



AI ENGINEERING SERVICES LIMITED
PPMM DEPARTMENT: HYDERABAD
MRO COMPLEX, NEAR GATE NO. 3, RGI AIRPORT, SHAMSHABAD,
HYDERABAD-500108, TEL.NO: 23477615/514

Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

Subject: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

AI Engineering Services Limited (AIESL), Hyderabad invites sealed tenders from eligible information technology providers as on **30.09.2022** with requisite experience in handling IT infrastructure contracts in any reputed organizations preferably in Government or Public Sector to enter into contract at AI Engineering Services Limited, a fully Government of India owned entity.

The Contract will be for a period of **Two years and can be extended by One more year**, if required, on the same rates, terms and conditions.

The tender is invited under Two Bid Systems (i.e. Technical Bid and Financial Bid/Price Bid).

Tender Form can be downloaded, on free of cost, from our web site <https://www.aiesl.in/Tender.aspx>. Please keep referring the Tender on website till due date 14.11.2022 for any changes, amendments and modification to the tender.

Bids should be submitted in the Tender box kept at the following address:

Office of.,
PPMM Dept., AI Engineering Services Limited,
MRO Complex, Near Gate No: 3, RGI Airport,
Shamshabad, Hyderabad-500108
Phone No. 040-23477615/514

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For clarifications, if any, you may contact Smt.K.Komal, Jr.Executive - PPMM,
Tel. No. 040-23477615/514, Email id –k.komal@aiesl.in
Last date and time for submission of Tender: 14.11.2022 by 1500hrs.



GENERAL MANAGER (Engg.)-AIESL

एआई इंजीनियरिंग सर्विसेस लिमिटेड
AI Engineering Services Limited
एम.आर.ओ. कॉम्प्लेक्स आर जी आई एअरपोर्ट
MRO Complex, RGI AIRPORT
गेट नं. 3, के पास/Near Gate No. 3, Shamshabad/ Shamshabad



**AI ENGINEERING SERVICES LIMITED
PPMM DEPARTMENT: HYDERABAD
MRO COMPLEX, NEAR GATE NO. 3, RGI AIRPORT, SHAMSHABAD,**

Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

Subject: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

I. INVITATION OF BIDS:

AI Engineering Services Limited (AI ESL), Hyderabad is proposing to enter into a **Provision and Management of IT Services** contract for a period of **Two years** extendable by one more year, **if required, on same rates, terms and conditions** for IT Services at AI Engineering Services Limited, MRO Complex, Near Gate No: 3, RGI Airport, Shamshabad, Hyderabad-500108 from the eligible IT service providers, as per our terms and conditions.

The Service provider should be open to extend the services by engaging personnel to AIESL at locations other than Hyderabad, if and when required by AIESL at Bengaluru and Chennai on a later date if any.

Tender Form can be downloaded from our web site link <https://www.aiesl.in/Tender.aspx> during specified time.

II. SUBMISSION OF BIDS:

1. The Tender is under Two-Bid System i.e. Technical Bid and Price Bid.
2. **Technical Bid:** Contains Scope of Works, Bidder/Company Details and Technical Pre-Qualification Criteria etc. - **Should NOT contain Price/Financial bid Details.**
3. **Price Bid/Financial Bid:** Should be **submitted mandatorily in a separate Sealed Envelope** Only. Those Vendors (or) Bidders (or) Tenderers who are Technically Qualified under (or) against the Pre-Qualification Criteria of the Technical Bid would be eligible for participation in the Price Bid/Financial Bid opening and Evaluation.

The Bid Documents shall be submitted in different Envelopes as under (mandatorily sealed):

A. Envelope-1: Technical Bid - Should contain the following.

- i. The duly filled in Technical Bid strictly as per the format provided.
- ii. The Technical Bid pages should be duly signed and stamped by the authorized representative.
- iii. All the mandatory supporting documents asked for in the Technical Bid.
- iv. Refundable EMD of Rs 5000/.
- v. The Technical Bid Envelope should be sealed and Super-scripted as “Technical Bid: Tender No: HYD/PPMM/ENQ/202 dated: 28.10.2022 for **Provision and Management of IT Services** at AI Engineering Services Limited, MRO, Hyderabad”.
- vi. Technical Bid Should NOT contain **Price Bid/Financial Bid** details (or) Indication.
- vii. If the Price Details are indicated, mentioned or found in an open condition inside the Technical Bid, then Bid will be disqualified and neither the Technical Bid nor the **Price Bid/Financial Bid** will be considered.

B. Envelope-2: Price Bid/Financial Bid- Should contain the following.

- i. Only Financial/Price Details/Bid should be kept in this envelope.
- ii. The Financial Bid pages should be signed and stamped by the authorized representative.
- iii. The Financial Bid offer **should be strictly in the format provided. Non-Compliance of this condition would lead to disqualification and rejection of offer/bid.**
- iv. The envelope containing duly filled in Financial Bid should be sealed and super-scripted as “Financial Bid/Price Bid for “Tender No: HYD/PPMM/ENQ/202 Dated: 28.10.2022 for providing Security Services at AI Engineering Services Limited, MRO, Hyderabad”.
- v. **If the Price Bid/Financial Bids received /put in an open condition inside the Technical Bid or the Master Envelope, then your Bid will be disqualified** and neither your Technical Bid nor the Price Bid will be considered.
- vi. Quotes should be **in numerals and in words**. In case of any discrepancy between the two (Figures/Words), **those written in words shall take precedence** unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

Note: Technical & Price Bid/Financial Bids: Bidders should initial all corrections; sign all pages of the tender/bid document and all the enclosures accompanying their bid document before submission.

C. Envelope-3: (Master Envelope) should contain the following:

- i. Envelope-1 (Technical Bid)
- ii. Envelope-2 (Price Bid/Financial Bid)
- iii. Envelope-3 must be sealed & super-scripted as “Tender No HYD/PPMM/ENQ/202 Dated: 28.10.2022 for providing Security Services at AI Engineering Services Limited, MRO, Hyderabad”
- iv. Bids should be submitted on or before due date & time i.e., 14.11.2022 at 1500 hours at the following address:

O/o.,PPMM Dept.,2ndFloor, AI Engineering Services Limited,
MRO Complex, Near Gate No: 3, RGI Airport,
Shamshabad, Hyderabad-500108
Phone No. 040-23477615/514

- v. Opening of Technical and Financial Bids will be held in the above referred office.

III. IMPORTANT DATES:

Closing date/time for submission of tenders	On (or) before 1500 hrs of 14.11.2022
Date/Time for opening of Technical Bids	At 1530 hrs on 14.11.2022
Date/Time for opening Financial Bid	Will be intimated only to the Technically Qualified parties/bidders.

IV. EXTENSION OF TENDER DUE DATE:

Due date of the tender may be extended, at the sole discretion of AI Engineering Services Limited, at any time during the tendering process, including after the declared date of closing of the tender and before opening of bids.

Extension of tender due date, amendments and clarifications, if any, to this tender will be hosted on the website of AI Engineering Services Limited at www.aiesl.in/Tender.aspx and AI Engineering Services Limited will not intimate the Tenderers individually of the same. The



Tenderers are, therefore, advised to visit AI Engineering Services Limited website regularly till the date of closing of the tender. The last amendment, if any, will be hosted a minimum of seven days before the closing date of the tender.

V. **REJECTION OF BID:**

1. Non submission of Bid Security Declaration Form along with Technical Bid is liable to be rejected.
2. AI Engineering Services Limited reserves the right to close the tender at any stage of the tendering process at its sole discretion.
3. Bids/Quotations received after the due date/time, received by Fax, Email, received unsigned, Price Bid in unsealed or open condition, would be rejected.
4. Incomplete and Conditional Bids and offers liable to be rejected.
5. Prospective bidder has to quote for all the services i.e. all the line items, as per price bid format failing which their bids liable to be rejected.
6. Tender in which both Technical Bid and Price Bid in open condition are found in the same envelope would be rejected.
7. AI Engineering Services Limited reserves the right Not to consider the bid of a bidder and blacklist such bidder for 3 years, if it is found (or) determined (or) noticed at any stage during the tendering process or after release of Contract that the bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid (or) obtain the contract. AI Engineering Services Limited reserves the right to take appropriate action as deemed fit.
8. AI Engineering Services Limited reserves the right to reject/not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AI Engineering Services Limited/Air India or AI subsidiaries in the last 5 years/ongoing litigation or arbitration with AI Engineering Services Limited/Air India or AI subsidiaries.
9. Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income tax, EOW etc. Suppression (or) Misrepresentation of such facts whenever it comes to light can lead to disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.
10. AI Engineering Services Limited reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been blacklisted/debarred by any PSU (or) Government Institutes/agencies.
11. The Annexures and documents submitted should be neatly presented. Corrections, if any, should be duly authenticated with full signature of the person who has signed the Bids, failing which such Bids are liable to be rejected.

VI. **SUBMISSION OF DOCUMENTS:**

All documents submitted in support of the requirement of the tender should be in English or Hindi or Telugu only. Documents in other Indian languages can be submitted along with a translated copy in English or Hindi or Telugu duly notarized failing which the bids may not be considered.

ANNEXURE – I

TERMS AND CONDITIONS:

The terms and conditions mentioned herein form part of the terms and conditions and other details specified in Tender Documents. The tenderers are advised to read the entire tender document before participating in the tender process.

1) ELIGIBILITY:

a. Nature of company:

The tenderer must be a firm (proprietorship or partnership/ company/ corporation/ legal entity).

b. Experience:

Tenderer shall have registration, licensed and have a Head Office or Branch Office at HYDERABAD, with **an experience of 3 Years(36 months) as on 30.09.2022 in handling at least 3 IT infrastructure contracts**, each of value not less than Rs.20 lakhs per annum in any reputed organizations preferably in Government or Public Sector .

c. Turnover: Certificates from respective companies on the company's letterhead having signatures of a company official for having satisfactorily completed at least **THREE CONTRACTS** on IT Provisioning and Management Service related contract for a value of 20 lakhs or above during each of the last three financial years 2019-2020 , 2020-2021 and 2021-2022. The Service Provider **must submit copies of satisfactory performance.**

For the financial year referred by you for the above eligibility, Certificate from a Chartered Accountant (CA) certifying the turnover specific to Security Services and Copy of audited Balance Sheets and P&LA/ duly signed by the Proprietor/Director/ Authorized representative should be enclosed as proof.

- d. Income Tax Return for the financial year referred to above
- e. Valid EPF Registration Certificate
- f. Valid ESI Registration Certificate
- g. PAN of the company
- h. GST Registration Certificate
- i. The Tenderer should not be blacklisted/debarred from participating in tenders in AI Engineering Services Limited or Aviation related organizations.
- j. None of the bidding company's Director/Partner/Proprietor should be convicted any time by the court of Law.

Note: Proof should be closed in the Technical Bid for serial nos 'a to h' above in the Technical Bid.

2) PAYMENT:

All payments to the successful tenderer by AI ESL for the services rendered by it shall be subject to the following compliances:

- a. Payment will be made within 60 days from the date of submission of the Bills in original for the undisputed amount. The payment to **MSME vendor shall be made within 45days** from the receipt of original invoice.
- b. No claim in respect of under payment to the service provider shall be considered valid or entertained unless a claim is made in writing thereof within three months from the date of service provided. Any claim for such under payment, not received within the stipulated three months period, is liable to be summarily rejected by AIESL.
- c. The successful tenderer shall, along with its bills for the preceding month, submit the requisite proof of deduction and deposit of PF, ESIC, disbursement of wages pertaining to the previous month to the persons engaged by him for the said services as well as proof of payment of any other applicable statutory dues to such employees, failing which bills shall not be processed for payment. The payments will be processed subject to successful tenderer attaching proof of compliance with all applicable labor laws & provisions.
- d. TDS shall be deducted by AI ESL from the payment made against these bills, as per the applicable laws.
- e. Also, if at any point of time during the currency of the work, the scope of work for which the contract has been awarded is reduced/ abandoned/ varied, the payment value of this job order shall be reduced on pro-rate basis by the Designated Authority and would be acceptable to the service provider.
- f. The Service Provider shall submit their monthly bills for the service provided by them during the previous month (1st to end of the month). After providing service, a statement of a summary of the service provided for the month should be submitted in triplicate to the designated authorities for verification and certification, which will form the basis for payment of the monthly bills submitted by the Service provider. If any other additional service was provided, a separate bill shall be raised. The bills in triplicate towards the service rendered shall be submitted to HR Dept, AIESL, Hyderabad along with the certified copies of the daily summary/statements on or before 7th of the following month enclosing therewith a copy of proof of remittance of ESI / PF contributions and Salary disbursements or alternatively a certificate to that effect, for scrutiny, certification and onward dispatch to Executive (Finance), AIESL, Hyderabad for payment action.

3) PENALTIES:

- a. AI ESL reserves the right to conduct the spot/surprise checks, which could be conducted by AI ESL's representative/any third party authorized by AI ESL, anytime to point out shortcomings and deficiency in the services rendered by the successful tenderer.
- b. Data of AIESL is secured as per rules of Government of India, Statutory and Regulatory Authorities. Any breach of the data and violation of the Secured data by Service Provider would be dealt with utmost seriousness.
- c. If the successful tenderer having been informed by AI ESL of the failure/ nonperformance of the Services fails to remove/rectify the shortcomings/defects within 3 days, AI ESL may

- proceed to take penal action as may be necessary at successful tenderer's risk and expenses and without prejudice to any other rights which AI ESL may have against the successful tenderer under the Contract including but not limited to AI ESL's right to terminate the Contract.
- d. AI ESL, at its sole discretion reserves the right to impose penalties (refer below) on the tenderer for non-compliance of the services. In the event of repeated instances of deficiency in the services rendered by the successful tenderer, AI ESL shall have the right to terminate the contract.
 - e. AI ESL shall be entitled to impose a penalty to the extent of Rs.1,000/- on the 1st occasion upon the Agency in the event of breach, violation or contravention of any of the terms and conditions contained herein.
 - f. If the lapse is repeated again, the extent of penalty can be doubled on each such occasion. The decision of the General Manager (Engg.) Hyderabad in this regard shall be final and binding upon the Agency.
 - g. Some of the instances in which penalty would be imposed, are enumerated below. But these are not exhaustive and penalty may be imposed on any violation, breach or contravention of any of the terms and conditions as well as assigned duties and in following conditions:-
 - i. If Memory drive is formatted without ensuring proper backup of data
 - ii. Intentional delay in resolving the IT issues
 - iii. If the staff found indulging in smoking/drinking alcohol /sleeping during duty hours.
 - iv. If the behavior of staff found discourteous.
 - v. Use of Mobile phone resulting in Lapse of duty
 - vi. If the Agency is not able to provide the required number of Staff.
 - vii. Persons other than mentioned in the approved list supplied by the agency if engaged for duty.
 - h. If the manpower as indicated in the Annexure -II is not provided for the service, prorate deduction will be levied apart from the penalty as given in Clause 12.d & e above).
 - i. In case the service provider fails to provide the required number of Staff as stipulated in the tender or in case if the Service provider fails to carry out the job or in case the job carried out by the Service provider is not satisfactory, the Company is empowered to get the job done including through other parties. In such cases the charges for those services will be levied to the service provider.
 - j. Any deficiency in service resulted in damage / injury / loss to the AI ESL and its personnel, the contractor will make arrangements to pay suitable compensation to affected employee or their legal heirs depending upon the merits of each individual case. Any such or related claim shall be the responsibility of the contractor.
 - k. The Service Provider if found unable to provide service as per the agreement and his contract terminated due to dis-satisfactory service, the service provider automatically becomes ineligible for applying for future contracts of AI ESL concerns for 3 Years (Excluding the present contract period starting with Date of issue of LOD).

4) COMPLIANCE OF STATUTORY PROVISIONS :

- a. The successful tenderer shall be responsible for ensuring compliance with provisions of related Labour Laws (Central/State) and specially Factories Act, Minimum Wages Act, Payment of Wages Act, PF Act, ESI Act, Payment of Bonus Act, WCT, Contract Labour (R&A) Act, Workmen Compensation Act, 1953 etc. as applicable from time to time. The successful tenderer shall be solely responsible for any cost and consequences on account of any breach and/or non-compliance of any of the provisions of the Labour Laws. The successful tenderer shall indemnify AI ESL against any claims/costs/damages and penalties in respect of breach of any of the provisions of the laws in force. The employees of the successful tenderer shall not be deemed to be employees of AI ESL, hence the compliance of the Laws will be the sole responsibility of the Tenderer.
- b. It shall be the responsibility of successful tenderer to comply with all liabilities arising out of any provisions of Labour Acts/Enactments (including PF/ESI/INSURANCE) hitherto in force or

enacted from time to time during the term of the contract. In case of any breach, the successful tenderer shall immediately notify AI ESL in this regard.

- c. The successful tenderer has to ensure that the disbursement of wages to its employees will be made on or before 7th of each calendar month, so as to ensure that the prescribed minimum wages are paid for the applicable category of its employees. Proof of payment of wages to be submitted to AI ESL along with the bills for the services rendered, for processing of bill payments by AI ESL and shall be kept by AI ESL for verification or any other third party including Government agencies.
- d. The successful tenderer will notify any changes in the number of its employees or the condition of work to the designated officer of AI ESL.
- e. The successful tenderer will maintain Attendance Register & Wage Register of its employees.
- f. The successful tenderer shall maintain a Workmen Compensation Policy covering all his employees for the contract period & submit a copy of the same to AI ESL.
- g. Fulfillment of contributions/ statutory deposits is obligatory and shall be the sole responsibility of the successful tenderer.
- h. All records, documents under various statutory provisions including ESI/PF/Disbursement of monthly wages shall be maintained by the successful tenderer and shall be kept open for inspection by designated officer of AI ESL and Government Agencies.

5) **MANPOWER DEPLOYED BY SERVICE PROVIDER:**

- a) The service provider shall give services by deploying **“TWO IT Engineers”**, at MRO Premises 6 days a week
- b) The Service provider shall employ such IT Engineers who are medically fit and **above the age of 20 & Below 45 Yrs only**. The company has the right to direct the Service provider to remove from the premises such of his IT Engineers who may be Technically, physically, or medically found to be unfit.
- c) They shall be well mannered and courteous and while on duty, wear proper uniform provided by the Service provider at his own cost which should be clean and should have their photo identity card pinned thereon.
- d) Must be insured against all risks by the Service Provider.
- e) Should display the ID card issued to them whenever they require to enter and/or exit the premises.
- f) The Service Provider will comply with all the statutory regulations such as PF, Minimum Wages Act, Bonus Act, Factories Act etc. and obtain requisite approvals from the Local Health Authorities as may be required and as are in force or that may become applicable in future and from time to time in all matters touching this service and all matters there from. He should also maintain the registers and records to that effect, which should be produced before the designated officer at periodical interval.
- g) The Service provider shall be liable to pay all the taxes in force presently, or imposed in future by the appropriate Government authorities and local bodies and discharge their obligations towards employees as per laws framed by the Government or other authorities from time to time. The Tenderer should take all these factors into account while quoting their rates in the PRICE BID.

- h) The Service provider and its employees shall observe and carry out all the directions given to him by AIESL as regards working hours.
- i) The Service provider shall be responsible for recruitment, retention and retrenchment of the workmen deployed for the contract by them and settlement of disputes arising out of the terms and conditions of the services all the workmen deployed by them.

j) **QUALIFICATION OF 'IT ENGINEERS' :**

Three-year Diploma in Electronic & Telecommunication Engineering/Computer Science/Information Technology or Equivalent from AICTE approved Institute and should be holding Certification in Computer Hardware & Networking etc.

Or

BSc. in Computer Science/Information Technology or Equivalent from AICTE approved Institute and should be holding Certification in Computer Hardware & Networking etc.

k) **EXPERIENCE:**

3 or more Years of experience in incident Management, Service Request management, Problem tickets management, Change Request management, IT Service Desk management, General IT matters management and **details further elaborated as per the Scope of Work.**

l) **MONTHLY REMUNERATION:**

The fixed monthly remuneration excluding Service charges, Taxes and any other charges of the agency (except Statutory deductions, Taxes and if any, applicable to the deployed manpower) shall be :-

Rs.35,000/- plus 10% annual increment

The above remuneration should be paid to the deployed manpower without any Service Provider deductions (except the applicable statutory deductions like PF/ESI, taxes) into their bank account directly every month and proof of the same should be submitted along with the monthly bills.

- m) The agency shall ensure payment of salary/wages on or before 7th of every month to the deployed manpower through bank account only and proof to be submitted in the following month's bill.
- n) The Service Provider shall be the Employer for the workers deployed by him for the above activity. AIESL will not be held partially or fully responsible for any dispute that may arise between the Service Provider and his workers.
- o) The contractor shall be responsible for recruitment, retention and retrenchment of the IT Engineers deployed for the contract by them and settlement of disputes arising out of the terms and conditions of the services all the workmen deployed by them.

6) GOODS & SERVICE TAX (GST) REGISTRATION & COMPLIANCE :

1. Service provider shall mention their GSTIN registration number in all their invoices and invoices shall be in the format as specified/prescribed under GST laws. Invoices shall necessarily contain invoice number (in case of multiple numbering system is being followed for billing like SAP



invoice no., commercial invoice no. etc., then the Invoice No. which is linked/uploaded in GSTN network shall be clearly indicated), item description as per PO, Area, UOM, Rate, Value, applicable taxes with nomenclature (like SGST & CGST) separately, HSN (Harmonized System of Nomenclature)/SAC (Services Accounting Code) code, etc.

2. All invoices shall bear the HSN /SAC Code.
3. A declaration to the effect that all invoice particulars are/were uploaded in the GSTN network/ portal & all tax liability as per GST rules and regulations have been and will be discharged shall be mentioned in the invoice. If not mentioned in the invoice, a separate declaration shall be submitted as per the requirement of AIESL.
4. In case of discrepancy in the data uploaded by supplier in the GSTN portal or in case of any shortages or rejection in the service, then AIESL will not be able to avail the tax credit and will notify the Service provider of the same. Service provider has to rectify the data discrepancy in the GSTIN portal or issue credit note (details to be uploaded in GSTN portal) for the shortages or rejections in the Service providers, within the calendar month notified by AIESL.
[For any such delay in availing of tax credit for reasons attributable to Service provider (as mentioned above), interest (calculated @ SBI Base Rate + 6%) along with Penalty if any will be deducted for the delayed period i.e., from the month of receipt till the month tax credit is availed, from the running bill, at the discretion of AIESL Management.]

7) CONDITIONS RELATED TO THE WELFARE OF LABOURS:

- a. The Service provider has to remit PF/ESI as per the existing Government guidelines.
- b. The Service provider has to produce the PF Registration Code for his workers as per the Government rules while submitting the first bill. The first bill will be processed only on production of the above code. For subsequent bills, the PF/ESI remittance challan for the engaged Labour has to be submitted for bill processing.
- c. AI ESL will not be liable for any medical attention, injury / loss of life of the persons engaged by the Service provider during the work inside the AI ESL premises as per the contract. A suitable insurance coverage (ESI / Group Insurance) for the employees shall be arranged by the service provider at his own cost from the first day of operation, towards medical treatment and compensation of any loss/ in-capacitance of their employees arising out of accident etc., as per legal provisions.
- d. The Service provider shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The Service provider shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
- e. The Wage and Attendance Registers should be produced to AI ESL every month. The Service provider has to disburse the salary/wages for their workmen only through Bank. The relevant Bank statement/proof for Bank payment should be produced along with PF and ESI and challans to Welfare Section every month.
- f. The Service provider should be fully aware of safety measures and observe all safety precautions during work. The Service provider should also make his own arrangements to provide requisite safety devices to the workers, based on the nature of work. Any accident/incident occurring to his workers in Company's premises should be reported in writing by the Service provider to authorities concerned immediately. The Service Provider shall be fully responsible for any accident/incident for his workers.
- g. Minimum Bonus, as applicable shall be paid by the Service provider to his employees as per the Payment of Bonus Act 1965.

8) **GENERAL TERMS AND CONDITIONS**

A. Abbreviations used :

- AIESL as used in the Tender document means “AI Engineering Services Limited”.
- EMD means Earnest Money Deposit.
- SD means “Security Deposit” for performance of services rendered under contract.
- DD means “Demand Draft”.
- BG means “Bank Guarantee”.
- LOI means Letter of Intent.
- The ‘Tenderer’ / ‘Bidder’ and /or ‘Party’/ ‘Service Provider’/ ‘Contractor’ used in the Tender document, shall mean the one who has signed the Tender Document and submitted the bid/ quotation in response to the Tender.

B. Period of Contract:

- a. The Tender is for providing Housekeeping and Gardening Services at AI Engineering Services Limited, MRO Complex, RGIA, Shamshabad, Hyderabad for the period of TWO YEARS and extendable by ONE MORE YEAR, at same rates, terms and conditions. AI Engineering Services Limited reserves the right to extend the contract by 3months at same rates, terms and conditions on ending of validity of contract.
- b. In case the Service provider desires, Termination within 1 year of awarding contract without mutual Consent, AIESL reserves the right to penalize the Service provider as per Contract Extension/Termination clause.

C. The tender is non-split-able or non-dividable.

D. Validity of Bids, Prices, Govt. Taxes / GST:

- b. The Bids (Technical Bid and Price Bid) submitted by the bidder/Tenderer should be valid for a period of 90 days from the date of opening of the Technical Bid.
- c. GST or any levies on Services given to AIESL shall be reflected in the space provided in the Price Bid. The price offered should remain firm till completion of contract period and no request for increase in price shall be entertained during the contract period. There will not be any form of separate payment to the Service provider towards rendering services.
- d. Increase in GST or any new levies on Services, if any, imposed by the Govt. of India / State Govt./ Local Bodies, after the submission of bids by the bidders, will be borne by AI Engineering Services Limited, if requested for by the successful bidder. However, such request will be considered only if it is substantiated with copies of valid documentary proof and only if the bidder has quoted their rate giving the break-up of Government duties and levies in their price bid.
- e. Any reduction in GST and/or any other Statutory levies etc., of the Govt. of India / State Govt./ Local Bodies etc., should be passed on to AI Engineering Services Limited by the successful Bidder.

E. Variation of Quantity/Option Clause:

AIESL reserve the right, to take care of any change in the future requirement during the contract period, to increase required services, from the TWO IT Engineers as indicated in the tender in order to accommodate change in work requirement.

Based on the service charges quoted in price Bid, pro-rata higher Service charges will be paid to Service Provider if Additional IT Engineers with qualification criteria is given as per any AIESL requirement.

F. Amendments/Extensions:

AIESL reserves the right to amend any part / terms and conditions of the tender / extend the due date at its sole discretion. Amendments, corrigendum, 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 same on AIESL website i.e., www.aiesl.in No separate NIT (Notice Inviting Tender) maybe published in newspapers/print media. It is the Bidder's responsibility to visit the said website regularly for the aforesaid updates/extensions as applicable.

In case there is change in any Details/ Requirement / Terms & Conditions after release of the Tender but before its Due Date/Time, the Bidders who have submitted their Bids shall have an option to re-submit their Bids, if they choose to do so, within the extension period as may be specified by AIESL. For avoidance of doubt, it is hereby clarified that the last Bid submitted by the Bidder will be considered as the final Bid.

G. Purchase Preference to MSME:

Preference Will be given to eligible Tenderer as per the as per Public Procurement Policy for Micro Small and Medium Enterprises (MSMEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India and Vendors registered and obtained valid Udyog Aadhaar Number (UAN).

MSME vendor, submit the registration certificate/ Udyog Aadhaar Number issued and certificate must be valid as on close date of the tender. The successful bidder should ensure that the same is valid till the end of the contract period.

The MSEs who have applied for registration or for UAN or renewal of registration, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/ preference.

H. Benefits to Start-up-companies:

- a. In line with GOI policy to encourage start up units (whether MSME or Non-MSME), AI Engineering Services Limited would relax by 50% the prior Experience and prior Turnover criteria to such units having "Certificate of Recognition" i.e. Start up units will be given relaxation of 50% from the stated experience and Turnover criteria as mentioned in the tender .
- b. Please note that the Start-up company should have a valid 'Certificate of Recognition' issued by the relevant ministry, as on close date of the tender. Bidders who have applied for or if their certificate is under process will not be eligible for this relaxation.

I. EMD (Earnest Money Deposit): An EMD of **Rs.5,000/-**(Five thousand only) must be paid to AI ESL in the form of DD in favour of "AI Engineering Services Limited, payable at HYDERABAD", may be returned back for unsuccessful bidder. It will be either returned or adjusted in the bills payment to the successful tenderer.

J. Security Deposit / Performance Bank Guarantee:

- a. The Bidder/s who qualifies for award of Contract will have to deposit with AI Engineering Services Limited **3%** (Three percent)of the total net value of the Contract, as Security Deposit (SD) within 2 weeks of receipt of the Contract. This SD will be free of interest. In case, the SD is not deposited in time, the bills shall not be processed for payment till the SD is paid.
- b. The SD is applicable to all bidders including MSME's. The Security Deposit is to be paid by way of NEFT transaction, Account Payee Demand Draft, Banker's Cheque, ECS, Bank Guarantee issued from any Commercial Bank, Fixed Deposit Receipt from any Commercial Bank for an equivalent amount in favour of the "AI Engineering Services Limited', payable at HYDERABAD".
- c. It may please be noted that the original BG has to be forwarded by the Bank directly to AIESL through registered AD as per the detailed procedure which will be advised to the successful

bidder. The expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the successful bidder/s.

- d. In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- e. Security Deposit / Bank Guarantee is to be furnished on non-judicial stamp paper of value not less than Rs. 100/- (Rupees One hundred only) and in the prescribed format, which will be provided to the successful bidder/s.
- f. The Security Deposit / Bank Guarantee will be refunded / returned without interest after adjusting for penalties and applicable deductions, if any, that may be imposed under the terms of the Contract.
- g. Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.
- h. The SD is applicable to all bidders including MSME's. The SD/BG will be taken on yearly basis, renewable every year. The second year SD/BG should be valid till 60 days beyond the contract period/ warranty period.

K. Bids Evaluation Criteria:

- **Technical Bids:** The Technical Bids would be first evaluated for compliance. AIESL reserves the right at its sole discretion to seek whatever information, documents etc. from the bidder as it may consider necessary for the purpose of evaluation of the bids.

Note: Please ensure that Prices should not be mentioned in the technical bid. If it is found that the prices are submitted in the technical bid, the quotation / bid would be "Disqualified" and will not be considered.,

- At any point of time during the tender process or after award of contract, if the details given by the tenderer in the Technical Bid are found to be incorrect, the Tenderer will be barred from participating further in the tender process/the work order shall be cancelled besides for feature of EMD as the case may be.
- The bids of only those bidders whom AIESL considers qualified at this stage would be considered for opening of Price Bids.
- **Price Bids:** The Price Bids of only those bidders, who qualify as per the requirements of Technical Bid, would be opened. The date and time of opening of the Price Bids would be intimated in advance to the bidders who have qualified in the Technical Bid evaluation and their authorized representatives only would be permitted to participate in the opening of the Price Bids.

L. Inspection Clause:

Inspection of bidders' facilities at the time of evaluation of the Technical Bids: AIESL reserves the right to inspect at its cost the facility/facilities of the bidders in order to assess their capability to render subject services as indicated in this tender. The decision of AIESL in such case shall be final and binding.

M. Method of arriving at overall L1 bidder and Contract Award Criteria:

- The tenderer whose net price on a common platform such as the landed cost for all the line items works out to be the lowest will be determined as the overall L-1 bidder.

- In case the quoted rates in any line item by the overall L1 bidder are higher than the rates quoted for that particular line item by other bidder(s), it is expected from the overall **L-1** bidder to match the lowest rates received for that particular line item.
- MSMEs quoting price within price band overall L1+15% (fifteen percent) may be determined as **L-1** bidder and contract will be awarded as per public procurement policy 2012 for MSMEs.
- **Un-conditional Discounts, if any offered, will also be duly taken into consideration while arriving at the lowest landed cost. However, conditional discounts, if any, will not be taken into consideration while arriving at the lowest landed cost of the item.**
- **The contract will be awarded to overall L-1 Bidder.**

N. PRICE NEGOTIATION:

As it is not the general norm for AIESL to carry out price negotiations following evaluation of the Price bids, the bidder are advised to submit their best quotes in response to this tender. AI ESL, however, reserves the right to carry out negotiations in exceptional cases with the bidder who has been evaluated by AIESL as having offered the overall lowest bid in response to the tender.

O. COMMENCEMENT OF CONTRACT:

The successful Tenderer, after completing the formalities as listed above, should commence the service on finalization of tender, within 15 days from the date of issue of the Letter of Intent (LOI) /Contract. And the LOI/Contract shall be confirmed within three days (3Days) of its receipt.

P. SUB-CONTRACTING:

The successful bidder shall not sub-contract the work or any part thereof, to any other person, concern, firm or company. Sub-contracting will result in termination of the contract with immediate effect without any liability on “AI ESL” and also without prejudice to any other rights which “AI ESL” may have against the Bidder under the Contract. The Service Provider shall not transfer or assign or sub-let any part of the service or any share of interest in any manner or degree, directly or indirectly, to any third party whatsoever.

Q. RECOVERY FROM SERVICE PROVIDER:

- a. As per the contract entered between AI ESL and the successful tenderer, if any sum of money is recoverable from the service provider; AI ESL shall be entitled to recover such sum by appropriating in part or full from the unpaid bills and then if need be from the Security Deposit deposited by the Service Provider.
- b. 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.
- c. AI ESL reserves the right to recover from the successful tenderer’s periodical payments, for any loss or damage caused to data breach, plant/equipment/ machinery/ building or any other property of AI ESL by negligence or due to any other reason of successful tenderer’s employees, whatsoever..

R. INDEMNIFICATION:

- a) The Service Provider shall indemnify AI ESL against any claims, damages, loss or penalty including costs thereof in case of liability arising out of any Data theft/breach involving manpower deployed by him.
- b) The successful tenderer shall also indemnify AI ESL against any claims, damages, losses or penalties including cost thereof arising out of any breach or violation of any Govt. levies, terms & conditions of contract & of the provisions of all the applicable laws, including labour laws, statutory payments/deductions, as applicable from time to time, governing the employee deployed for the purpose.
- c) The successful tenderer shall indemnify AI ESL against third party claims arising out of negligence on the part of IT Engineers provided by the successful tenderer. The successful tenderer shall also indemnify to reimburse any loss or damage to AI ESL personnel or property including data, machinery, equipment or buildings. In case, any such amount is not deposited/ paid to AI ESL, the same shall be deducted from Security Deposit/ Bills/ future payments due to the successful tenderer.
- d) The successful tenderer shall be fully responsible & liable for compensation in case of injury/death to successful tenderer's employee during the period of work in the AI ESL indicated work premises. The successful tenderer will make own arrangements to meet such eventuality as per existing Govt. rules and regulations. AI ESL will not be responsible in such a case and will not pay any compensation. In the event, AI ESL pays or is made responsible to pay the compensation for the aforesaid, the successful tenderer will fully compensate AI ESL and keep indemnified AIESL to the full in this regard.

S. BID SECURITY DECLARATION:

Bid Security Declaration Form must be submitted along with the Tender Document prescribed in Annexure – VIII, any Tenderer who fails to submit Bid Security Declaration Form will be disqualified.

T. BLACKLISTING CONDITIONS:

If The Successful Tenderer Adopts fraudulent practices, withdraws the contract / LOI , fails to commence within the specified stipulated period and fails to perform the contractual obligation during the currency of the contract, the bidder will be debarred/ black listed for a minimum period of **5 years** from participating in next tender.

U. INTERPRETATION:

In the event of any difference in the interpretation of any of the clauses of the Service Agreement and/or the Tender documents, the clarification given by General Manager (Engineering), AI ESL, Hyderabad, shall be final and binding.

V. CONTRACT EXTENSION/ EXIT/TERMINATION CLAUSE:

- a. The validity of the agreement comes to an end IPSO FACTO by efflux of time unless otherwise renewed/terminated.

- b. The contract may be terminated under the following circumstances:
- i. In the event of unsatisfactory performance during the contract period, contract shall be terminated with one month's advance notice.
 - ii. If there is change in AI ESL requirement, contract shall be terminated with ONE month advance notice.
 - iii. In the event of the Service Provider failing to comply with any of the terms and conditions of the agreement, AI ESL shall be at liberty to terminate the Contract WITH IMMEDIATE EFFECT besides forfeiting the Security Deposit and recover any amount of additional expenditure incurred by AI ESL for getting the contract work done through another Third Party.
 - iv. The Contract can be terminated by Service provider giving **90 days** notice in writing to AI ESL after 1 year. However, AI ESL, reserves the right to terminate/cancel the Contract within one year partially or fully without 90days notice and without any liability to AI ESL.
- c. Upon expiry of the agreed period of contract, AI ESL reserves the right to extend the Agreement for a period of **90 days** at the same rates, terms and conditions.

W. ERRANT BIDDERS:

In case after price bid opening, the **Lowest Evaluated Bidder (L-1)** is not awarded the Contract for any mistake committed by them in bidding or withdrawal of bid or varying any term in regard thereof leading to re-tendering, such bidder shall be debarred from participation in re tendering of the same work(s) as well as against any tender enquiry for any service sought by AI ESL or its subsidiaries at all locations. EMD will be forfeited accordingly.

X. ARBITRATION:

Any dispute or difference, whatsoever, arising out of this service agreement shall be referred to the sole arbitration of the General Manager (Engineering), AI ESL, Hyderabad or the person appointed by him whose decision shall be final and binding on the parties.

Y. FORCE MAJEURE:

Neither party hereto shall be liable for failure to perform or for delay in performing any of its obligations under the agreement, if such failure or delay is caused or results from a condition of Force Majeure.

The term Force Majeure as used in this agreement means Accidents, Act of God, War, Revolt, Riot, Fire, Tempest, Flood, Earthquake, direct or indirect consequences of war (declared/undeclared), sabotage, hostilities, National emergency, Civil disturbances, Natural calamities, Commotion, Embargo (Blockage) or any law or promulgation of ordinance or Executive order whether Central or state or Local or Municipal Authorities.

Z. NOVATION:

AI ESL reserves the right to “NOVATE” this contract to AIAHL or any other subsidiaries at same rates, terms and conditions and the same shall be binding upon the service provider. In the event of any merger or acquisition of AI ESL or transferred its activity to another undertaking, the contract on approval from the appropriate authority of the new entity shall continue in the name of such new entity / successor entity with the same rates, terms and conditions.

AA. JURISDICTION AND GOVERNING LAWS:

In respect of any matter relating to the contract or any matter pertaining to such arbitration, the Courts of Law in Hyderabad shall have the exclusive jurisdiction and shall be subject to the laws of Government of India.

BB. RETURN OF DISQUALIFIED BIDS:

Financial bids of the “Technical Bid/ Pre-qualification Bid” disqualified bidders would be returned to them after finalization of the contract under intimation and against acknowledgement from the bidders, in sealed condition itself.

In case a bidder fails to collect the financial bid within the stipulated 30 days time, the bid shall be shredded in “as is where is” condition after expiry of 30 days time.



GENERAL MANAGER(ENGG) –AI ESL

महा प्रबंधक (इंजी.)/General Manager (Engg.)
एआई इंजीनियरी सर्विसेस लिमिटेड
AI Engineering Services Limited
एम.आर.ओ. कॉम्प्लेक्स आर जी आई एयरपोर्ट
MRO Complex, RGI AIRPORT
गेट सं. 3, के पास/Near Gate No. 3, शमशाबाद/ Shamshabad
हैदराबाद/Hyderabad-500 108 तेलंगणा/ T.S.

DOCUMENTS TO BE SUBMITTED TO HR-AIESL

Sl.No.	Document Type	Scheduled Date	Periodicity	Remarks
1	PF/ ESI/Group Insurance Code	On Award of Contract	One time/as and when required by AI ESL	
2	Form VI – A & VI – B under Contract Labour Regulation and Abolition (CLRA) Act	On Commencement and yearly once	yearly once	Form VI – A to be submitted to Labour authorities and a copy to submitted to AIESL. Form VI – B to be submitted to AIESL
3	Labour Licence	To be obtained immediately from Labour Authorities in case of engagement of 20 or more contract workers	One time/ on renewal of License/ as and when required by AI ESL	
4	Bio Data form with proper ID proof, AADHAAR, Police Verification/Passport & Latest two Photographs	To be submitted for all employees immediately on award of contract and as and when new employees are engaged	One time/as and when required by AI ESL	Required for providing ID cards to enable entry into AI ESL premises and for record purpose
5	Attendance Register	To be submitted on or before 5 th of every month	Monthly	To be endorsed by the contractor and AI ESL authorized executive
6	Wage Register	To be submitted on or before 5 th of every month	Monthly	To be endorsed by the contractor and AI ESL authorized executive
7	PF/ ESI remittance	To be submitted on or before 5 th of every month	Monthly	
8	Monthly Entry Format	To be submitted on or before 25 th of each month	Monthly	

Note: The above documents is indicative, the contractor is obliged to produce any other document required, in compliance with extant statutes and practice, as and when required.

Subject: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

ANNEXURE – II

SCOPE OF WORK

1. GENERAL

- a) Installation, configuration, test, maintenance of software components.
- b) Handle on day to day basis technical support activities for Application software.
- c) Help users in navigation and usage of application software.
- d) Technical support for computer communication Network and Voice management Network.
- e) Setup computers and install software for various applications and programs.
- f) Provide on the job trainings to new hired manpower and less experienced staffs when needed.
- g) Maintain documentations of customer issues and their resolutions.
- h) Perform regular evaluation on all incident trends and prepare all preventive maintenance for computer infra components.
- i) Provide support in system upgrades, installing workstations and other office tools.
- j) Escalate complex issues to appropriate teams for resolutions.
- k) Maintain the record of IT Assets and their

2. NETWORK MANAGEMENT SERVICE

AI ENGINEERING SERVICES leases out its Internet Broadband and it is required to ensure the network is trouble free and well optimized and ensure following deliverables:

- a) Manage effectively and efficiently the day to day network operations of LAN/WAN/MAN.
- b) Fault Management – identifying LAN faults and getting them resolved through concerned local vendor providing maintenance services if the same is of serious nature.
- c) Providing 1st level of trouble shooting diagnoses and escalating calls as per escalation matrix supplied by AIESL .
- d) Updating the documentation of the LAN setup.
- e) Providing 1st level troubleshooting / diagnosis and escalating the calls to concerned parties and to the technical backend team in case of hardware or configuration related problems.
- f) Helping users to use the systems properly by conducting occasional hands-on training.
- g) Identifying WAN problems and getting them resolved through service provider as per SOP of AIESL. In case of failure of the WAN/backup links, it is the responsibility of the site IT engineers to liaison with M/s BSNL/SITA/Other Service Providers and ensure restoration of the same.
- h) Monitoring switching over to backup links in case of failure of main links.
- i) Maintaining database pertaining to the uptime of all links.
- j) Liaising with service provider regarding billing, payments and follow up for provisioning of new data circuits.

ANNEXURE – II (Continued)

SCOPE OF WORK

3. TECHNICAL SUPPORT SERVICES

- a) The Service Provider is required to provide first level support to all users for PC/Printers/Scanners and Telephones Lines with following deliverables:.
- b) Support on desktop OS, driver installation on PC/Server, Laptop, first level support on Desktop/Server hardware, Other Vendor software and other application software (Win7, Win8, Win10, Win 2012 server, MS Office/Office Suite SAP ERP, etc.)
- c) Telephone Intercom connection provided by BSNL, needs to given first level of Support for installing, trouble shooting, shifting within Office etc.
- d) Providing 1st level troubleshooting & diagnosis & escalating calls to warranty/AMC vendor etc.

4. ONLINE SUPPORT TO OUTSTATIONS

The service required by AIESL is largely related activities of AIESL MRO at RGIA Shamshabad. However on need basis Online/ Telephonic support to provide and trouble shoot the IT requirements of Outstation offices of AIESL in S/Region.

5. MANPOWER DEPLOYMENT

- a) Any given day on all working days of AIESL, “2” **IT Engineers** to be deployed by Service provider 6 days a week. They will report to AIESL on 8 hrs a day and 48 hrs per week basis.
- b) Qualification, Experience and Monthly remuneration criteria as given above in Terms and Conditions Annexure-I Clause k/l/m to be adhered to,
- c) **Any leave/weekly off/ absenteeism of the shall be replaced with another IT Engineer by Service Provider immediately without any additional expenses to AIESL. Any non-reporting of IT Engineers, the man days shall not be billed to AIESL. No IT Engineers shall be deployed without sufficient rest periods as per regulatory/statutory rules.**



Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

Subject: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

ANNEXURE – III

TECHNICAL BID

1.	Tender for			Provision and Management of IT Services at AI ESL, MRO Complex, Hyderabad.	
2.	Name of the Company / Establishment				
3.	Full Address of Registered Office				
4.	Full Address of Branch Office at Hyderabad				
5.	Name of Authorized Signatory				
	Telephone No.				
	Mobile No.				
	E-mail ID				
6.	Nature of Company [Whether Proprietorship Firm/ Partnership Firm /Private Limited Company /Public Limited company /Corporation / Any other to be Specified]				
7.	Particulars of Statutory Registration – Issued in the name of the Tenderer. (to enclose self- attested copies of the same) (Must Condition)				
		Details	Number	Date of Issue	Valid Up to
7.1	PAN No.				
	Submit the copy along with the Technical Bid				
7.2	GST Registration No.				
	Submit the copy along with the Technical Bid				
7.3	PF Registration				
7.4	ESI Registration				
8.	Whether having minimum 36 Months experience as ‘Service Provider’ in the field of operation of Industrial IT Services during last 3 Years as on 30.09.2022. (Must Condition) (Submit the copies of documentary proof along with the technical bid)			Yes /No	If NO, bid will be disqualified
9.	The average annual turnover of Rs.20 lakhs or above during last THREE financial years relating to the business of it Services anywhere in India during 2019 -2020, 2020-21& 2021-22. (Must Condition) .To self-attested scanned copy of relevant pages of Balance Sheet and P&L account, duly authenticated by CA, should be submitted along with the Technical Bid.			Yes /No	If NO, bid will be disqualified



ANNEXURE – III (Continued)

	9.a. Turn over for of the above THREE Financial Years be specified	20__-20__	Rs...../-	
		20__-20__	Rs...../-	
		20__-20__	Rs...../-	
10.	The Tenderer must submit self-attested Income Tax Return for the THREE Financial Year furnished in 9.a above, with their Technical Bid. (Must Condition).	Yes /No	If NO, bid will be disqualified	
11.	Is any of your Director/Employee or his/her Immediate Relative on the payroll of 'AI ESL' (if Yes, give details)	Yes /No	If YES, bid will be disqualified	
12.	Has any Director/Partner/Proprietor been convicted any time by court of law? (if Yes, give details)	Yes /No	If YES, bid will be disqualified	
13.	Agree to all the terms and conditions of this tender (Must Condition)	Yes /No	If NO, bid will be disqualified	
14.	Whether Certified Copy of Power of Attorney attached?	NA/Yes /No		

17. Undertaking: (To be agreed & signed by the Tenderer):

It is confirmed that in case Contract / LOI is awarded by 'AI ESL' to the successful tenderer, payment of all statutory obligations especially – Minimum Wages/ESI/PF/GST etc shall be the responsibility of the Service Provider. In case, WCT(Works Contract Tax) becomes applicable on these services any time during the contract period, the Service Provider shall obtain WCT registration if not obtained earlier and submit a copy to 'AI ESL' within 90 days of receipt of intimation from 'AI ESL'. (Applicable, in case the Tenderer is not having WCT registration at the time of application of the tender).

It is confirmed that the Contract for "Provision and Management of IT Services, MRO complex, RGIA, Hyderabad" will be commenced within 15 days from the date of receipt of LOI (Letter of Intent)/Contract.

It is confirmed that the registrations and licenses under all the applicable local and central taxes, laws and to be specified separately under each applicable tax/law/Act (i.e. GST Act/Work Contract Act/Provident Fund Act/Income Tax Act/Shop & Establishment Act/ESI Act etc.) shall be produced for verification/checking by AI ESL or to a third party authorized by 'AI ESL' / agencies of Govt. of India.

It is confirmed that the requisite works as per enclosed Scope of Work would be commenced and executed to the satisfaction of 'AI ESL'.

It is confirmed that Financial Bids submitted are valid for a period of 90 days from the date of opening of the Technical Bids. AI ESL may extend this period if required.

It is confirmed to have carefully gone through, have understood and hereby agree to abide by all the Specific/General Terms & Conditions, Work scope and Specifications governing the tender.

It is confirmed that the information given in the tender is true and correct to the best of my knowledge and belief and nothing material is concealed and authorized to sign the tender document.

Date: Signature of Auth. Signatory:
 Place: Name of Auth. signatory:
 Designation of Auth. signatory:
 Company Name & Seal:

CHARTERED ACCOUNTANT'S CERTIFICATION

I,C.A(Name) _____ Membership Number _____ have verified the above details as per the documents /records submitted for verification and hereby certify that the above statement is correct.

Signature of C.A _____ & Seal

Sub: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

ANNEXURE - IV

PRICE BID

a)	Name of the Contract	Provision and Management of IT Services at AIESL, Hyderabad
b)	Name of the Company/Establishment	
c)	Address	

FINANCIAL OFFER

Sl. No.	Particulars	No. of IT Engineers (a)	Rate per IT Engineer (Rs) (b)	Line Total in figures (Rs) (c)=axb	Line Total in words (Rs) (d) = (of 'c' in words)
1.	Rate for IT Engineer per month. (Should be same or more than Cl.6.m of Annexure I, Rs.35,000)	2 (TWO)			
2.	Exclusive Service Charges for attending the total Scope of Work** (other than Rates/ remuneration at sl.no.1) (fill column c & d only)				
3.	TOTAL per month (Sl.no. 1+2+3) (fill column c & d only)				

NOTE:

- **Based on the service charges quoted in price Bid, pro-rata higher Service charges will be paid to Service Provider if Additional IT Engineers with qualification criteria is given as per any AIESL requirement. Any future Requirement of AIESL to increase or decrease in Staff Deployment will be calculated pro-rata basis .
- Any other welfare measures, allowances, OT, Cost of Leave/Off Replacement, future increment, Training cost, etc. for manpower deployed, should be covered under Exclusive Service Charges in Sl.No.2 of Financial Offer.
- The TOTAL (Sl.No.3) of the Financial Offer should cover the Total Scope of Work of the service provider.



Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

ANNEXURE – IV (Continued)

UNDERTAKING

- 1) I have carefully gone through and have understood the General Terms & Conditions, Service Requirements governing the tender.
- 2) Financial Bid is valid for 90 days from the date of opening of Technical Bid.
- 3) I hereby confirm that I am authorized to sign the tender document. 4. IT Engineers engaged will be paid minimum wages as prescribed in the Minimum Wages Act of the State/Central Government

Date :
Place :

Signature:
Name:
Designation:
Co. Name & Seal:



Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

ANNEXURE - V

COVERING LETTER
(TO BE SUBMITTED ALONG WITH TECHNICAL BID)

FORMAT OF COVERING LETTER WITH WHICH DULY FILLED-IN TENDER DOCUMENTS ARE TO BE SUBMITTED BY THE TENDERER ON THE LETTER HEAD OF THE TENDERER.

To:

General Manager (Engineering)
AI Engineering Services Limited,
MRO Complex, Near Gate No.3, RGI Airport,
Shamshabad, Hyderabad 500108.

Dear Sir,

Sub: Tender for Award of Contract for Provision and Management of IT Services at AI Engineering Services Limited, MRO Complex, RGI Airport, Shamshabad, Hyderabad.

Tender No: HYD/PPMM/ENQ/202, Date: 28.10.2022

We have gone through the Tender documents posted by you on the website consisting of Terms and Conditions, scope of work and are pleased to submit Technical Bid and Price Bid.

We agree to accept the terms and conditions as stipulated.

Thanking you,

Yours faithfully,

Company Seal

Signature

Phone No.

Name

Fax No.

Designation

E-Mail.

Name of Company

Address:

Duly signed tender in sealed cover to be submitted in person at the following address on or before 1500 hrs on **14.11.2022**.

O/o Jr. Executive - PPMM,
PPMM., 2nd Floor, AI Engineering Services Limited,
MRO Complex, Near Gate No: 3, RGI Airport,
Shamshabad, Hyderabad-500108
Phone No. 040-23477615/514



ANNEXURE - VI

UNDERTAKING FROM BIDDERS
(To be submitted along with Technical Bid)

I / We
confirm that I / we do not have any Director/Employee or his/her Immediate Relative, who is an Employee of AI ESL or its subsidiaries and is likely to benefit us during the Award / Implementation of the contract /PO.

I / We also agree that any subsequent detection of direct or indirect beneficiary of any application / award of any contract to any employee of the organization may result in disqualification / termination as the case may be. AI Engineering Services Limited or its subsidiary will have the sole discretion to do so and such cases cannot be referred for arbitration.

SIGNATURE:

SEAL OF THE COMPANY:



Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

ANNEXURE - VII

LETTER OF AUTHORIZATION FOR BID OPENING

(To be submitted along with Technical Bid)

To
PPMM Department,
AI Engineering Services Limited,
MRO Complex, RGI Airport,
Shamshabad, Hyderabad-500108

Subject: Authorization for attending Bid opening

Tender No. _____ Closing Date: _____

Opening Date _____ Opening Time _____

The following person(s) are hereby authorized to attend the bid opening for the tender mentioned above on our behalf.

Sl. No	Name	E-Mail id	Contact No.	Signature
--------	------	-----------	-------------	-----------

I.

II.

Authorized Signatory

Signature:

Seal of the company:

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 bid opening well in time.
3. The Authorized Representatives must carry a valid Photo Identity Card.



Tender No: HYD/PPMM/ENQ/202

Date: 28.10.2022

ANNEXURE – VIII

BID SECURITY DECLARATION FORM
(On Company Letter Head)

To (Insert complete name and address of the Tenderer)

I/We the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification. If I am/ we are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the Tenderer during the period of bid validity (i) fail to execute the contract, if required, or (ii) fail to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I/ am/we are not the successful bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder: or (ii) 30 days after the expiration of the validity of my/ our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the Bid Security Declaration)

Name: (insert complete name of person signing the Bid Security Declaration)

Duly authorized to sign the bid for and on behalf of (insert complete name of Bidder)

Date on _____ day of _____ (insert date of signing)

Corporate/Company Seal (where appropriate)