valid photo identity.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
MRO Facility, Plot No. 1, Sector 09, MIHAN SEZ, Nagpur – 441108

Enquiry Ref.: MRO/NAG/ADMIN/2024/046

Date: 09.05.2024

ANNEXURE 5 – SERVICE LEVEL AGREEMENT

| | |
|------------------|---------------------------------|
| Document Owner : | AI Engineering Services Limited |
|------------------|---------------------------------|

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, MRO, Nagpur | GM-Engineering | | |
| _____ | Proprietor/Director/ Authorized Signatory | | |

1. Agreement Overview:

This Agreement represents a Service Level Agreement (“SLA” or “**Agreement**” or “**Contract**”) between M/s _____ and AI Engineering Services Limited for the provisioning of Housekeeping, Gardening & Manpower services required at AI Engineering Services Ltd., MRO-Nagpur.

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

This Agreement outlines the parameters of all of Housekeeping, Gardening & 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.

2. Goals & Objectives:

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Housekeeping, Gardening & Manpower Supply Services and support to the AI Engineering Services Limited, MRO-Nagpur by the Service Provider.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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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.

3. Stakeholders

The following Service Provider and AI Engineering Services Limited, MRO-Nagpur shall be used as the basis of the Agreement and represent the primary stakeholders associated.

With this SLA:

M/s. _____ ("Service Provider")

M/s. AI Engineering Services Limited, MRO-Nagpur ("Customer")

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid for **two** years. 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, AI Engineering Services Ltd, MRO-Nagpur or his nominee.

Review Period: Every Quarter

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

5. Service Agreement

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

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



AI Engineering Services Limited
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5.1 Service Scope

Housekeeping, Gardening & Manpower Services as per Scope of Work outlined in Annexure A of the Tender document: MRO/NAG/ADMIN/2024/046 dated 09.05.2024 with the service standards specified therein and the additional standards specified in LOI of date _____.

5.2 Customer Requirements

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

- Certification of the task performed as assigned to the service personnel from 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, deployed at own cost of Service provider.

5.3 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 Customers for all scheduled activity.
- The deployment of personnel by the Service Provider will be done subject to suitability.

5.4 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.
- **Customer:** GM (Engg.), AI Engineering Services Limited, MRO-Nagpur, Plot No.1. Sector 9, Notified Area of SEZ, Near Khapri Railway Station, MIHAN, Nagpur-441108
 - **Proprietor, (of the Service Provider):** Mr.
 - M/s _____,
 - Email:

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

6 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.

6.1 General Service Requirements

1) Allocation:

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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The allocation of Service shall be advised by AI Engineering Services Ltd 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, AI Engineering Services Ltd., MRO-Nagpur or his representative shall audit the capability of the Service Provider, before the commencement of the work. 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 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) **Workforce:**

The Service Provider shall deploy well behaved / skilful employees/workforce of unblemished character and with duly verified antecedents.

7) **Workforce –Details & Verification:**

The Service Provider shall furnish to the company in writing the name, parentage, residential address, educational & technical qualifications, specimen signatures, fingerprints 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.

8) **Uniform & Accessories:**

All employees of the Service Provider shall report for duty in proper and suitable attire. 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.

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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6.2 Operational Service Requirements

1) **Liaising:**

It shall be the responsibility of the Service Provider to maintain continuous liaison with AIESL officials at all levels. The supervisor of the Service Provider shall be solely responsible in this regard.

2) **Work-Area:**

The Service Provider shall ensure that none of their employees/ workforce entering the areas of Offices, Hangars, Shops, Plants 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 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 various Housekeeping, Gardening & manpower services by the personnel of the Service Provider if any item belonging to AIESL is found, the same shall be deposited immediately to the 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 staff deployed by him shall maintain polite and courteous behaviour towards employees & 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 the 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 employees 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 a reasonable time frame (as mentioned in the contract document, penalty clauses).

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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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.

9) Transportation:

The Service Provider has to make its own arrangement to their transport their personnel to the place of work.

10) Refreshments:

The Service Provider has to make its own arrangement for tea, coffee, refreshments & meals of their employees during the working hours and shall not be permitted to use any of AIESL MRO-Nagpur's Canteen facilities for their worker and same shall be discussed separately. The staff shall be suitably rostered to avoid any delay in service, due to break timing.

11) Any default on part personnel deployed by the Service Provider in terms of attendance, behaviour and non-performance shall be recorded in a logbook.

12) 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.

13) Payments & Monthly-Bills:

The Service Provider shall make payment of monthly salary / wages (in compliance with minimum wages act) to its workmen on or before seventh or 07th of Day of subsequent month as applicable.

The Service Provider 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 additional cost (as per the contract document), the same shall be reflected on the bill/invoice before forwarding the bill to the 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 the 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.

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.

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

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)



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6.4 The Service provider shall not undertake / provide / arrange subject services directly to any of AIESL Nagpur MRO or customer Airlines of AIESL.

7 Governing Terms and Conditions

The terms and conditions that govern the Contract as outlined in the Tender document with Tender Ref. No. MRO/NAG/ADMIN/2024/046 dated 09.05.2024 shall be deemed to be incorporated in the Agreement.

Signed on _____ at _____

M/s. AI Engineering Services Limited, MRO-Nagpur

(Customer)

M/s. _____

(Service Provider)

I /We agree to comply with all terms and conditions.

(Signature & Stamp of Bidder)