

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

NAME & ADDRESS OF THE AGENCY/CONTRACTOR:

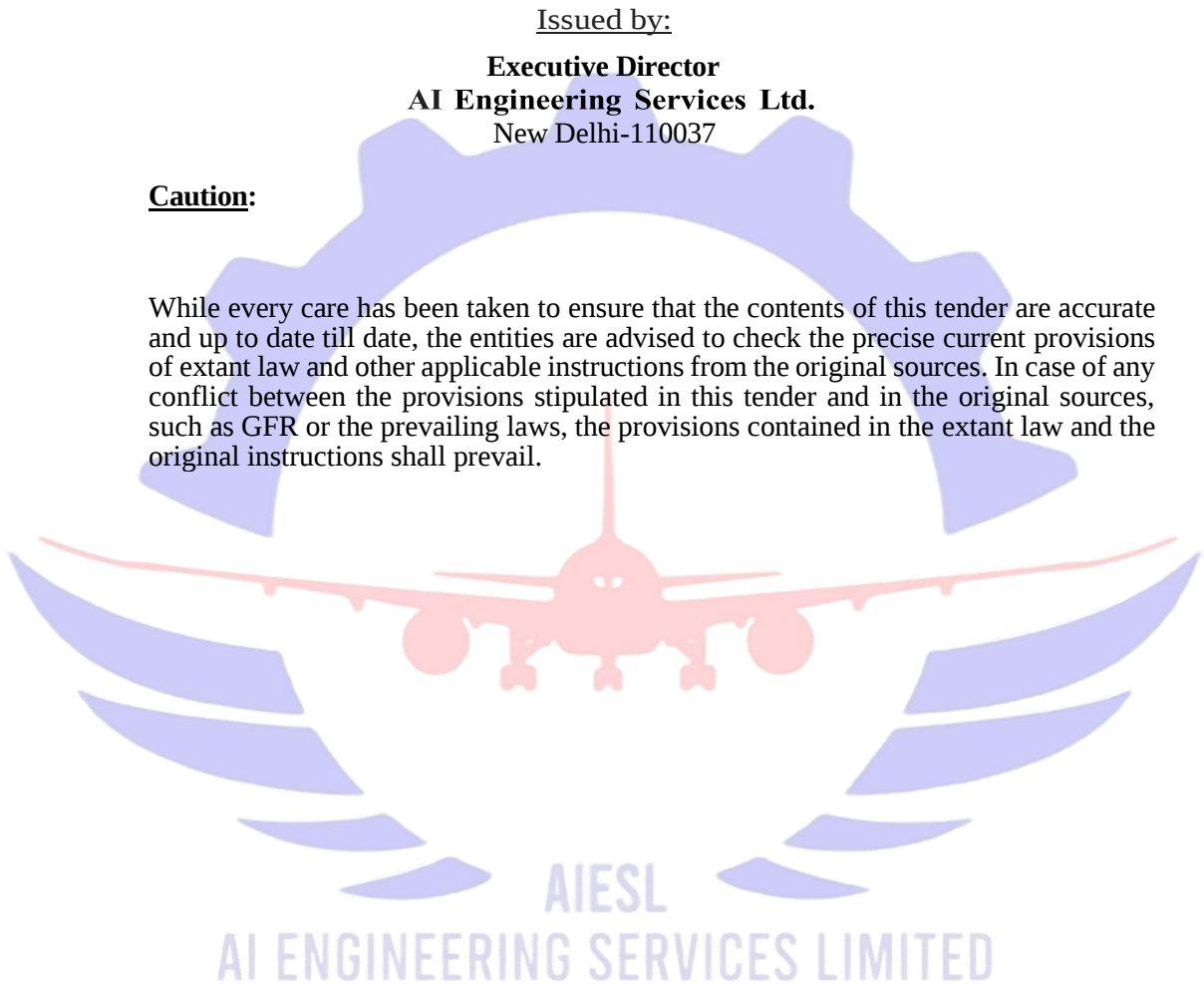
M/s.....
Add:
.....
State:
Country:
Phone :
Email :

Issued by:

Executive Director
AI Engineering Services Ltd.
New Delhi-110037

Caution:

While every care has been taken to ensure that the contents of this tender are accurate and up to date till date, the entities are advised to check the precise current provisions of extant law and other applicable instructions from the original sources. In case of any conflict between the provisions stipulated in this tender and in the original sources, such as GFR or the prevailing laws, the provisions contained in the extant law and the original instructions shall prevail.



Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

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Mode: Two stage (Twin Packet) on GEM Portal.

The period of the contract would be **02 years**.

The Tender document can be downloaded from AIESL web site www.aiesl.in free of cost.

Tender should be submitted in GeM portal only.

Last date and Time for submission of Tender: Refer GEM Portal

Date and Time for opening of technical bids: Refer GEM Portal

The Technical bids would be opened on the scheduled date of opening. The technical bids would be evaluated and The financial bids of only those tenderer's who are qualified in the technical evaluation, would be opened. Necessary intimation regarding the opening of commercial bids would be provided to such technically qualified vendors through GEM portal.

Thanking you,

yours faithfully,

For AI ENGINEERING
SERVICES LTD

General Manager (Engineering)

New Delhi, INDIA

AIESL
AI ENGINEERING SERVICES LIMITED

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1. Notice Inviting Tender (NIT)

S N	Brief Description of Goods/services	Estimated tender value	Earnest Money (INR)	Remarks
1	Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi	Rs. 9,60,092/- (GST Exclusive)	₹ 19,200/- (Nineteen Thousand Two Hundred only)	EMD can be paid via RTGS/NEFT/IMPS to the following bank account details: Banker Name: HDFC Bank Account no.: 50200107884866 IFSC Code: HDFC0001897 Transection ID no.: Payment can also be released using link https://forms.edugfix.com/aiengineering/add?formType=8489935188309188

Table 1:

S/N	Criteria	Description
T1.1	Type of tender:	Two Bid(s) System with Technical Bid(s) (Part -I) & Price (Financial) Bid(s) (Part- II). Tender bidding process shall be executed through GeM Portal.
T1.2	Selection Criteria	Least cost selection L1 (Refer to TEC)
T1.3	Date of issue of tender	Refer GEM Portal
T1.4	Contract Number:	Phone no: 011-25653263 (Direct) /011-25667826
T1.5	Closing date and time for submission of Bids	Refer GEM Portal
T1.6	Prebid Meeting	Refer GEM Portal
T1.7	Place of submission of Bid(s)	GeM Portal
T1.8	Opening of Technical Bid(s) (Part- I)	Refer GEM Portal
T1.9	Opening of financial Bid(s)	Intimations will be through GeM
T1.10	Officer to be contacted for	E-mail: dgmppcnr@aiesl.in

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	clarifications/ help: For general queries related to tender document please contact:	Tele: 011-25653263
T1.11	Authority in whose favour all tender related Price (Financial) instruments (online payment through ECS, RTGS/NEFT) are to be made.	Beneficiary Name : AI Engineering Services Limited, Delhi Bank Name : HDFC Bank Account no.: IFSC Code: A/c No : 50200107884866 IFSC Code : HDFC0001897 Payable at : New Delhi Online Payment Link: https://forms.eduqfix.com/aiengineering/add?formType=8489935188309188
T1.12	All Price (Financial) Instruments to be payable at:	AI Engineering Services Limited, Delhi
T1.13	Authorization for Site Visit	ANNEXURE- 12
T1.14	Period of Contract	The contract period will be Two years . The validity of the contract comes to an end IPSO FACTO by efflux of time unless or otherwise renewed/terminated.
T1.15	Payment Terms	Payment shall be released within 45 days from the date of receipt of the duly certified tax invoice subject.
T1.16	Grievance Redressal	dgmppcnr@aiesl.in

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2. Disclaimer

2.1	The information contained in this tender document (hereinafter referred to as the “Tender”) or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by AIESL – AI Engineering Service Limited (hereinafter referred to as “AIESL”) shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AIESL prior to award of the tender.
2.2	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 exhaustive /all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
2.3	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 no cost to AIESL
2.4	The information provided in this tender to the applicants is on a wide range of matters, some of which depends 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.
2.5	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.
2.6	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 close date of the tender.
2.7	The tender does not imply that AIESL is bound to select a bidder or to appoint the selected bidder and AIESL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time.
2.8	The bidder shall bear all its costs associated with or relating to the preparation & submission of its 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 in bids. All such costs and expenses shall remain with the bidder and AIESL shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation for submission of the bid, regardless of the conduct or outcome of the bid selection process as contained herein.

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3. ABBREVIATIONS

S. No	Abbreviations	Full Form
1.	AMC	Annual Maintenance Contract
2.	BG	Bank Guarantee
3.	BIS	Bureau of Indian Standards
4.	CA	Competent Authority
5.	CPPP	Central Public Procurement Portal
6.	CVC	Central Vigilance Commission
7.	DFP	Delegation of Financial Power
8.	ECS	Electronic Clearing System
9.	EMD	Earnest Money deposit
10.	INR	Indian Rupees
11.	CUR	Currency
12.	TB	Technical Bid Form
13.	TEC	Technical Eligibility Criteria
14.	FM	Force Majeure
15.	GeM	Govt e-Marketplace
16.	GTC	General Terms & Conditions
17.	INR	Indian Rupees
18.	Part I	Technical Bid
19.	Part II	Price Bid
20.	NEFT	National Electronic Fund Transfer
21.	NIT	Notice Inviting Tender
22.	NSIC	National Small Industries Corporation
23.	OEM	Original Equipment Manufacturer
24.	PAC	Proprietary Article Certificate
25.	PBG	Performance Bank Guarantee
26.	PO	Purchase Order
27.	PQC	Prequalification Criteria
28.	PR	Purchase Requisition
29.	PVC	Price Variation Clause
30.	QAC	Quality Assurance Certificate
31.	RA	Reverse Auction
32.	RC	Rate Contract
33.	RFQ	Request for Quote
34.	RTGS	Real Time Gross Settlement
35.	SD	Security Deposits
36.	MSME	Micro, Small and Medium Enterprises
37.	ADF	Acceptable deferred Defect
38.	AMC	Annual Maintenance Contract
39.	ITB	Instructions to Bidders

4. Introduction

AI Engineering Services Ltd (AIESL) a biggest DGCA (Directorate General of Civil Aviation) approved MRO Set up in India that can serve as a one-stop-shop for all engineering requirements at major Airports with pan India footprint i.e., Delhi, Mumbai, Hyderabad, Thiruvananthapuram, Kolkata, Nagpur etc.

4.1 Vision & Mission

- To provide best in class and timely quality services to the customers by maintaining highest standards of regulatory and safety compliance.
- Maintaining all aircraft of the captive workload of the fleet of Air India in a continuous state of airworthiness by the system of preventive and corrective maintenance to secure a high level of safety.
- Provide a “One Stop” solution to the customer.
- Faster Turn Around Time.
- To capture maximum Third-Party work from in and around India.
- To get DGCA approval under CAR 147 approval.
- To obtain FAA and EASA approval for all its establishment and facilities.
- Aggressive Marketing policy for more and more third-party work.
- It needs to be Department centric so, every Departmental Heads need to be responsible for the deliverables to fulfill the overall vision.
- Continuous monitoring of Quality through quality audit etc.
- Constant endeavor to upgrade the services, delivering highest customer satisfaction in terms of Quality, Service and Cost effective and ensuring long term strategic relationship.
- All-out effort to be the world class MRO without compromising the quality standard.
- Updating and enhancing the capability through training of the personnel and equipment of latest technology.
- Multi skilling of the personnel through cross training to enhance the productivity.
- Optimizing operational cost.

4.2 Future Planning

The company is planning to improve revenue generation by way of providing MRO services pertaining to Existing Capabilities to third parties (through aggressive marketing) and acquiring new Capabilities. AIESL plans to acquire EASA Base Maintenance Capability to capture Aircraft Redelivery Business. It intends to expand on its MRO Services to the Defence sector such as DRDO/IAF/Indian Navy. To acquire EASA certifications for our Landing Gear overhaul Capability and CFM 56-5B Engine overhaul Capability, as also to upgrade ATEC Shop to service various components of A320 NEO Family Aircraft.

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5. General Terms & Conditions (GTC):

5.1	AIESL invites interested bidders for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi. The bid shall be furnished under two stage (Twin Packet) bidding basis i.e., Technical-bid and Price Bid,
5.2	AIESL reserves the right to itself to postpone and/ or extend the date of receipt or to withdraw the Bid notice, without assigning any reason thereof, entirely at its discretion. In such an event, bidders shall not be entitled to any compensation, in any form whatsoever.
5.3	Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions.
5.4	Vague and ambiguous replies and replies such as “Refer covering letter, conditions of Bid etc. shall be avoided. Such replies shall be deemed to be incomplete and may prevent the Bid from being considered by the AIESL.
5.5	The bidders in their own interest are advised to be very careful while mentioning their rates in price bid in electronic form.
5.6	The Bid Specification shall be executed strictly in accordance with the conditions specified in this Bid document. If any of the aforesaid condition is not clear to the bidder, clarification may be sought from the Technical Member before submission of bids. Bidders are advised to accept all the conditions specified in the Bid document, to facilitate early finalization of bids. Separate set of commercial conditions (such as bidders’ standard printed conditions) enclosed with the offer and any reference thereto may render the Bid liable to summarily rejection.
5.7	The bidder shall submit rate analysis/bifurcation of quoted price if so desired by the AIESL.
5.8	Soft Copy of Bids should be neatly filled / typed, all pages duly numbered, duly Signed and stamped on every page by an authorized Signatory of the bidder. Unsigned Bids will be rejected.
5.9	The rates quoted in the Price Bid should be clearly typed / written in figures and words free from over typing or over writing. The corrections, if any, must be authenticated by the full Signature of the person, who has Signed the bid
5.10	The Price bids should be in Indian Rupees (INR) for Domestic Bidder
5.11	Conditional discounts / credits, if any, shall not be given any consideration in the evaluation.
5.12	AIESL reserves the right to accept or reject, in whole or in part, any of the bids, without assigning any reason whatsoever at any stage
5.13	The Bids should be valid for acceptance by AIESL for a minimum period of 120 days from the date of opening of the technical bid.
5.14	All information related to the price quoted by the bidder should be given only in the Price bid format. The technical Bid should not contain any indication of the price. In case the price quoted is indicated in the technical Bid, the Bid will be rejected, without any reference to the Bidder. No further correspondence will be entertained in this regard.
5.15	Price bids of only those bidders who qualify based on evaluation of their technical bid would be opened and accordingly such bidders would be intimated.
5.16	The bid is to be submitted on GeM portal after careful study and examination of the tender document, and after obtaining a full understanding of the requirements. Bidders are therefore advised to study the tender document carefully before submitting their bids. The submission of

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	a bid will imply that the Bidder has read this tender, its terms & conditions and has fully understood the work scope, specifications, project execution and solution implementation requirements.
5.17	The Agreement for supply of unit would be signed between AIESL, and the bidder selected for award of the contract. The bidders must confirm their willingness to sign such Agreement containing the entire principal terms and conditions of this tender.
5.18	AIESL reserves the right of not awarding any contract to any of the Bidders.
5.19	The bidders should bear all the costs associated with the preparation and submission of their bids, including the costs incurred in presentations, demonstrations etc. for the purposes of evaluation of the bids by AIESL. AIESL will in no case be responsible or liable for such costs regardless of the conduct or outcome of the bidding process. AIESL would however be responsible for the cost on account of travel, accommodation etc. of its Evaluation Team if a decision is taken during the process of evaluation of the bids to make visits to client sites.
5.20	Determination of whether the bid complies with the tender requirements or not will be at the sole discretion of AIESL.
5.21	It will be the responsibility of the bidder to comply and pay all taxes/ levies/ duties in the country of origin as well as in India, as applicable for the entire contract.
5.22	The basic prices quoted in the Price bid must be exclusive of all applicable taxes, levies, and duties till the delivery of the complete solution to AIESL. The taxes, levies, and duties components applicable in India for all the items of Price bid format should be indicated clearly and separately in the Price Bid. In case, no taxes are applicable, it should be indicated as 'NIL' in the Price bid format.
5.23	In case the taxes, levies and duties are not mentioned separately, the bid shall be considered as inclusive of taxes.
5.24	Payment will be made through ECS (Electronic Clearance Service) / Wire transfer.
5.25	Bidders are advised to quote strictly as per terms and conditions of Tender and not to stipulate any deviation / exceptions.
5.26	Tender bid must be submitted in English languages only. All documents requested in the tender to be enclosed in English language only. Do not enclose any link for downloading of any document requested in the tender document.
5.27	Fall in price clause: The successful bidder should pass on any benefits arising due to lower taxation or change in input/raw material cost by virtue of some exemption by government or for any reasons after the bids have been submitted but prior to completion of the work.
5.28	Force Majeure Event i. Neither the Service Provider nor AIESL (collectively "Parties" and individually "Party") shall be in breach of any obligation under the Contract if it is unable to perform that obligation in whole or part by reason of occurrence of Force Majeure Event. ii. Force Majeure Event means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity, but not including seasonal rains) or events such as a war, strike, riots. The affected Party shall give immediate notice in writing of occurrence of a Force Majeure Event as soon as it occurs (in any case not later than 5 days of information about the occurrence of such an event becoming known to such Party) and shall thereafter keep the other Party informed of the continuation or termination of such event as soon as possible (and in any event within three (3) days of the continuation or termination of such event). iii. Notwithstanding the occurrence of a Force Majeure Event, the affected Party shall use its best reasonable efforts and due diligence to mitigate the economic and other effects of the event of Force Majeure and shall reasonably allocate its available resources, giving priority to

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	its obligations under the Contract. iv. The Party so affected shall take all reasonable steps to remedy the failure and reasonably allocate its available resources, giving priority to perform its obligations under the Contract and to keep the other Party informed of the steps being taken to mitigate the effects of an event of force majeure. v. If the performance in whole or in part or any obligation under the Contract is prevented or delayed by any reason of subsistence of a Force Majeure Event for a period exceeding 90 (Ninety) days, either Party may at its option terminate the Contract without any financial repercussions on either side. vi. Notwithstanding the punitive provisions contained in the Contract for delay or breach of Contract, the Service Provider would not be liable for imposition of any such damages so long as the delay and/or failure of the Service Provider in fulfilling its obligations under the Contract solely attributable to the occurrence of a Force Majeure Event.
5.29	Resolution of Disputes and Arbitration. i. Any dispute arising between the Service Provider and AIESL(Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation or effect of the Contract or the validity or breach thereof (the “Dispute”), shall first be settled by mutual consultation as per provisions of mediation act, 2023. If the Dispute remains unresolved after a period of 90 (ninety) days from the date when the mutual consultation has, the same shall be settled and finally resolved by arbitration. ii. Such arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time, by a panel of three (3) arbitrators. The Parties shall appoint one (1) arbitrator each and the two (2) such appointed arbitrators shall in turn appoint the third (3rd) arbitrator as the presiding arbitrator. iii. The arbitration award passed under the arbitration shall be final and binding on the Parties. iv. The proceedings of the Arbitration shall be conducted in English language and place of arbitration shall be Delhi. v. Each Party shall bear their own cost with respect to such arbitration
5.3	Subcontracting i. The essence of the Tender is that there will be no subcontracting or delegation or outsourcing of any of Services to any third party without prior written approval of AIESL. However, if any sub-contracting is proposed by the Successful Bidder, such appointment / engagement of the sub-contractor shall be at the sole discretion of AIESL. Furthermore, the successful Bidder shall be responsible for all acts/omissions of such sub-contractor. ii. In event, the Contract is sub-contracted or assigned in violation of terms specified hereunder or the Contract, AIESL reserves the right to terminate the Contract and/ or take appropriate action against the Successful Bidder/ claim damages/ any other remedies for breach of the Tender/ Contract.
5.31	Recovery of Sums Due i. Whenever under the Contract any sum of money is recoverable from Bidder, AIESL shall be entitled to recover such sum from the bills. If the value of bills is not sufficient to recover the dues recoverable under the contract, the same will be recovered by invoking bank guarantee / security deposit held by AIESL. In the event of the said security deposit /Bank Guarantee being insufficient, the balance of total amount recoverable shall be deducted from any sum due to Bidder under this or any other contract with AIESL. ii. Should this amount be insufficient to cover the said full amount recoverable, Bidder shall pay to AIESL on demand the balance amount within 14 days of the demand along with the interest as per applicable SBI lending rate from the due date specified in the demand notice. iii. If any amount due to AIESL is so set off against the said security deposit, the Service Provider shall have to make good, the said amount immediately but not later than 14 (fourteen) calendar days, to restore the Security Deposit to its original value. Non- restoration of such Security Deposit will be treated as event of default, leading to right of AIESL to take appropriate remedial action, including termination.

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	iv. In addition to the above, AIESL reserves the right to deduct from the Successful Bidder's invoice, amounts attributable to loss or damage caused to AIESL -employees / cargo / equipment / machinery / building or any other property of AIESL or any damage caused to any third party by negligence or due to reasons attributable to the Successful Bidder including its employees.
5.32	Intellectual Property i. The Successful Bidder warrants that in providing the Services under the Contract, it shall not infringe the intellectual property including without limitation trademark, copyright design, right patent or etc. of AIESL and / or of any third party and agrees to defend, hold harmless and indemnify AIESL against any losses, damages, claims, costs, expenses etc. suffered by AIESL arising from any such infringement of any intellectual property. ii. The intellectual property produced by the Successful Bidder during or in relation to the Services under the Contract shall belong to AIESL absolutely. iii. AIESL reserves the right for injunctive relief to prevent the breach of any it's or third parties' intellectual property rights. iv. If the use of the Services is preliminarily or permanently enjoined because of a finding of infringement or the likelihood of infringement of the Successful Bidder's intellectual property, the Successful Bidder shall, at its sole cost and expense, and at its option: - procure for AIESL the right to continue using the Services; or - modify the Services so that it becomes non -infringing; or - refund to AIESL the money paid by AIESL for the enjoined part or parts of the Services.
5.33	Assignment During the Term of the Contract, the Successful Bidder shall not assign any of its rights or duties under the Contract without prior written consent of AIESL. Any assignment or transfer in violation of this Clause shall result in termination by AIESL with damages to the Successful Bidder.
5.34	Non-Waiver Failure of AIESL to enforce any of the terms & conditions incorporated in the Tender / Contract, or failure or delay to exercise any rights or remedies herein, or by law or failure to properly notify the Successful Bidder in the event of breach, or the acceptance of or payment of any Services hereunder shall not release the Successful Bidder and shall not be deemed a waiver of any right of AIESL to insist upon the strict performance thereof or of any of its or their rights or remedies as to any such Services regardless of when such Services have been delivered nor shall any purported verbal modification or revision of the order by AIESL act as waiver of the terms hereof. Any waiver to be effective must be in writing. Any lone incident of waiver of any condition of the Tender and Contract by AIESL shall not be considered as a continuous waiver or waiver for other condition by AIESL.
5.35	Fraudulent Practices AIESL requires that Bidders observe the highest standard of ethics during the Bidding process and execution of contracts. In pursuance of this, AIESL defines, for the purpose so this provision, the terms set forth be low as follows: I. "Corrupt practice" means the offering, giving, or soliciting 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 of facts to influence a procurement process, or the execution of a contract deemed to be detrimental to 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 AIESL of the benefits of free and open competition. · Shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract. · Shall declare a Bidder ineligible and blacklist such Bidder, either indefinitely or for a stated

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	period if at any time, AIESL determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing the Contract. · Shall rescind the Contract forthwith, in case of Successful Bidder adopting fraudulent / corrupt practices during the currency of the Contract. · EMD or Security deposit shall be forfeited in addition to the above-mentioned remedies which AIESL shall have taken.
5.36	Conflict of Interests i. SP not to Benefit from Commissions, Discounts, etc. The payment to SP under this Contract shall constitute the SP's sole remuneration in connection with this Contract or the services. The SP shall not accept, for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services in the discharge of their obligations hereunder. ii. Prohibition of Conflicting Activities Neither the SP nor the Personnel shall engage, either directly or indirectly, in any business or professional activities conflicting to the Services assigned to them under this Contract.
5.37	Confidentiality i. The Bidder / Successful Bidder shall always keep confidential, all information acquired in consequence of this Tender, including (without limitation) the any / all data concerning the technology, software & programs, technical processes, business processes, procedures, personal data, business affairs, AIESL customer financial affairs of AIESL (hereinafter referred to as "Confidential Information"). Confidential information shall also include information that is designated as 'confidential' or which by its nature is clearly confidential. ii. The Bidder / Successful Bidder shall not disclose the Confidential Information to any other third party without the prior written consent of AIESL unless such disclosure is (a) required by law, decree, order or directive of a competent judicial / administrative / legislative authority (b) such Confidential Information is or becomes generally available to the public through no breach of such Bidder / Successful Bidder (c) was in the Bidder / Successful Bidder's possession prior to the time of receipt of it by such Bidder / Successful Bidder (d) Is developed independently by the Bidder / Successful Bidder or (e) is rightfully obtained by third party without breach of this Clause. iii. As such, the Bidder / Successful Bidder agrees to keep such Confidential Information as strictly confidential and shall disclose the same to their employees / professional advisers only on a 'need to know' basis. iv. The Bidder / Successful Bidder agree that any such information received by it shall be (1) protected and kept in strict confidence, using the same degree of care and safeguards as it uses to protect its own information of like importance, but in any case, no less than a reasonable degree of care (2) not to use Confidential Information for any purpose other than to carry out its respective obligations under this Tender. v. It is understood by the Bidder / Successful Bidder that the breach of provisions of this Clause or the provisions of confidentiality agreed by the parties under the Contract shall cause irreparable harm and injury to AIESL for which monetary compensation may not be adequate. Therefore, in addition to the damages, AIESL shall be entitled to injunctive or other equitable relief against such Bidder / Successful Bidder or any other remedy under law or at equity. vi. The Successful Bidder shall be committed to respect privacy and to ensure lawful processing of personal data. The Successful Bidder shall be responsible, as a sole data controller, for its own processing of personal data pursuant to and / or in connection with the Contract.
5.38	Indemnification i. The Service Provider shall indemnify AIESL against all liability arising out of any claim, penalty, loss damages or costs actually paid, suffered, or incurred by AIESL pursuant to any injury or death to any person or by reasons of any damage to any property (including but not

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	limited to the Aircrafts) belonging to AIESL caused by the Service Provider's personnel deployed for the Services. In case, any such amount is not deposited / paid to AIESL, the same shall be deducted from Security Deposits / Bills / Future payments due to the Service Provider, without prejudice to the other rights available to AIESL under any applicable law. ii. The Successful Bidder shall indemnify AIESL from all liability arising out of any claim /penalty /loss or damages, including costs (including counsel fees and reasonable legal cost) thereof, arising out of any breach or violation by the Successful Bidder of any provisions of any law, including but not limited to the intellectual property rights whether in India or any other country and labor laws governing the employees of the Successful Bidder.
5.39	Penalty Clause: a) In case the Successful Tenderers fails wholly or partly to carry out the assigned Work within the assigned time or Work is not performed to the satisfaction of "AIESL LTD.", the same shall be arranged through other agencies at the risk and cost of the Tenderer/Bidder/ Service Provider. In this case "AIESL LTD." may terminate the Contract without prejudice to any rights which AIESL LTD. may have on the Tenderer under the Contract b) A penalty of 0.5% per week or part thereof of the value of the undelivered portion of goods or services (excluding taxes and delivery charges) shall be levied for delays beyond the stipulated delivery period, up to a maximum of 10% of the undelivered PO value. c) In case of unsatisfactory performance for any of the activity specified in Work Scope (Annexure i to vi), a penalty of Rs.1000/- (1st instance), Rs. 2000/- (2nd instance), Rs.3000/- (3rd and subsequent instance) Penalty will be imposed at the sole discretion of AIESL LTD.
5.40	Termination / Exit clause of contract: The contract may be terminated under the following circumstances: a) In the event of unsatisfactory performance of the contract / deficiency of service by the successful Bidder, AIESL will have the right to terminate the engagement by giving one (1) month prior written notice without any liability to AIESL. b) If there is a change in AIESL's requirement, AIESL will be entitled to terminate the engagement by giving three (3) months' advance notice in writing. In case of such termination, the financial obligation will be proportionate to the work completed by the selected bidder. c) In case of breach of contractual terms and conditions of the contract, AIESL shall be entitled to rescind the contract at any time without assigning any reason whatsoever and without any liability to AIESL. d) The bidder may also terminate the engagement by giving 03 months' notice to AIESL
5.41	Grievance Redressal Mechanism a) "Any supplier, contractor, or consultant that claims to have suffered or is likely to suffer loss or injury as a result of a decision/ action/ omission of the Procurement Entity may make an application for its review within a period of Five (5) days from its date (as applicable), to Dy GM-PPMM, specifying the ground(s) and the relevant clauses of the tender documents. Unsuccessful Bidders may seek de-briefing regarding the rejection of their bid, in writing or electronically, within Five (5) days of the declaration of techno-commercial or financial evaluation results." b) Only directly affected and participating bidders can raise a grievance. Grievances can be raised only for the stage in which the bidder is eligible: After pre-qualification: Only pre-qualified bidders may raise issues about technical/financial bids. After technical evaluation: Only technically qualified bidders may raise issues about financial bids

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6) Instructions to Bidders (ITB)

6.1	Any queries relating to the tender document and the terms and conditions contained therein should seek representation on GeM portal. For site visit refer following address: O/o DGM Engineering-Production Planning & Material Management, AI Engineering Services Limited (AIESL) IGIA Terminal-2, New Delhi 110037India. Site Visit Timing 10:00 till 11:30 Hrs or 14:30 hrs to 15:00hrs Monday to Friday only.	
6.2	Clarification of Bidding Documents: Bidders may seek clarification on the bidding documents by emailing the contact person listed in the ITB, at least 7 days before the bid opening. AIESL will respond to queries received up to 48 hours before bid opening but is not obligated to reply to any received later. Requesting clarification does not warrant an extension of the bid submission deadline.	
6.3	Bid Offer Validity: The Proposal shall be valid for a period of one hundred twenty (120) calendar days from the last date of opening of Technical Bid.	
6.4	Bid Submission: Bidders must ensure bids are submitted on GeM in two stage bid system i.e. technical bid and Price bid.	
6.5	a) PART-I	The Technical Bid must be submitted separately via GeM, excluding any price information and including all required documents except the Price Bid. It should follow the prescribed format and mention the due date and time. Proof of EMD submission (online only) is mandatory. All documents must be signed by the authorized signatory and sealed on every page, as per the Tender terms.
6.6	b) PART-II	The Price Bid must be submitted strictly in the prescribed format through the GeM portal, with prices clearly typed in both words and figures without errors. Bidders must thoroughly study the Tender before submission, which implies full understanding of its terms. The Bid should include all required information and self-attested supporting documents as specified in the Technical Bid. In case of discrepancies, subtotals will prevail over totals, and unit prices over total prices. If the submission/opening date falls on a holiday, it will be extended to the next working day at the same time.
6.7	REJECTION OF BIDS	Bids are liable for rejection under the following conditions: - Submission of bid without EMD/ relevant exemption certificate. - Bids not signed and stamped by the authorized signatory. - Any mention of price found in the technical bid during opening/evaluation. - Submission of conditional bids (technical or price). - Incomplete or blank bids, or bids not submitted in the prescribed format.

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		- Non-fulfilment of pre-qualification criteria as specified in the tender. - Failure to respond to GeM clarifications within the stipulated time - Site visit certificate is not submitted - The tenderer does not have a functional office in Delhi/NCR. - Not meeting mandatory criteria as mentioned in the tender document\ - Price bid submitted along with technical bid
6.8	Pre-Bid meeting	The Pre-Bid meeting aims to clarify issues and answer bidder queries. Bidders should email their questions by the deadline mentioned in the Notice Inviting Tender to dgmppcnr@aiesl.in. Responses, including those post-meeting, will be shared with all participants without revealing the source. Any changes to the tender documents resulting from the meeting will be issued by Addendum/Corrigendum on AIESL's website, no separate press notice will be published. Bidders are responsible for checking the portal regularly for updates. Attendance at the Pre-Bid meeting is optional and not a disqualification criterion. Interested bidders must inform AIESL (aieslpurchase.nr@aiesl.in) one day in advance, with details of their single authorized representative, who must carry an authorization letter and ID card. AIESL will consider bidder inputs but is not obligated to accept them; final decisions rest solely with AIESL.
6.9	Opening of Bids	On the date of opening of Tender only the Technical Bids will be opened. Price Bids of only those Bidder(s) who are qualified after the evaluation of the Technical Bids will be opened at later stage. Intimation will be sent to those Bidders who qualify after the evaluation of the technical Bids. No correspondence in this regard will be entertained. ii. If in the price quoted in the Price Bid, there is a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected accordingly.

7. Commercial Terms and Conditions:

7.1	Earnest Money Deposit (Attach soft copy on Part I) i. An Earnest Money Deposit (EMD) of ₹ 19,200/- (Nineteen Thousand Two Hundred only) must be submitted along with technical bid. ii. If Non MSE, Domestic Bidder must submit EMD in Electronic form (online Mode only). iii. International Bidder must submit EMD via wire transfer mode only Refer NIT Table No 1., Also enclose Soft copy of transaction of wire transfer. iv. Domestic Bidders seeking exemption from EMD shall enclose soft copy of MSE certificate to claim exemption. v. Bids received without EMD shall be rejected. vi. In case a Bidder withdraws his bid during the process of evaluation of tender or fails or refuses to accept the contract if awarded in his favor, the Earnest Money Deposit will be forfeited. viii. Banker Name: HDFC Bank Account no.: 50200107884866 IFSC Code: HDFC0001897 Transaction ID no.: Payment can also be released using link https://forms.eduqfix.com/aiengineering/add?formType=8489935188309188
7.2	Exemptions / Preference to MSE Units: As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India., MSEs must be registered with any of the following to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012. i. District Industries Centers (DIC) ii. Khadi and Village Industries Commission (KVIC) iii. Khadi and Village Industries Board iv. Coir Board v. National Small Industries Corporation (NSIC) vi. Directorate of Handicraft and Handloom Any other body specified by Ministry of MSME (Udyog Aadhaar). Note: In alignment with Government policies promoting the participation of Micro and Small Enterprises (MSEs), the following relaxations have been incorporated into the tender document: 1. MSEs are exempted from the requirement of submitting the EMD as per applicable guidelines. 2. The MSE bidder must have a minimum of two years instead of three years in providing CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply during 01-04-2021 to 31-03-2026 (Mandatory). 3. The turnover requirement has been relaxed for MSE bidders to ₹3,00,000/- (Rupees Three Lakh only) instead of ₹5,00,000/- (Rupees Five Lakh only)/- (Mandatory). 4. Purchase Preference – As this is a service contract that cannot be divided and awarded in parts to multiple parties, any MSE quoting within L1 + 15% and agreeing to match

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	the L1 price shall be considered for award of the entire tendered value Note: The above Relaxations (2 and 3) and purchase preference (4) will not be considered if the MSE certificate pertains to an experience category other than that specified in the tender requirements i.e., CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply.
7.3	MSEs participating in the tender must submit the certificate of registration obtained with any one of the above agencies (as per point no 7.2, above) indicating the details of the tendered item along with their bid.
7.4	The MSEs registered with District Industries Centers must submit the Acknowledgement of Entrepreneur Memorandum (EM) Part-II along with their bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit the valid NSIC registration certificate along with their bid.
7.5	The registration certificate issued from any one of the above agencies 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 registration must be valid for the category of services required.
7.6	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 exemption / preference. Additionally, EMD exemption will not be considered in case MSE certificate falls in other category than that specified in the tender requirements
7.7	Exemption from submission of EMD – The MSEs registered with above mentioned agencies/bodies are exempted from payment of EMD.
7.8	The Successful Bidder (MSE/MSME/Non MSME/ START UP FIRMS) will be required to submit the SD/PBG as applicable on the Contract value. Note: Above policy of extending benefits is meant for procurement of only goods produced and services rendered by MSEs and not for any trading activities by them.
7.9	Startup firms possessing a valid Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT) shall be eligible for relaxation in turnover and prior experience requirements, as per applicable government guidelines. The relaxations are as follows: • Startups are exempted from the requirement of submitting the EMD as per applicable guidelines • The turnover requirement has been relaxed for Startup bidders to ₹3,00,000/- (Rupees Three Lakh only) instead of ₹5,00,000/- (Rupees Five Lakh only) (Mandatory). • Experience Requirement: must have a minimum of two years instead of three years in providing CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply during 01-04-2021 to 31-03-2026 (Mandatory) To avail these relaxations, eligible bidders must upload a valid DPIIT registration certificate issued by DPIIT.
7.10	OEMs, having annual turnover of Rs. 500 Crore and above and having profit in last three years out of five years are exempted from submission of EMD.
7.11	Security Deposit / Performance Bank Guarantee i. A Security deposit (SD) @ 5 % of the contract value, or a Performance Bank Guarantee (PBG) for the same amount would be required to be submitted by the successful Bidder

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	(whether OEM, Non- MSE, MSE or Startup) within 15 Days from the date of award of contract/PO/LOA. The SD / PBG is for meeting the project commitments till the end of the contract period. The SD / PBG would be refunded / returned within two months of successful completion of contract period subject to adjustment for penalties, if any, on account of deficiencies in performance as per the terms of the contract. ii. It is to be noted that the costs involved in furnishing of the PBG / SD are to be borne by the bidder who has been awarded the contract and the same is to be included in the Price bid.
7.12	Price bids will be opened of those bidders who have successfully fulfilled the technical criteria.
7.13	Billing Terms: i. The Successful bidder is required to submit duly verified Bank Mandate form along with copy of relevant cheque leaf, duly cancelled to enable Accounts to make payment through ECS. ii. TDS shall be deducted by AIESL from the payment made against these invoices, as per the applicable laws. Billing To & Shipping Address: Deputy General Manager EF & PM Northern Region, New Avionics Complex, IGIA Terminal 2, New Delhi 110037. Landmark Gate No.6 Cargo, New Custom House. PAN No.AAFCA9618L GSTIN 07AAFCA9618L2Z9 Ph. No. 011-25667714/7825
8.00	Period of Contract: 2 years.
9.00	Payment Terms: Payment shall be released within 45 days from the date of receipt of the duly certified tax invoice subject to satisfactory performance and verification by the user department.
10.00	The successful bidder shall ensure that monthly invoices are verified by the user department or his/her nominee prior to submission to PPMM for payment processing.

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Annexure-1

TECHNICAL BID FORM

1	Name of Contract	Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi
2	Name of the Company (Proprietor/ Partner/ Pvt. Limited Company/ Public Ltd. Co./ Corporation)/Any Other (please specify)	M/s
2.1	Whether the bidder is a startup, if yes provide the following details: a) Year of establishment b) Certificate No. c) Category	
3.	Company Details	
3.1	The bidder must have a working office in Delhi/NCR at the time of bid submission. (Mandatory)	
3.2	Full Address of Registered Office	
3.3	Telephone No. Mobile Tel No E-mail ID Contact Person	
4.	EMD Details	
4.1	Whether EMD of ₹ 19,200/- (Nineteen Thousand Two Hundred only) enclosed (MANDATORY) .	Transaction No.: _____ Date : _____ Bank : _____ Amount : _____

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4.2	Whether eligible for EMD exemption. If yes, copy of relevant and valid exemption certificate to be enclosed. - MSE (Micro or Small Enterprise) must submit a valid MSE certificate. (MANDATORY) - Startups must submit a valid DPIIT certificate. (MANDATORY)	Yes/No	Reg. No. : _____ Reg. Date : _____ Regn. Valid upto : _____ Issuing authority : _____	
5.	Particulars of Registration-Issued in the name of the tenderer	Yes/No	If Yes, give following details	
			Number	Date of Issue/ Opening
6.	GST Registration No.-Self attested copy enclosed (MANDATORY)			
7.	PAN registration No. – Self attested copy enclosed (MANDATORY)			
8.	Startup firm must possess a valid DPIIT registration certificate (Mandatory) .			
9.	MSE bidders must submit a valid Udyam Registration Certificate issued by the Ministry of Micro, Small and Medium Enterprises (MSME), Government of India (Mandatory)			
10.	a) The bidder must have at least three years' experience (during 01/04/2021 to 31/03/2026) of providing similar type of services to Central/State Government/ PSUs/ Nationalized Banks/ Reputed Organizations. Services rendered with list of such Central/State/ PSUs/ Nationalized Banks/ Reputed Organizations with duration of service shall be furnished. (MANDATORY). b) The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years, meeting any one of the following criteria: i. 3 (three) similar works costing not less than (Rs. 3,84,036/- only (MANDATORY)). OR ii. 2 (two) similar works, each costing not less than (Rs. 4,80,046/- only (MANDATORY)). OR iii. 1 (one) similar works, each costing not less than (Rs. 7,68,073/- only (MANDATORY)). Similar work shall mean works of “CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply”.			Yes/No
11.	Copies of relevant work orders/ PO's/ Contracts along with work completion certificates are enclosed. (Mandatory)			Yes/No

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12.	Whether Self attested copies of Income Tax returns for the financial years i.e. 2022-23, 2023-24 and 2024-2025 are enclosed (MANDATORY) . <u>Financial Year</u> 2022-23 2023-24 2024-25	Yes/No Yes/No Yes/No
13.	Whether Tenderer having average Annual Turnover of Rs. 5,00,000/- (Rupees Five Lakhs only) or above for financial year 2022-23, 2023-24 and 2024-2025 (MANDATORY)	Yes/No
14.	Self-attested Copies of audited Balance sheet and Profit & Loss A/c for F.Y. 2022-23, 2023-24 and 2024-2025 in support to be enclosed separately. (MANDATORY) In case the Balance sheet & P & L a/c are not audited, a CA certificate certifying the turnover for F.Y. 2022-23, 2023-24 and 2024-2025 is required in addition to the balance sheet & P&L A/c for the same financial years. (MANDATORY) <u>Financial Year</u> 2022-23 2023-24 2024-25	Yes/No Yes/No Yes/No
15.	Has any Company or Director/Partner/Proprietor been convicted any time by court of law? (If yes, give details).	Yes/No
16.	Has your Company or Director/Owner/Partner/Employee been blacklisted by any agency of the airport or elsewhere (If yes, give details).	Yes/No
17.	Is any Company or Director/Owner/Partner/Employee on your payroll belonging to 'AIESL' (if yes, give details)	Yes/No
18.	The tenderer has visited the site and assess the job before offering price quotes. A site visit certificate issued by DGM(EF&PM) must be enclosed (MANDATORY)	Yes/No

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Details of relevant supporting document(s)/ contract(s) etc justifying experience in the field of **CAMC/AMC** of Ducted Split Air Conditioners. (A separate sheet may be enclosed for these details together with a copy of contract(s)/ relevant supporting document(s))

S.No	Type of Contract(s)/ relevant supporting document(s) etc	Name & Address Organisations Served	Period of Contract (From to)	Annual Value of Contract
I				
II				
III				
IV				
V				

17. Any Other information which Tenderer may like to furnish (separate sheet may be enclosed if required.)

(Signature and Name of Service Provider with Stamp)

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Annexure-2

CHECK SHEET

Following Documents must be attached with Technical Bid Form

Yes No

1.	EMD ₹ 19,200/- (Nineteen Thousand Two Hundred only)/ Valid MSE or Startup Certificate (Mandatory)	
2.	Self-Attested copies of: -	
	A) PAN No. (Mandatory)	
	B) GST Registration (Mandatory)	
3.	Copy of Balance Sheet and P & L account for the Financial Year (2022-23, 2023-24 and 2024-2025) signed by Proprietor/Director/Partner. In case the bidder submits unaudited Balance Sheet and Profit & Loss Account, a Turnover Certificate issued by a Chartered Accountant must be enclosed. (Mandatory)	
4.	Self-Attested Copy(s) of Income Tax Return for the Financial Years (2022-23, 2023-24 and 2024-2025) (Mandatory)	
5.	Copy of relevant supporting documents i.e., Purchase Order/ Copy of Contract, Work Completion Certificate etc., as a proof of experience duly self-attested (Mandatory)	
6.	Startup firms recognized by the Department for Promotion of Industry and Internal Trade (DPIIT) must submit a valid DPIIT recognition certificate along with their bid (Mandatory)	
7.	List of other Organizations where similar services – CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply” are provided currently with Tel No.& contact person	
8.	The tenderer has visited the site and assessed the job before offering price quotes. A site visit certificate issued by DGM (EF&PM) must be enclosed (MANDATORY)	
9	The tenderer has a functional office in Delhi/NCR. (Mandatory)	

NOTE: In order to qualify for evaluation of the Financial Bid, the Bidder has to comply with all the requirements listed.

Authorized Signatory

Company Seal

Annexure 3

Technical Eligibility Criteria

ELIGIBILITY CRITERIA: The interested tenderer must fulfil the following eligibility criteria on the date of application. The bids prepared by the tenderer shall contain all requisite information along with supporting documents as required in the technical bid format:

- 1) **Site Visit:** - The tenderer must physically visit the site and check the existing installation / Operation before quoting rates at AIESL, IGI Airport, Terminal – 1, New Delhi – 110037. Site visit certificate issued by DGM EF & PM must be enclosed. **(MANDATORY)**
- 2) The bidder must have at least three years' experience (From 01/04/2022 to 31/03/2025) of providing similar type of services to Central/State Government/ PSUs/ Nationalized Banks/ Reputed Organizations. Services rendered with list of such Central/State/ PSUs/ Nationalized Banks with duration of service shall be furnished **(MANDATORY)**.
- 3) The bidder must have successfully executed and completed similar services during the period from 01/04/2022 to 31/03/2025, meeting any one of the following criteria:
 - a) 3 (three) similar works costing not less than **Rs. Rs. 3,84,036/- only (MANDATORY)**.
OR
 - b) 2 (two) similar works, each costing not less than **Rs. 4,80,046/- only MANDATORY)**.
OR
 - c) 1 (one) similar works, each costing not less than **Rs.7,68,073/- only (MANDATORY)**.

Similar work shall mean works of “CAMC/AMC of Ducted Split Air Conditioners of minimum 11TR and 3-phase power supply”.

- c) The tenderer must be in possession of PAN, GST at the time of application of tender. Self-attested document confirming your registration for GST certificate and PAN must be enclosed **(MANDATORY)**.
- d) Earnest Money Deposit Details / Valid MSE or Startup Certificate **(MANDATORY)**.
- e) The tenderer must be an income tax payee and should furnish self-attested copy of Income Tax Return for the financial years i.e., 2022-23, 2023-24 and 2024-2025. **(MANDATORY)**.
- f) Whether Tenderer having average Annual Turnover of **Rs. 5,00,000/- (Rupees Five Lakhs only)** or above for each financial year 2022-23, 2023-24 and 2024-2025. **(MANDATORY)**
- g) Self-attested Copies of Balance sheet and Profit & Loss A/c for F.Y. 2022-23, 2023-24 and 2024-2025 in support to be enclosed separately. **(MANDATORY)**
- h) In case the Balance sheet & P & L a/c are not audited, a CA certificate certifying the turnover for F.Y. 2022-23, 2023-24 and 2024-2025 is required in addition to the balance sheet & P&L A/c for the same financial years. **(MANDATORY)**
- i) Startups seeking EMD exemption and relaxation in Turnover and prior experience should submit a valid registration DPIIT registration certificate **(Mandatory)**.
- j) MSE's (Micro or Small Enterprise) must submit a valid MSE certificate. **(MANDATORY)**
- k) The successful bidder/service provider must ensure that monthly invoices are submitted

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along with service reports duly verified by the DGM (EFPM) or his/her nominee, prior to submission to PPMM for payment processing. Invoices not verified will not be forwarded to the Finance Department for further payment.

(Note: Self attested copies of the documentary proof for above must be furnished along with the tender application (Technical Bid) in support. Terms like ‘Applied For’, ‘Under Process’, ‘In Process’ used by the tenderer while stating compliance to Eligibility Criteria, shall not be accepted and in such cases tenderer shall be disqualified.)

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Annexure- 4

Section A

SCOPE OF WORK

CAMC of Ducted Split Air Conditioners of Blue Star make installed at JEOC, AI Engineering Services Limited, New Delhi.

Total 24 Units having 176.50 TR.

Location/ Tonnage of Units are given below:

Sl.No.	Unit Type	Qty	Tonnage	Total Tonnage	Location / other details
1.	Split AC	1 unit	2.0 each	2 TR	Plasma- Repair Center
2.	Split AC	2 units	5.0 each	10 TR	Standard Room, JEOC
3.	Split AC	2 units 11 units	5.0 each 7.5 each	10 TR 82.50 TR	Test House, JEOC
4.	Split AC	2 units 4 units	10.0 each 7.5 each	20 TR 30 TR	R&D Stores Building, JEOC
5.	Split AC	2 units	11 each	22 TR	PPMM Building, JEOC
Total Tonnage				176.50 TR	

- The units shall be serviced four times in a year as a preventive maintenance. One of these services will be rendered before the onset of summer to ensure trouble free working of these units during summers. Thorough cleaning and washing of the indoor unit and outdoor unit with appropriate cleaning agents and high-pressure water jets.
- The compressor shall be checked for its proper functioning and if any defect is found, the same shall be repaired / replaced with brand new compressor on free of charge basis. All expenses for removal/ transportation/ installation shall be borne by service provider.
- The entire refrigeration system will be checked for any leak and attended to it if necessary, including repair to refrigerant piping due to system problem.
- Safety controls such as pressure cut outs, overloads etc will be tested for proper functioning and in case of any mal-functioning they will be either repaired or replaced accordingly.
- The PCB of the IDU & ODU will be checked for its proper functioning and if any defect found, the same will be rectified / replaced.
- Cooling coil will be inspected and cleaned if necessary.
- The Blower motor will be checked and replaced if required.
- The condensing unit, Fans & Motor shall be inspected for satisfactory performance and repaired / replaced if required.
- The control, wiring and complete electrical panel will be inspected and items will be replaced whenever required by service provider under AMC.
- The Service Engineer during preventive maintenance shall record Voltage reading in presence of Dy. GM (EF & PM), NR or his authorized representative.
- All the above work scope will be carried out under the direct supervision of Dy. GM (EF & PM), NR or his authorized representative.
- The maintenance of 11 TR units (Qty 2) covered above and installed in PPC/stores building includes both cooling and heating system and both will be covered in the above scope of work.

Break down calls:

- All emergency call / complaints shall be attended to within 24 hrs. and defective units will be put in operation within 48 hrs. maximum where replacement of compressor is required and within 36 hrs. maximum in the case of all other complaints.
- The contractor shall attend to any number of breakdown calls** on priority basis to restore the unit to normal working condition.
- Service & Response Time:** The contractor shall provide services under normal working hours to attend to all breakdown calls. A prompt response time is expected.

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- d) Spare Parts & Materials:** The contractor shall provide and replace all required spare parts and consumables with genuine, high-quality, and original makes, free of cost.
- e) Comprehensive Coverage:** The CAMC shall cover all parts and labor required to rectify any fault, ensuring no additional charges are levied for repair or replacement of any component.

Inclusions:

The following parts and services are explicitly included in the Comprehensive Annual Maintenance Contract and shall be provided free of cost:

- a) Compressors:** Repair or replacement of compressors in case of burnout or loss of pumping efficiency.
- b) Fan Motors:** Rewinding or replacement of indoor and outdoor unit fan motors, including replacement of worn-out bushes and shafts.
- c) Electrical & Control Components:** Repair or replacement of all electrical and electronic accessories, including relays, contactors, capacitors, sensors, timers, fuses, and protection devices.
- d) Refrigerant Gas:** Topping up or complete recharging of refrigerant gas as and when required due to leaks.
- e) Refrigerant Piping:** Repair of refrigerant piping.
- f) Consumables:** All consumables and minor hardware, such as nuts, bolts, insulating tape, etc.
- g) Labor:** All labor charges for preventive and breakdown maintenance services.

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

LIST OF EQUIPMENTS

S.NO.	MODEL NO.	UNIT S/NO.	CAPACITY	TR	LOCATION
1	BO3HW 24AATX	A MCHX HW SAC ODU	6048 KCAL / HR	2 TR	PLASMA -REPAIR CENTRE
2	DSA 601 O	DSO 060000037	15000 KCAL / HR	5 TR	STANDARD ROOM
3	DSA 601 O	DSO 060000038	15000 KCAL / HR	5 TR	STANDARD ROOM
4	DSA 601 O	DSO 090000040	15000 KCAL / HRS	5 TR	TEST CENTRE
5	DSA 601 O	DSO 060010012	15000 KCAL / HRS	5 TR	TEST CENTRE
6	DSA 901 O	DSO 090010033	22500 KCAL / HR	7.5 TR	TEST CENTRE
7	DSA 901 O	DSO 090010045	22500 KCAL / HRS	7.5 TR	TEST CENTRE
8	DSA 901 O	DSO 090010025	22500 KCAL / HRS	7.5 TR	TEST CENTRE
9	DSA 901 O	DSO 090010026	22500 KCAL / HRS	7.5 TR	TEST CENTRE
10	DSA 901 O	DSO 090010027	22500 KCAL / HRS	7.5 TR	TEST CENTRE
11	DSA 901 O	DSO 090010028	22500 KCAL / HRS	7.5 TR	TEST CENTRE
12	DSA 901 O	DSO 090010029	22500 KCAL / HRS	7.5 TR	TEST CENTRE
13	DSA 901 O	DSO 090010030	22500 KCAL / HRS	7.5 TR	TEST CENTRE
14	DSA 901 O	DSO 090010031	22500 KCAL / HRS	7.5 TR	TEST CENTRE
15	DSA 901 O	DSO 090010032	22500 KCAL / HRS	7.5 TR	TEST CENTRE
16	DSA 901 O	DSO 090010034	22500 KCAL / HR	7.5 TR	TEST CENTRE
17	DSA 901 O	DSO 090010172	22500 KCAL / HR	7.5 TR	R&D STORE BUILDING
18	DSA 901 O	DSO 090010158	22500 KCAL / HR	7.5 TR	R&D STORE BUILDING
19	DSA 901 O	DSO 090010159	22500 KCAL / HR	7.5 TR	R&D STORE BUILDING
20	DSA 901 O	DSO 090010163	22500 KCAL / HR	7.5 TR	R&D STORE BUILDING
21	DSA 901 O	DSO 060010171 DSO 060010177	15000 KCAL / HRS 15000 KCAL / HRS	10 TR	R&D STORE BUILDING
22	DSA 601 O	DSO 060010173 DSO 060010178	15000 KCAL / HR 15000 KCAL / HR	10 TR	R&D STORE BUILDING
23	DSA 661 BRSO	DSA 1322IA 030795	33000 KCAL / HR	11 TR	PPMM BUILDING
24	DSA 661 BS9O	DSA 1322IA 0307784	33000 KCAL / HR	11 TR	PPMM BUILDING

Note:

1. Bidder must have a working office in Delhi/NCR.
2. Bidder must visit the site to access the job before submission of the bid.

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

Section -B

Technical Bid Evaluation:

A. The technical bids shall be evaluated on the basis of details and documents provided by the tenderer in Technical Bid – Section A containing documents in support of Eligibility Criteria.
B. Upon scrutiny of the technical bid and supporting documents on GEM— including the Undertaking and the Earnest Money Deposit (EMD) as required under Technical Bid – Section A: Eligibility Criteria — a shortlist of tenderers who meet the eligibility criteria will be declared. The financial evaluation of these shortlisted vendors shall be carried out exclusively through GeM.

Annexure 5

TECHNICAL TERMS & CONDITIONS

- i. Any loss of material or damage to equipment due to negligence during the work shall be recovered from the contractor.
- ii. AIESL shall not be responsible for any injury sustained to the contractor's personnel during the work at site.
- iii. Staff provided by duty shall be professionally competent and experienced in respective fields as described in these documents elsewhere.
- iv. The tenderer must confirm whether they have a functional office in Delhi/NCR.
(Mandatory)
- v. The tenderer must physically visit the site and check the existing installation / Operation before quoting rates at A320 Avionics Complex, AIESL, IGI Airport, Terminal – 2, New Delhi – 110037. Site visit certificate issued by DGM EF & PM must be enclosed.
(Mandatory)

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

Annexure 6

Price Bid

To,
GM (Engineering),
New Avionics Complex,
AI Engineering Services Limited,
IGI AIRPORT T2 Delhi.
India-110037.

Sub: Tender-for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

COMMERCIAL PRICE BID FORM

SCHEDULE OF WORK & CHARGES

PERIOD OF CONTRACT – Two Years depending at sole discretion of AI Engineering Services Limited.

Description	Monthly Charges (Rs)	GST	Total Monthly Charges (Including GST) (A)
Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC			
Charges for 2 years including GST (A* 24) in figures	Rs.		
Charges for 2 years including GST (A* 24) in words			

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

Terms & Condition governing the Price Bid

1.	The Price Bid of only of those Bidder(s), who are found to be meeting the Technical eligibility criteria as well as tech. bid format responsive for the subject Works shall be opened thereafter. The date of opening of the Price Bid shall be notified separately to the entire eligible & techno-commercial responsive Bidder. Bidder(s) can view Bid opening event in person or over online call at their end.
2.	The Price Bids of Bidder(s), who are not considered eligible and tech bid format responsive, shall not be opened. The decision of AIESL will be final and binding in this regard.
3.	The Price Bids of only those Bidders who qualify under the Criteria and comply with the other Tender requirements would be considered for Price bid evaluation.
4.	Price Bids should be submitted strictly as per the prescribed format only without any other conditions. Conditional price bids shall not be accepted.
5.	All the prices will be in Indian Rupees (in words and figures). In case of discrepancy, the amount in word will prevail.
6.	In case of discrepancy in the unit price and the total price, the unit prices shall be taken to arrive at L-1.
7.	No adjustment of the price quoted in the Price Proposal shall be made on account of any variations in costs of supply & services, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
8.	The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the Tech Bid Opening and the contract. A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as nonresponsive.
9.	Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (zero) in all such fields.
10.	It is mandatory to provide the break-up of all components in the format as specified. The Price bid should include the unit price and proposed number of units for each component provided in the Price Bid.
11.	It is mandatory to capture all taxes including duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder and should be mentioned separately.
12.	The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery, unloading of Equipment charges and any other charges as applicable.
13.	All costs incurred due to delay of any sort, shall be borne by the Bidder.
14.	AIESL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
15.	AIESL reserves the right to ask the Bidder to submit analysis of rate and data sheet for the rates quoted in the Price bid by the bidder including break-up of price quoted.
16.	If the price for any of the service is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that element is absorbed in some other service element for which a price has been quoted and AIESL has the right to source services for which no price was quoted or quoted as zero at no additional price.
17.	If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.
18.	Bidder must submit Price proposal in the format as prescribed. Any deviation proposed by the bidder will make the bid liable to be rejected.

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

19.	The costs quoted should be individually classified under “Recurring” and “Non-Recurring”. All such costs would be considered for evaluation of the price bids.
20.	It will be the responsibility of the bidder to comply and pay all taxes / levies / duties in the country of origin as well as in India, as applicable for the entire contract.
21.	The prices quoted in the commercial bid must be exclusive of all applicable taxes and duties. The taxes and duties components applicable in the country of origin of the Bidder as well as that applicable in India for all the items of commercial bid format should be indicated clearly and separately in the Commercial Bid. In case, no taxes are applicable, it should be indicated as ‘NIL’ or ‘Zero’ in the commercial bid format.
22.	Withholding tax (applicable to foreign bidders) and TDS (applicable to Indian bidders) shall be deducted by AIESL on all payments, as per applicable Government of India rules & regulations.
23.	Any increase in taxes / levies / duties in subsequent years will be reimbursed by AIESL on submission of proof of payment by the bidder. Similarly, in case of any reduction in the taxes / levies / duties from the present level, the benefit will be passed on to AIESL.
24.	In case, any new taxes/ levies/ duties are introduced in future by the Government in the country of origin or in India during the period of the contract, the same shall be reimbursed to the bidder by AIESL on submission of proof of such payments.
25.	Unconditional discounts and credits, if any, would be adjusted in the total bid price for price comparison.
26.	Conditional discounts and credits, if any offered in the Price bid, will not be considered for price comparison.
27.	Representations, if any, for modifications to the price quoted in the Price bids will not be entertained after opening of the Tender.
28.	AIESL will award the PO/LOA to the Bidder who has offered the lowest evaluated Bid price criteria, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of Bid evaluation and eligibility criteria; (b) determined substantive responsive.
29.	AIESL reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders. However, the Bidder(s) who wish to seek reasons for such decision of cancellation/ rejection shall be informed of the same by AIESL unless its disclosure reasonably could be expected to affect the sovereignty and integrity of India, the security, strategic, scientific, or economic interest of the state or lead to incitement of an offence.

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 7

DECLARATION

(to be given on Company's Letter Head)

(If not attached / Noncompliance will lead to disqualification)

To
G.M. (Engineering)
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037

Sub: Declaration

Ref: Tender No.:
.....

I/We..... hereby confirm that our Firm/Company/Group/Group
Company has not been black listed / debarred by AIESL or any of the State Government or Central
Government of India and it subsidiary.

Place:	Signature of Bidder.....
Date:	Name
	Designation
	Seal/Stamp

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 8

UNDERTAKING

(from bidder (On Bidders Letterhead))

(If not attached / Noncompliance will lead to disqualification)

To
G.M. (Engineering)
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037

Sub: Undertaking

Sir,

Having examined the bidding documents, I/we undersigned, offer to supply, and deliver **Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make** in conformity with the said bidding documents as per the prices given in the price Bid(s). We undertake, if our Bid(s) is accepted, to commence and complete the delivery of services specified in the tender from the date of receipt of PO/LOA.

I/We agree to abide by this Bid(s) for a period of 120 days from the opening of Technical Bid(s) (Part- I). It shall remain binding upon us and may be accepted at any time before the expiration of that period, until a formal LOA is prepared and executed, this Bid(s), together with your written acceptance thereof, shall constitute a binding contract between us

Place:

Signature of Bidder.....

Date:

Name

Designation

Seal/Stamp

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 9

Chartered Accountant’s Certification for Turnover (To be given on company letterhead)

(If not attached / Non-compliance will lead to disqualification)

I, C.A (Name)_____membership number _____

Have verified the P&L account, balance sheet, Income details as per the documents /records

Submitted for verification and hereby certify that the Turnover of

M/s. _____(the Bidder’s name) for the last three years
for services as mentioned below:

1) FY 2022-23 _____

2) FY 2023-24 _____

3) FY 2024-25 _____

Date: _____ Signature of C.A &

Place _____ Seal

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(To be Provided by Successful Bidder before LOA)

Annexure 10

PERFORMANCE BANK GUARANTEE /SECURITY DEPOSIT FORM

To
G.M. (Engineering)
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037

Sub: Performance Bank Guarantee /Security Deposit Form

Whereas (Name and address of the bidder)(Hereinafter called “the service provider”) has undertaken, in pursuance of contract no..... dated..... to supply **Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR** (herein after called “the contract”), and whereas it has been stipulated by you in the said contract that the service provider shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract and whereas we have agreed to give the service provider such a bank guarantee.

Now therefore, we Bank, hereby affirm that we are guarantors and responsible to you, on behalf of the service provider, up to a total of (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the day of 2025.

(Signature of the authorized officer of the Bank)

**Name & Designation of the Officer
Name & Address of the Bank Branch**

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 11

ACCEPTANCE OF TERMS AND CONDITIONS

(To be printed on bidder's company letter head and submitted along with Technical Bid(s) (Part- I))

To
G.M. (Engineering)
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037

Sub: Acceptance of Terms and Conditions

- 1) I/We have carefully gone through and have understood and hereby agree to unconditionally abide by all the terms and conditions, required work scope/services details governing the Tender.
- 2) I/we hereby confirm that I/we are authorized to sign Bid(s) documents and the information given in the Tender is true and correct to the best of my/our knowledge and belief and nothing material is concealed.
- 3) Rates quoted by us in the Price Bid(s) Format will remain firm for a period of 120 days from the date of opening of the Technical Bid(s) (Part- I).
- 4) We confirm that the prices/ rates and taxes as quoted by us in the Price Bid(s) are final and no additional Cost shall be applicable to AIESL. We also confirm that there is no hidden cost to AIESL over and above those indicated in the Price Bid(s) format.
- 5) In case AIESL decides to place contract on us, we agree to maintain our quoted rates firm till completion of the Contract.
- 6) We confirm that the benefit of reduction in Statutory Taxes/Levies, if any arising during the Contract Period, if awarded in our favor would be passed on to AIESL wherever applicable.
- 7) I/we confirm that /we do not have any relative who is an employee of AIESL or its subsidiaries and is likely to benefit us during the Award/implementation of the Contract.
- 8) I/we also indemnify 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. AIESL will have the sole discretion to do so, and such cases cannot be referred for arbitration.

Place:	Signature of Bidder.....
Date:	Name
	Designation
	Seal/Stamp

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 12

LETTER OF AUTHORIZATION FOR SITE VISIT

(to be submitted in Bidder's Company Letter Head duly signed and stamped)

To
D.G.M. (EF&PM), NR
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037
Subject: Letter of Authorization for site visit.

The following person(s) are hereby authorized to visit the site at the address:

DGM (PPMM),

AIESL NR, A320 NAC, IGIA T2,

New Delhi India 110037

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

Place: Signature of Bidder.....
Date: Name
Designation

Seal/Stamp

Place: Signature of User Department (AIESL).....
Date: Name
Designation

Seal/Stamp

Note:

- The authorized representatives must carry a valid photo identity.
- Site visit time Monday to Friday (Working Day) 09:00 am to 04:00 pm.

Tender for Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi

(Must enclose with TB part- I)

Annexure 13

SECURITY DEPOSIT DECLARATION FORM

(To be submitted in Bidder's Company Letter Head duly signed and stamped)

To

D.G.M. (PPMM)
AI Engineering Services Limited, Delhi,
New Avionics Complex, IGI Airport, T2, Delhi
India- 110037

Sub: Security Deposit Declaration Form

I/We, the undersigned declare that:

After qualifying for award of Contract for Tender No.for **“Comprehensive AMC of Ducted Split Air Conditioners of Blue Star make with total tonnage of 176.50 TR installed at JEOC, AI Engineering Services Limited, New Delhi, New Delhi for a period of 02 Years. We will deposit 5% (Five percent) of the total value of the Contract towards interest free Security deposit, within two weeks of receipt of the Contract/LoA).**

The Security Deposit will be paid by online mode through ECS (NEFT / RTGS) as per details below:

Beneficiary Name	AI Engineering Services Limited, Delhi
Bank Name	HDFC Bank
A/c No	50200107884866
IFSC Code	HDFC0001897
Payble at	New Delhi

Place:

Signature of Bidder.....

Date:

Name

Designation

Seal/Stamp

-----End of Document-----