AI ENGINEERING SERVICES LIMITED
MATERIALS MANAGEMENT DIVISION
OLD AIRPORT, SANTACRUZ (EAST), MUMBAI – 400 029

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

INSTRUCTIONS TO BIDDERS

Subject: **Tender for Comprehensive Annual Maintenance Contract (CAMC) of IPPBX based Telephone Exchange System for three years at AIESL, Mumbai.**

a) AI Engineering Services Limited (AIESL), Old Airport, Santacruz (E), Mumbai-400029 invites online bids through GeM portal from authorized agencies for providing Comprehensive Annual Maintenance Contract (CAMC) of IPPBX based Telephone Exchange System for three years at AIESL, Mumbai.

b) **Description:** Tender for Comprehensive Annual Maintenance Contract (CAMC) of IPPBX based Telephone Exchange System for three years at AIESL, Mumbai.

c) **Earnest Money Deposit:** Rs. 14,868/- (Indian Rupees fourteen thousand eight hundred sixty-eight only) must be submitted by means of Bankers Cheque/DD/NEFT/RTGS in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060) payable at Mumbai. EMD will not carry any interest.
In addition to existing specified form (i.e., Cheque/DD/NEFT) mentioned above for submission of EMD, the bidder can also submit the EMD through online AIESL Payment Gateway i.e https://forms.eduqfix.com/aiengineering/add .

1. **DISCLAIMER:**

- ✓ The information contained in this tender document or / and any information pertaining to the aforesaid subject matter provided subsequently to the applicants / bidders in any form by 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.

- ✓ The purpose of this tender document is to provide all bidders with the information that may be useful to them in the formulation of their proposals / bids in response to this tender document. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AIESL, do not purport to contain all / exhaustive information on the aforesaid subject matter that each applicant may require for the purposes of submitting their bids.

- ✓ The assumptions, assessments, statements and information contained in this tender document may not be complete, accurate, adequate or correct. Each bidder should, therefore, 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 document and shall obtain independent advice from appropriate sources at no cost to AIESL.

- ✓ The information provided in this tender document to the applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

- ✓ AIESL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- ✓ AIESL also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance by any applicant / bidder upon the statements contained in this tender document.
- ✓ 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 document, from time to time till close date of tender.

- ✓ The tender document does not imply that AIESL is bound to select a bidder or to appoint the selected bidder, as the case may be, and AIESL, reserves the right to reject all or any of the proposals without assigning any reason whatsoever at any time. The bidder shall bear any and all its costs associated with or relating to the preparation & submission of its proposal / 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 its proposals. 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 proposal, regardless of the conduct or outcome of the bid selection process as contained herein.

2. **GENERAL TERMS AND CONDITIONS:**

- ✓ 'AIESL' as used in the Tender document means 'AI Engineering Services Limited'.
- ✓ "Contract" means the agreement entered into between the Purchase and the Service Provider, as recorded in the contract form signed by the parties including all annexure thereto and appendices therein.

- ✓ "Tenderer" or Seller" or "Bidder" means as used in the Tender document, is one who has submitted the quotation in response to our tender document. It also means the individual or firm or company, who are manufacturers and suppliers, on whom the order for work is placed and shall be deemed to include their approved successors, heirs, executors and administrators, holding company/Group/Group Companies, Conglomerate as the case may be.

- ✓ It is further clarified that any individual signing the tender or other documents in connection with the tender must certify whether he signs as:

i) A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
ii) A partner of the firm if it is a partnership must have authority to refer to arbitration and disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the tender should be signed by all the Partners.

iii) Constituted attorney of the firm, if it is a Company.

iv) Authorized signatory of the firm.

3. **ONE BID PER BIDDER:**

A Bidder shall submit only 'one [01] Bid' in the same Bidding Process as single entity. A Bidder who submits or participates in more than 'one [01] Bid' will cause all the proposals in which the Bidder has participated to be disqualified.

A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practices. The bidder found to have a conflict of interest shall be disqualified. A bidder shall be considered to have a conflict of interest with one or more bidders in this bidding process, if:

a) they have controlling partner (s) in common; or
b) they receive or have received any direct or indirect subsidy/ financial stake from any of them; or
c) they have the same legal representative/authorized signatory/agent for purposes of this bid; or
d) they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder; or
e) Bidder participates in more than one bid in bidding process. Participation by a Bidder in more than

one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.

f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;

g) In case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/ common business/ management units in same/ similar line of business. Bidders are required to submit a confirmation for no conflict of interest with other bidders. Failure to comply this clause during tendering process will disqualify all such bidders from process of evaluation of bids.

✓ Alternative Bids shall not be considered.

✓ Bidders are required to provide complete details of all Directors/Partners/Proprietors etc. including Father's name, Residential address, AADHAR, PAN Card details. & DIN Nos. and corresponding documents.
In case of Partnership / LLP: Bidder must submit copy of Partnership /LLP Deed.

In case of Public / Limited Company: Bidder must submit copy of Share Holding details of all shareholders.

✓ It is the responsibility of the participating Bidder(s) to assess the relationship as mentioned above. In case any undertaking/declaration given by a Bidder(s) in this regard is found to be false, this would be a sufficient ground for rejection of Bid(s) /termination of contract and also initiation of further action as per Corrupt/Fraudulent/ Collusive / Coercive Practice.

4. **STANDARD TERMS & CONDITIONS:**

✓ AIESL reserves the right to close the tender / reject any / all offers at any stage of tender at its sole discretion.

✓ AIESL reserves the right not to consider the bid of any Bidder, blacklist the Bidder for 3 (three) years, if it is determined / noticed at any stage during the tendering process or after release of Contract that the said Bidder has directly or indirectly engaged in any misrepresentation, corrupt, fraudulent, collusive, coercive practice in order to bid / obtain the Contract. This will also have an impact on other Contracts / POs, the Bidder may have with AIESL where AIESL reserves the right to take appropriate action as deemed fit.

✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders who have been involved in any litigation with AIESL in the last 3 years and / or are at present involved in any ongoing litigation or arbitration proceedings against AIESL. Further, those bidders who have records of poor performance during the last 3 (three) years, as on the date of submission of the bid, such as abandoning the work, rescinding of the contract for which the reasons are attributable to the non-performance of the Bidder or its constituents, inordinate delays in completion and/or have a consistent history of litigation / arbitration awarded against the Bidder or any of its constituents or financial failure due to bankruptcy etc. are liable to be disqualified.

✓ AIESL reserves the right to reject / not consider at its sole discretion the bids of such bidders have been blacklisted / debarred by any PSU, government bodies in India.

- ✓ Bidders are required to declare if they have any ongoing legal disputes with any government agencies such as Income Tax, EOW etc. Suppression / Misrepresentation of such facts whenever it comes to light would invite disqualification and AIESL reserves the right to take appropriate action as deemed fit including discontinuing business dealings with the party.

- ✓ Bidders shall bear their own costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery Fees, expenses associated with any demonstrations or presentations which may be required by AIESL or any other costs incurred in connection with or relating to their Bid. All such costs and expenses will remain with the Bidder and AIESL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of this Tender process.

- ✓ No bidder shall submit more than one Bid against this Tender. In case more than one bid is received only the last submitted bid would be considered.

- ✓ The Price Bid of only those Bidders who are found technically suitable during technical evaluation would be opened. The opening date and time of Price Bids would be intimated to all the technically qualified Bidders to enable them to attend the price Bid opening.

- ✓ If for some reason, the Bid Due Date/Time or the Bid opening date is declared a holiday, then the Bid Due Date/Time or the Bid opening date will automatically stand extended to the same timings of the next working day. In the event of the receipt of the Bid after the Due Date/Time, the Bid shall be rejected. AIESL reserves the right to reject any Bid in part or full or annul the Tender process without assigning any reasons.

5. **SPECIAL CONDITIONS:**

- ✓ The location of work is Hangar/Apron areas, at Old Airport. The area is highly security sensitive, and service provider will be required to obtain entry pass from our Security dept.

- ✓ A qualified and responsible supervisor will always remain present at site, when the work is being carried out. He will ensure compliance of standard safety precautions and use of safety equipment.

- ✓ Equipment which are in fit to use and serviceable condition only shall be provided to AIESL. It will be the service provider's sole responsibility to attend break down of equipment, if any, during the operation.

- ✓ Safety of the service provider's personnel / equipment shall be responsibility of the service provider.

6. **TENDER PROCEDURE:**

- ✓ This tender is strictly a **Two Bid Tender** i.e. Technical Bid and Price Bid. **Both the bids are to be submitted through GeM portal. No other mode of submission will be acceptable.**
- ✓ The close / due date for submission of bids may be extended at any time, including after the scheduled date of closing, at the sole discretion of AIESL.

- ✓ Amendments or extension of the close / due date, if any, to this tender will be informed via GeM portal.

- ✓ In their own interest, bidders are advised to submit bids, well before the close date / time of tender in

order to avoid any last moment glitches. AIESL may not entertain any request for extension of close date and time and reserves the right to accept or reject any such request at its sole discretion.

- ✓ The bidder or their authorized representatives (maximum two) would only be permitted to attend the pre-bid meeting, if any.

7. **CONTACT POINT:**

For any clarification, please contact the following official. **For Technical Query:**

Mr. Anurag D Nisal, Executive-DIT, Email: anurag.nisal@aiesl.in

For Commercial Query:

Mr. Ashisa Kumar Swain, Dy. Manager-MM, Email: ashish.swain@aiesl.in ,
Mr. Sunil Shende, Dy. GM, PPMM (MMD), Email: sd.shende@aiesl.in

8. **AIESL 'S RIGHT TO EVALUATE ELIGIBILITY:**

- AIESL reserves the right to require a bidder to submit documentary evidence, in the form and manner that AIESL deems appropriate, to prove that it continues to satisfy the Eligibility Criteria at any time:

  a. after the last date of bid submission; or
  b. prior to or after the issuance of the LOI or execution of the Insurance Contract, if such a Bidder is selected as the Successful Bidder.

- AIESL reserves the right to verify all statements, information and documents submitted by Bidders in response to the Tender Document. Any such verification or lack thereof by AIESL will neither relieve the Bidders of their obligations or liabilities nor affect any rights of AIESL under this Tender Document.

- If AIESL is of the opinion that the Bidder does not satisfy the eligibility criteria, then AIESL shall have the right to:

  a. disqualify the Bidder and reject its Bid; or
  b. revoke the LOI or terminate the Insurance Contract after acceptance of its Bid by issuing a written notice to the Bidder.

AIESL's determination of a Bidder's eligibility shall be final and binding. AIESL shall not be liable, in any manner whatsoever, to the Bidder for a rejection of its Bid, the revocation of the Letter of Award (LOA) issued to it or the termination of the Insurance Contract executed with it. Furthermore, any losses suffered by AIESL as a result of such rejection, revocation, or termination, including but not limited to opportunity costs incurred by AIESL, shall be borne solely by the Bidder.

9. **HANDLING OF GRIEVANCES DURING THE TENDER PROCESS:**

Any Supplier, Service Provider/ 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 to Dy. GM-PPMM in the email id- sd.shende@aiesl.in . Successful bidders may seek de-briefing regarding the rejection of their bid, in writing or electronically,

writing Five (5) days of the declaration of techno-commercial or financial evaluation result.

✓ 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 issue about technical/financial bids.
✓ **After technical evaluation:** Only technically qualified bidders may raise issues about financial bids.

10. **AMENDMENTS TO THE TENDER DOCUMENTS**

Issuance of Addenda:

- Up to & until the date that is specified in the GeM bid document, AIESL may, for any reason, whether at its own initiative or in response to a query raised or clarification requested by Bidder(s) at the Pre-Bid Meeting, amend the Tender Document by issuing an addendum.
- The Bidders are required to read the Tender Document with any Addenda that may be issued.
- Each Addendum shall be binding on the Bidders, whether or not the Bidders convey their acceptance of the Addendum.
- Any oral statement made by AIESL or its advisors regarding the Bidding Process, the Tender Document or the Services or on any other matter related to the Scheme, shall not be considered as amending the Tender Document.

11. **AVAILABILITY OF INFORMATION**

- The information relating to or in connection with the Services, the Bidding Process and the Tender Document, including all notices issued by AIESL to all Bidders in accordance with this Tender Document; queries and responses or clarifications; minutes of the Pre-Bid Meeting, addenda and/ or the revised Tender Documents shall be uploaded on the GeM portal and the AIESL website and remain published until the last date of bid submission.
- If, at any time prior to the last date of bid submission, a Bidder faces any technical issue or technical error in accessing the GeM portal, AIESL shall not be responsible and the responsibility to bid on the GeM in time shall be the responsibility of the bidder(s).

12. **CORRESPONDENCE WITH BIDDERS:**

- Save as expressly provided in these Tender Documents, AIESL will not entertain any correspondence with the Bidders, whether in connection with the acceptance or rejection of their Bids or otherwise.

13. **LANGUAGE OF THE BID:**

- The Bid prepared by the Bidder and all correspondence and documents related to the Bid exchanged between the Bidder and AIESL shall be **only in the English language**.
- Any printed literature/ document furnished by the Bidder, if asked for by AIESL as a part of the bid submission documents, may be written in another language, as long as such literature is accompanied by a translation of its pertinent passages in English in which case, for the purposes of interpretation of the Bid, the English translation shall prevail. In all such cases, the translated literature/ document shall be duly

notarized by a public notary. Supporting materials which are not translated into English may not be considered by AIESL during the bid evaluation.

14. **DUE DILIGENCE BY THE BIDDER:**

- The Bidder is expected to examine all instructions, forms, terms, specifications and other information in the Tender Documents at its own cost.

- AIESL shall not be liable to the Bidder for any consequences pursuant to the Bidder's failure to undertake its own due diligence and reliance solely on the information provided in this Tender Document.

- It shall be deemed that by submitting a Bid, the Bidder has:

  - ✓ made a complete, independent and careful examination of the Tender Document and unconditionally and irrevocably accepted the terms thereof.
  - ✓ made careful examination and research of all required information, inputs, conditions, circumstances and factors that may have any effect on its Bid.
  - ✓ received and reviewed all relevant information provided by AIESL, as may be relevant to the Bid.
  - ✓ evaluated and accepted all the risks, contingencies and other circumstances which may influence or affect the operations under the Tender and agreement.
  - ✓ accepted the risk of inadequacy, error or mistake in the information provided in the Tender Document or furnished by or on behalf of AIESL relating to any of the matters related to the Bidding Process or scope of services.
  - ✓ satisfied itself about all matters regarding the Bidding Process and the scope of services, required for submitting an informed Bid, in accordance with this Tender Document and performance of all of its obligations.
  - ✓ acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Tender Document or ignorance of any of the matters related to the Biding Process or the scope of services shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from AIESL or a ground for termination of the Agreement by the Successful Bidder; and
  - ✓ agreed to be bound by the undertakings provided by it under and in terms hereof.

15. **SIGNING OF THE BID**

Each Bid including all its pages must be typed or written in indelible ink and should be physically signed by the authorized signatory of the Bidder.

16. **EARNEST MONEY DEPOSIT:**

a) **Earnest Money Deposit:** Rs. 14,868/- (Indian Rupees fourteen thousand eight hundred sixty eight only) must be submitted by means of Bankers Cheque/DD/NEFT/RTGS in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060) payable at Mumbai. EMD will not carry any interest.

In addition to existing specified form (i.e. Cheque/DD/NEFT) mentioned above for submission of EMD, the bidder can also submit the EMD through online AIESL Payment Gateway i.e https://forms.eduqfix.com/aiengineering/add .

Submission of EMD shall be valid only till due date and time of bid submission. No request shall be entertained regarding submission of EMD after due date and time of bid submission and submitted bids will be outrightly rejected.

16.1 Bid must be accompanied with earnest money deposit (i.e Earnest Money Deposit (EMD) also known as Bid Security) in the form of 'Demand Draft' / 'Banker's Cheque/ Online banking transaction / Insurance Surety Bond' / 'Fixed Deposit Receipt' [in favour of AI Engineering Services Limited payable at Mumbai] or 'Bank Guarantee'. Bidder shall ensure that EMD submitted in the form of 'Bank Guarantee' should have a validity of at least 'two [02] months' beyond the validity of the Bid. EMD submitted in the form of 'Demand Draft' or 'Banker's Cheque' should be valid for three months.

16.2 Bid not accompanied with EMD, or EMD not in requisite format shall be liable for rejection. The EMD shall be submitted in Indian Rupees only.

16.3 AIESL shall not be liable to pay any documentation charges, Bank charges, commission, interest etc. on the amount of EMD. In case EMD is in the form of a 'Bank Guarantee', the same shall be from any Indian scheduled Bank (excluding Co-operative banks and Regional Rural bank) or a branch of an International Bank situated in India and registered with 'Reserve Bank of India' as Scheduled Foreign Bank. However, in case of 'Bank Guarantee' from Banks other than the Nationalized Indian Banks, the

16.4 Bank must be commercial Bank having net worth in excess of Rs. 100 Crores [Rupees One Hundred Crores] and a declaration to this effect should be made by such commercial Bank either in the 'Bank Guarantee' itself or separately on its letterhead. Purchaser will verify the BG from issuing bank.

16.5 Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 'thirty [30] days' after finalization of tendering process.

16.6 The successful Bidder's EMD will be discharged upon the Bidder's acknowledging the '**Award**' and signing the '**Agreement**' and furnishing the '**Security Deposit**.

16.7 Notwithstanding anything contained herein, the EMD may also be forfeited in any of the following cases:

- If a Bidder withdraws his Bid during the 'Bid Validity Period'
- If a Bidder has indulged in corrupt/fraudulent /collusive/coercive practice
- If the Bidder modifies Bid during the period of bid validity (after Due Date and Time for Bid Submission).
- Violates any other condition, mentioned elsewhere in the Tender Document, which may lead to forfeiture of EMD.
- In the case of a successful Bidder, if the Bidder fails to:
- acknowledge receipt of the "Notification of Award" / Fax of Acceptance [FOA]",
- furnish "Security Deposit",

16.8 In case EMD is in the form of 'Bank Guarantee', the same must indicate the Tender Document No. and the name of Tender Document for which the Bidder is quoting. This is essential to have proper correlation at a later date.

16.9 EXEMPTION OF EMD:

The bidders seeking EMD exemption must submit the following valid supporting documents for the relevant category with the Bid:

- Micro and Small Enterprises (MSEs) who are holding valid Udyam Registration and are manufacturer of the offered Product or Service and whose credentials are validated online through Udyam Registration website of Ministry of MSME and also through supporting document uploaded during bidding process. MSEs who are registered under, trade category will not be eligible for EMD exemption benefits.
- Start-ups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT), holding valid Startup Recognition Certificate which is to be uploaded while bidding and claiming EMD exemption.

- KVIC, ACASH, WDO, Coir Board, TRIFED and Kendriya Bhandar.
- Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited and holding valid Vendor Assessment or Vendor Assessment Exemption Report / confirmation.
- Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s).
- Sellers / Service Providers holding valid BIS License for the Primary Product Category whose credentials are validated through BIS database and through uploaded supporting documents.

- Central / State PSUs.

- MSEs/MII units registered with the NSIC under its single point registration Scheme/Public Sector Registered with Udyog Aadhar Memorandum (UAM).

17.9 Bidders are required to submit relevant document for exemption from furnishing Earnest Money / Bid Bond.

17.10 In case of forfeiture of EMD/ Bid Security, the forfeited amount will be considered inclusive of tax and tax invoice will be issued by AIESL. The forfeiture amount will be subject to final decision of AIESL based on other terms and conditions of order/ contract.

17.11 **Traders/Dealers/ Distributors /Stockiest /Wholesaler are not entitled for exemption of EMD.**

17. **SUBMISSION OF BIDS:**

Technical Bid:

- ✓ Bidders are advised to study carefully the Terms & Conditions as given in this tender document and submit their **technical bid** accordingly.

- ✓ Bidders are required to download all the documents. Wherever applicable the documents are to be duly filled in with the required details. The filled-in documents along with supporting documents, if any, need to be uploaded on **GeM portal** for technical evaluation purpose. **Uploading of required Documents is mandatory. The documents should not mention any rates / prices. else bidder will be disqualified during technical evaluation.**

- ✓ Bidders are **required to give their acceptance of the terms and conditions as per Documents.** Any deviation from the terms and conditions may lead to disqualification of the submitted bid.

- ✓ The bidder should submit their bid in line with the tender document only or else the same would be liable for rejection.

- ✓ AIESL reserves the right to change this date of opening at its own discretion.

- ✓ **All the supporting documents, as specified in the tender documents that are required** for compliance of bid must be submitted with the technical bid.

- ✓ AIESL reserves the right to call for the original copies of the attached / submitted documents in the technical bid for verification purpose during the evaluation stage. The Technical Bids would be evaluated for compliance in accordance with the tender document. The User Department of AIESL reserves the right at its sole discretion to seek clarification for shortcomings in information/documents from the bidders as deemed necessary for the purpose of evaluation of the bids.

Price Bid:

- ✓ Bidders are required to **quote for the entire tendered quantity**.
- ✓ AIESL will not accept inclusion of any additional costs, if requested for, after closing of the tender.
- ✓ Submission of incorrect or incomplete information or with arithmetical errors in compilation of the data would be at the bidder's sole risk. The decision of AIESL in such cases would be final and binding.
- ✓ **Total Price considering the required quantities mentioned in work scope quoted in GeM Portal shall only be considered for award. Hence, bidders are advised to quote carefully so that there is no discrepancy arises between financial breakup and quoted price in GeM Portal.**

18. **VALIDITY OF QUOTATION, PRICES, GOVT. TAXES / GST**

- ✓ The price offered / agreed should remain firm till completion of the contract.

- ✓ No request for increase in price shall be entertained during this period except on account of increase in GST or any other Government levy, if imposed by the Govt. of India. Proof of payment for such increase is to be submitted to AIESL by the successful Bidder.

- ✓ The Bidders should commit to pass on the benefit to AIESL of reduction in statutory taxes, etc. by the Government, during the period of validity of the Contract.

- ✓ During the contract period, if for any reason there is a downward revision in prices, the successful bidder will be responsible for passing on the benefits to AIESL.

- ✓ Increase in Govt. Taxes / GST etc. or any new levies, if imposed by the Govt. of India / State Govt. / Local Bodies, during the contract period will be borne by AIESL, if requested for, by the Successful Bidder/s. However, such request will be considered only if it is substantiated with copies of valid documentary proof of the same and **only if the bidder/s has quoted their rate giving the break-up of Govt. Taxes / GST in their price bid.**

19. **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 and clarifications, if any, to this tender will be hosted on the GeM Portal & will be published on website of AI ENGINEERING SERVICES LIMITED. AIESL will not intimate the tenderers

individually of the same. The tenderers are, therefore, advised to visit GeM portal / AIESL 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.

- ✓ Amendments, corrigendum, if any, and any extensions of the due date of opening of the Bids, as per the requirements of AIESL, will be uploaded in GeM.

20. **ZERO DEVIATION AND REJECTION CRITERIA:**

Bidder is requested not to take any deviation(s)/exception(s) to the terms & conditions of Tender Document, and submit all requisite documents as mentioned in this Tender Document, failing which their Bid will be liable for rejection. If a Bidder does not reply to the queries in the permitted time frame, then its Bid shall be evaluated based on the documents available in the Bid.

As a principle, clarifications from bidders after opening of tenders will not be sought. However, where clarifications / documents from the bidders on important aspects are absolutely necessary for finalization of tender, clarifications from bidder can be asked. The request for clarification shall be given in email/portal, asking the bidder to respond by a specified date, and also mentioning therein that, if the bidder does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid including specifications, shall be offered or permitted.

No post-bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents should be sought only in case of historical documents which pre existed bids and which have not undergone change since then.

REJECTION CRITERIA: Notwithstanding the above, deviation to the following clauses of Tender document shall lead to summarily rejection of Bid:

(a) Firm Price
(b) Earnest Money Deposit / Bid Security / Bid Security declaration, as applicable
(c) Documents as specified in Pre-Qualification Criteria (PQC).
(d) Specification & Scope of Work
(e) Schedule of Rates / Price Schedule / Price Basis
(f) Duration / Period of Contract/ Completion schedule
(g) Period of Validity of Bid
(h) Security Deposit
(i) Guarantee / Defect Liability Period
(j) Arbitration / Resolution of Dispute/Jurisdiction of Court
(k) Force Majeure & Applicable Laws
(l) Any other condition specifically mentioned in the tender document elsewhere that noncompliance of the clause lead to rejection of bid.

Note: Further, it is once again reminded not to mention any condition in the Bid which is contradictory to the terms and conditions of Tender document.

21. **MODIFICATION AND WITHDRAWAL OF BIDS:**

- The bidder may withdraw or modify its bid after bid submission but before the due date and time for submission as per tender document.
- No bid shall be modified/ withdrawn after the Due Date & Time for Bid submission.
- Any withdrawal/ modification/substitution of Bid in the interval between the Due Date & Time for Bid submission and the expiration of the period of bid validity specified by the Bidder in their Bid shall result in the Bidder's forfeiture of EMD / invocation of action as per Bid Security declaration and rejection of Bid.
- The latest Bid submitted by the Bidder before Bid Due Date & Time shall be considered for evaluation and all other Bid(s) shall be considered to be unconditionally withdrawn.

22. **EMPLOYER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:**

- AIESL reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the ground for AIESL's action.
- Further, following decisions of AIESL shall not be subject to review:

  a) Determination of the need for procurement.
  b) Selection of the mode of procurement or bidding system.
  c) Choice of selection procedure.

  d) Provisions limiting participation of bidders in the procurement process.
  e) The decision to enter into negotiations with the L1 bidder.
  f) Cancellation of the procurement process except where it is intended to subsequently re-tender the same requirements.
  g) Issues related to ambiguity in contract terms may not be taken up after a contract has been signed, all such issues should be highlighted before consummation of the contract by the vendor/ service provider; and
  h) Complaints against specifications except under the premise that they are either vague or too specific so as to limit competition may be permissible.

23. **CONFIDENTIALITY:**

- Information relating to the examination, clarification, evaluation and comparison of Bids, and recommendations for the award of a Contract, shall not be disclosed to Bidder(s) or any other persons not officially concerned with such a process until the award to the successful bidder.
- Any effort by the Bidder to influence AIESL in the 'Bid Evaluation', 'Bid Comparison', or 'Contract Award' decisions may result in the rejection of the Bidder's Bid and action shall be initiated as per procedure for action in case Corrupt / Fraudulent / Collusive / Coercive practices in this regard apart from

forfeiture of EMD/ Bid Security, if any.

24. **BENEFITS / PURCHASE PREFERENCE FOR MICRO & SMALL ENTERPRISES (MSES)/MII'S:**

Applicable as per the GeM Policies.

In case Bidder is a Micro or Small Enterprise, the Bidder shall submit Udyam Registration Certificate for availing benefit under Public Procurement Policy for MSEs-2012.

Vide Gazette notification dated 18.10.2022 of Ministry of MSME, the following is notified:

"In case of an upward change in terms of investment in plant and machinery or equipment or turnover or both, and consequent re-classification, an enterprise shall continue to avail of all nontax benefits of the category (micro or small or medium) it was in before the re- classification, for a period of three years from the date of such upward change".

Accordingly, in case of upward change in status, MSE bidder is required to submit the previous certificate also to get the MSE benefits. The above documents submitted by the bidder shall be duly certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company/firm) and notary public with legible stamp.

If the bidder does not provide the above confirmation or appropriate document or any evidence, then it will be presumed that they do not qualify for any preference admissible in the Public Procurement Policy (PPP) 2012.

The benefit of policy is not extended to the traders/dealers/ Distributors /Stockiest/Wholesalers.

25. **PROVISIONS FOR STARTUPS (AS DEFINED IN GAZETTE NOTIFICATION NO. D.L 33004/99 DATED 18.02.2016 AND 23.05.2017 OF MINISTRY OF COMMERCE AND INDUSTRY AND AS AMENDED FROM TIME TO TIME):**

Applicable.

26. **BID VALIDITY:**

- Bids shall be kept valid for period specified in GeM Portal from the final Due date of submission of bid'. A Bid valid for a shorter period may be rejected by AIESL as 'non-responsive'.

- In exceptional circumstances, prior to expiry of the original 'Bid Validity Period', the Employer may request the Bidders to extend the 'Period of Bid Validity' for a specified additional period on GeM portal. The request and the responses thereto shall also be made in writing or by email (outside GeM, if required). After opening of price bids in GeM Portal, the extension (outside GeM, if any) will be regularized through GeM with L-1 bidder. Bidder may refuse the request without forfeiture of his EMD/Bid Security.

- A Bidder agreeing to the request will not be required or permitted to modify his Bid but will be required to extend the validity of its EMD for the period of the extension in all respects.

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

27. **SECURITY DEPOSIT / PERFORMANCE BANK GUARANTEE:**

- ✓ The Bidder/s who qualifies for award of Contract will have to deposit with AIESL 5 % (Five percent) of the total value of the Contract, as Security Deposit (SD) within 5 days of notification of notification of acceptance of bid and communication of 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.

- ✓ The Applicable Security Deposit / Performance Bank Guarantee must be submitted by means of Cheque/DD/NEFT in favour of AI ENGINEERING SERVICES LIMITED, Account No. – 00600310007523, IFSC Code – HDFC 0000060), payable at MUMBAI.

- ✓ **In addition to existing specified form (i.e. Cheque/DD/NEFT) mentioned in tender documents for submission of Security Deposit/ Performance Bank Guarantee, the successful bidder can also submit the Security Deposit/ Performance Bank Guarantee through online AIESL Payment Gateway i.e https://forms.eduqfix.com/aiengineering/add**

- ✓ The SD is applicable to all bidders including MSME's / Startups.

- ✓ In case of submission of Security Deposit/Performance guarantee is to be paid by way of 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 AI Engineering Services Limited and payable at Mumbai.

- ✓ 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.

- ✓ In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / bank guarantee be invoked.
- ✓ The Security Deposit / Bank Guarantee will be refunded / returned without interest within 60 days of successful completion of services against the Contract after adjusting for penalties, if any, that may be imposed under the terms of the Contract.

- ✓ Validity of the BG would be for an additional period of 60 days after the scheduled completion of all obligations under the Contract.

28. **EVALUATION CRITERIA:**

Evaluation of the Price Bids shall be carried out on overall L1 basis. i.e overall L1 will be evaluated for the complete job mentioned in BOQ excluding GST. Based on the evaluation of techno-commercially qualified bidders, the contract will be awarded to the overall L-1 bidder.

In case of a tie at the lowest bid (L1) position between two or more bidders, the order will be placed as per the available GeM policy.

Purchase preference Class-I local supplier will be given as per PPP-MII Policy.

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.

Price Bids:

The Price Bids of only those bidders who qualify as per the requirements of Technical Bid would be opened.

29. **OTHER TERMS & CONDITIONS:**

- ✓ **Force Majeure:**
- ✓ The Bidder / Successful Bidder /AIESL (herein referred to as Party / Parties) shall not be liable for, nor be in default by reason of any failure or delay in discharge of its obligations under this Tender / Contract, where such failure or delay is caused by any act, including but not limited to any act of God, action or inaction of government authorities, fire, flood, gales, storm, lightning, earthquake, explosions or other catastrophes, accidents, weather, power failure or shortage of power, riot, war (declared or undeclared), warlike operations, act of terrorism, boycott, embargo, rebellions, sabotage, epidemics, quarantines, lock out, restrictions on travel based on travel advisories of any governmental entity, unavailability of the usual means of transportation, hostilities, revolution, civil commotion or public disorder or any other cause beyond its control.
- ✓ The Party encountering and affected by such causes and event shall inform the other in writing immediately of such an occurrence event and shall use its best reasonable efforts to minimize the economic and other effects and rectify as soon as possible any harm or delay created thereby shall reasonably allocate its available resources, giving priority to their obligations under this Contract.
- ✓ For the avoidance of any doubt, it is clarified that, payment obligations of AIESL shall be excused due to an event of Force Majeure.
- ✓ **Interpretation:** In the event of any difference in the interpretation of any of the clauses of the Contract / Purchase Order / Agreement and / or the Tender documents, the clarification given by **Chief Procurement Officer**, AIESL shall be final and binding.
- ✓ **Arbitration:** Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be resolved amicably by mutual consultation. If an amicable settlement is not forthcoming and dispute is not resolved within 21 (Twenty-One) days, from the date when mutual consultation started, recourse may be taken to settlement of disputes through arbitration as per the Arbitration and Conciliation Act 1996, and the award made in pursuance thereof shall be binding on the parties.

30. **JURISDICTION:** -The **court of Mumbai** only will have jurisdiction to deal with and decide upon any legal dispute what so ever arising out of this tender.

31. **ERRANT BIDDERS:**

In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by them in bidding or withdrawal of bid or varying any term in regard thereof leading to re-Tendering, AIESL shall forfeit Earnest Money paid by the bidder and such bidders shall be debarred from participation in re Tendering of the same job(s) as well as against any Tender inquiry for any service sought by AIESL or its subsidiaries at all locations.

32. **FRAUDULENT PRACTICES:**

AIESL requires that bidders/ service providers observe the highest standard of ethics during the bid and execution of contracts. In pursuance of this AIESL defines, for the purposes of this provision, the terms set forth below as follows

a. **"Corrupt practice"** means

1) offering, giving, receiving or soliciting directly or indirectly of anything of value to influence the actions of any person connected with the Bidding Process or

2) save and except as permitted engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement/Work Order as the case may be any person in respect of any matter relating to the Project or the LOA or the Agreement/Work Order who at any time has been or is a legal, financial or technical advisor of the Company in relation to any matter concerning the Contract of anything of value to influence the action of a public official in the procurement process or contract execution;

b. **"Fraudulent practice"** means a misrepresentation/board of directors is the same/omission/suppression/disclosure of incomplete facts in order to influence the tendering process. Forging in order to influence a procurement process or the execution of a contract to the detriment of the AIESL and includes collusive practice among bidders (before or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the AIESL of the benefits of free, fair and open competition.

c. **"Coercive Practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the tendering process.

d. **"Undesirable Practice" means**

1) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the tendering process or

2) having a conflict of interest and

e. **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among bidders/prospective Service Providers to restrict or manipulate a full and fair competition in the Tendering Process.

f. AIESL 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 in question.

g. AIESL shall declare a firm ineligible and put on holiday, either indefinitely or for a stated period if it at any time it is determined that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

h. AIESL shall rescind the contract forthwith, in case of successful bidder adopting fraudulent/forgery/corrupt practices during the currency of the contract.

33. **BLACKLISTING CONDITIONS:**

The party/ board of director (whose name is common) shall be blacklisted from participating in any Tenders floated by AIESL for the next six years, in case the Tenderer:

a) Adopts fraudulent practices as cited above.

b) Withdraws after award of the LOA/Work Order/GeM Contract and fails to commence within the specified stipulated period and perform the contractual obligations during the currency of the contract.

c) Negative feedback from AI and its subsidiaries.

34. **ASSIGNMENT/SUBLET:**

Procurement of material, hire of equipment or engagement of labour will not mean sub-contracting. Sub-contracting by the service provider without the approval of AIESL shall be a breach of contract, unless explicitly permitted in the contract.

35. **Resolution of Disputes and Arbitration:**

- 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 between the authorized representatives of the Parties. 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.
- Such arbitration shall be conducted in accordance with the Arbitration and Conciliation (Amendment) Bill, 2024, 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.
- The arbitration award passed under the arbitration shall be final and binding on the Parties.
- The proceedings of the Arbitration shall be conducted in English language and the place of arbitration shall be Delhi.

Each Party shall bear their own cost with respect to such arbitration.

Date: **Bidder Signature:**
Place: **Name &Designation:**
Company Name &Seal:

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

PRE-QUALIFICATION CRITERIA - COMPLIANCE STATEMENT

Bidders who fulfil the following eligibility criteria, requirements, and submit documentary proof thereof along with the Technical Bid, will only be eligible for evaluation of the technical bids. Bidders are required to indicate the compliance status for each of eligibility criteria by stating Yes or No.

Sr. No.	Eligibility Criteria	Compliance (Yes / No)	Remarks
1	Whether Bidder is a Proprietorship/Partnership Firm, LLP Etc./Company registered in India under the Indian Companies ACT 1956 or Indian Companies Act 2013.		
2	**Past experience in similar contracts:** The bidder must have successfully completed similar kind of over the last three years as on 31st March 2026 to any Central/ State Government/ PSU's/ Nationalized Banks/ Reputed Organizations. • Three similar completed service each costing not less than the amount equal to Rs. 2,97,360/- (Indian Rupees Two Lakhs Ninety Seven Thousand three hundred sixty only). **or** • Two similar completed services each costing not less than the amount equal to Rs. 3,71,700/- (Indian Rupees Three Lakhs Seventy one Thousand seven hundred only). **or** • One similar completed service costing not less than the amount equal to Rs. 5,94,720/- (Indian Rupees Five Lakhs ninety four Thousand seven hundred twenty only). **Note:** **It is mandatory that the bidder has to submit copies of the Work Order, the corresponding Work Completion Certificate for the works, invoice of the completed work, proof of payment etc towards meeting the eligibility criteria of the subject tender. Failure to submit these documents shall render the bid liable for rejection. AIESL may require any additional valid document to establish work experience requirements.**		
3	EMD to be submitted along with Technical Bid. Note: Bidder to submit EMD well before the opening of the technical bid. EMD received after opening of the technical bid shall not be considered for evaluation and the submitted bid will be disqualified accordingly. The proof of submission of EMD must be uploaded along with the Technical Bid. The same Physical copy if any should be submitted within 7 days after opening of the technical bid to the following address. **Kind Attn: Dy, GM, PPMM** **Material Management Division, AI Engineering Services Limited** **Old Airport, Santacruz (East), Mumbai – 400 029** Bid without EMD shall be outrightly rejected.		

4	**Minimum Average Annual turnover:** Minimum Average Annual turnover of the tenderer for last three preceding financial years should be Rs. 3,00,000/- (Indian Rupees three lakh) or above. Supporting documents in form of Audited Annual Balance Sheets & Profit & Loss Account Statement for last three financial years along with turnover certificate issued by CA is to be submitted.		
5	Liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than Rs. 3,00,000/- (Indian Rupees three lakh). Supporting documents in form of Audited Annual Balance Sheets & Profit & Loss Account Statement along with declaration Certificate issued by the CA is to be submitted.		
6	Possession of PAN number is a must at the time of application of the tender. Self-attested copy of PAN Number should be enclosed.		
7	The bidder must possess GST Registration Number at the time of application of the tender. Self-attested copy of GST Reg. Number should be enclosed. In case, the bidder does not possess the GST Registration Number, they need to give an undertaking that they will apply for and obtain the GST Registration Number/unregistered bidder, if the subject contract is placed on them by AIESL.		
8	Applicable (CGST & SGST/UTGST or IGST) in %		
9	Whether in the instant tender items are covered in reverse charge rule of GST (CGST & SGST/UTGST or IGST).		
10	Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have: ▪ Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirements; and/or Record for poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, or financial failures etc.		
11	Bidder should have not been black listed by any of Governments Authority or public Sector Undertaking (PSUs) in the last three years.		
12	Bidder should submit the Power of Attorney against the authorized signatory of the bid.		
13	Bidder should submit individual directors / Proprietors / Partners Aadhar Card / PAN Card / DIN Details (In case of Public Ltd. / Pvt. Ltd. companies) against the One Bid Per Bidder clause. In case of Pvt. Ltd / Public Ltd. companies' bidder should also submit Share Holders details against the clarification if required		
14	Besides the above eligibility criteria, a team of AIESL Officials may visit the office of the bidder to assess their infrastructure and capability as per AIESL's request.		
15	Tender document should be duly signed, stamped, and completed in all pages.		

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

16	**This is a no deviation tender. Deviation taken in any clause of the tender shall liable to rejection of the bids.**		

Date:
Place:

Bidder Signature:
Name &Designation: Company Name &Seal:

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

❖ **Payment Terms:**

- No request for advance / pre-payment will be entertained.
- Payment will be made as per terms governed by GeM.
- 100 % payment will be made as per GeM guidelines.
- TDS/ taxes shall be deducted by AIESL from payment made against these invoices, as per the applicable laws.

Date:
Place:

Bidder Signature:
Name &Designation:
Company Name &Seal:

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

❖ **Penalty Clause:**

- If the supplier fails to supply the item/Complete the Job within the time frame shall be liable to pay the liquidated damage (LD)/penalty charges at the rate 0.5 % per week or part thereof the value of the undelivered portation of the goods/service (Excluding taxes and delivery charges) subject to maxmium of 10% of the value of the undelivered or delayed goods. This is to be recovered from the Security Deposit/ Performance Guarantee.
- There should normally be no system of waiver of LDs for delayed supplies in supply contracts and it may strictly be an exception rather than a rule. For an extension of the delivery date with waiver of LD, approval of the CA with consultation of associated Finance may be taken and justifications recorded.
- **Penalty for Substandard / defective Quality / Short supply:** At the time of delivery / acceptance of the item / goods and service if it is found that the items / goods so delivered are not as per the specifications given in the Contract / Purchase Order then AIESL reserves the right to reject the entire lot and get the entire quantity replaced free of cost by the bidder. The service is acceptable as per the specification provided in the tender and subject to quality control of the user department.

❖ **Termination and Exit Clause:**

- In case of unsatisfactory performance or breach of any of the clauses of this contract, AIESL would issue a notice of 30 days to the party to rectify the breach and improve the performance failing which AIESL shall be at liberty to terminate this agreement by providing 30 days written notice to the party. The party shall not have any right to dispute or question the judgment of AIESL of the unsatisfactory performance of the party.
- Notwithstanding the above, AIESL shall also be at liberty to terminate this agreement for any reason including change in situation/circumstances, etc. by providing the party with 90 days written notice. The party shall also be at liberty to terminate this contract by providing AIESL with 90 days written notice. In such an event, the terminating party shall have no right to claim compensation/damages, etc. from the terminating party on account of early termination. However, the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination.

Date:
Place:

Bidder Signature:
Name &Designation:
Company Name &Seal:

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

BIDDER INFORMATION DETAILS

BIDDER'S DETAILS

S. No.	Required Details	To be filled by the Bidder
1	Name of the Company	
2	Status of the Bidder – a) Whether a Firm (Proprietary, Partnership), Company, Corporation, Registered Society	
	b) If the Bidder is a partnership firm, then please state whether the signatory has the authority to refer to arbitration, any disputes concerning the business of the partnership agreement or a power of attorney.	
	c) If the Bidder is a Company incorporated under the Companies Act, 1956 / 2013, then the signatory should have the authority to submit the bid on behalf of the said Company and refer to arbitration disputes arising under this Tender and / or Contract by a power of attorney board resolution.	
3	Company office Address of the bidder	
4	Name of the Contact Person Designation Telephone no. / Mobile no. Email Address	
5	GST registration number	
6	PAN Card Number	
7	Copy of valid certificate of registration with agencies / bodies as mentioned under the Clause 'Benefits / Preference for Micro & Small Enterprises (MSEs)' must be submitted.	
8	Please specify the details of the registration certificate:	
	Registration Certificate No.	
	Date of Issue	
	Valid Up to	
	Item covered under Registration Certificate	
9	Do you have any ongoing disputes with any Govt. or statutory agencies? *	
10	Is the bidder a MSE unit owned by a person belonging to Scheduled Caste or Scheduled Tribe	
11	Relaxation to Start-up companies (whether MSME or Non-MSME) as per Govt. of India guidelines.	
	a) Are you a Start-up Company	
	b) If yes, Certificate of Recognition to be attached.	
12	Annual Turnover Details of last 3 financial years	FY 2025-26 FY 2024-25 FY 2023-24
13	Any other relevant information	

(*) – if Yes, please provide details.

Date: **Bidder Signature:**
Place: **Name &Designation:**
Company Name &Seal:

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

Annexure-I

FORMAT OF BID SECURITY DECLARATION INCLUDING MSE's & STARTUP's

(On Bidder's Letter Head)

To,

AI ENGINEERING SERVICES LIMITED

SUB:

TENDER NO:

Dear Sir After examining / reviewing provisions of above referred tender documents (including all corrigendum/ Addenda), we M/s_ (Name of Bidder) have submitted our offer/ bid no.
…….

We, M/s_____ (Name of Bidder) hereby understand that, according to your conditions, we are submitting this Declaration for Bid Security. We understand that we will be put on watch list/holiday/ banning list (as per polices of AIESL in this regard), if we are in breach of our obligation(s) as per following:

(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 AIESL during the period of bid validity:

(i) fail or refuse to execute the Contract, if required, or
(ii) fail or refuse to furnish the Contract Performance Security, in accordance provisions of tender document.
(iii) fail or refuse to accept 'arithmetical corrections' as per provision of tender document.
(c) having indulged in corrupt/fraudulent /collusive/coercive practice as per procedure.

Signature and Seal of Authorized Signatory of bidder

Name of Authorized Signatory…… ..... .

Bidding Organization Name .....

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

Annexure-II

SELF CERTIFICATION BY BIDDER WHO CLASS-I LOCAL SUPPLIER/ CLASS-II LOCAL SUPPLIER TOWARDS MANDATORY MINIMUM LOCAL CONTENT/ DOMESTIC VALUE ADDITION (APPLICABLE FOR ALL BIDDERS INCLUDING MSEs)

To,

AI ENGINEERING SERVICES LIMITED
MATERIALS MANAGEMENT DIVISION

OLD AIIRPORT PREMISES, SANTACRUZ
(EAST) MUMBAI-400029

SUB.:

TENDER NO.:

Dear Sir

We, M/s_____(Name of Bidder) confirm that as per the definition of policy we are:

Class-I Local supplier [ ]

Class-II Local Supplier []

(Bidder is to tick appropriate option (✓) above).

It is further confirmed that M/s_____ (Name of Bidder) meet the mandatory minimum Local content/Domestic Value Addition requirement for Class-I Local supplier/ Class-II Local supplier (as the case may be) under Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) and has value addition of %.

The details of the location (s) at which the local value addition is made is as under:

…… ……... ……

We further confirm that in case we fail to meet the minimum local content/domestic value addition, the same shall be treated false information and AIESL will take action as per provision of tender document.

Signature and Seal of Authorized Signatory of bidder
Name of Authorized Signatory…… ..... .
Bidding Organization Name .....

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

Annexure-III

UNDERTAKING ON LETTERHEAD

To,

AI ENGINEERING SERVICES LIMITED
MATERIALS MANAGEMENT DIVISION

OLD AIIRPORT PREMISES, SANTACRUZ
(EAST) MUMBAI-400029

SUB.:

TENDER NO.:

REF: OM No. 7/10/2021-PPD (1) dated 23.02.2023 of Dept. of Expenditure, Ministry of Finance, Government of India (https://doe.gov.in/procurement-policy-division)

Dear Sir We, M/s_____ (Name of Bidder), have read the clause regarding restrictions on Procurement from a Bidder of a country which shares a land border with India as mentioned in the tender document in line with the above referred guidelines dated 23.02.2023 for Procurement from a bidder which shares a land border with India and We certify that

(i) Not from such a country [ ]

(ii) If from such a country, has been registered [ ] with the Competent Authority.

(Evidence of valid registration by the Competent Authority shall be attached) (Bidder is to tick appropriate option (✓) above).

We hereby certify that bidder M/s_____(Name of Bidder) fulfils all requirements in this regard and is eligible to be considered against the tender.

Signature and Seal of Authorized Signatory of bidder
Name of Authorized Signatory…… ..... .
Bidding Organization Name .....

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

Annexure-IV

FORMAT FOR SITE VISIT

Ref: _____ Date: _____

To,

AI ENGINEERING SERVICESLIMITED

_____

SUB:

TENDER NO:

Dear Sir,

I/We, _____ hereby authorize the following representative(s) for visiting the site against the above Tender Documents:

[1] Name & Designation _____ Signature _____
Phone/Cell:
_____

E-mail: _____@ _____

[2] Name & Designation _____ Signature _____
Phone/Cell:
_____

E-mail: _____@ _____

We confirm that we shall be bound by all commitments made by aforementioned authorised representative(s).

Signature and Seal of Authorized Signatory of bidder
Name of Authorized Signatory…….....
Bidding Organization Name .....

ANNEXURE C

BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To
Executive Director - Engineering,
AIESL.

WHEREAS .....
(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no.....dated to supply(description of goods and services)(hereinaftercalled "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier 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 supplier such a bank guarantee;

NOW THEREFORE, we ..... Bank, hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, 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 supplier 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 supplier 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 supplier 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 ..... 20.....

.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

Ref No: AIESL/MMD/ IPPBX AMC/01 **Date: 17.11.2026**

ONLY THESE DOCUMENTS TO BE UPLOADED

1. Signed and Filled in Complete Tender Document with Annexures.
2. Signed and Filled in Pre-Qualification Criteria (PQC) with Bidder Details.
3. Relevant PO Copy as per PQC Sl. No.2
4. Form 26AS/ TDS certificate/ bank statement/ Payment advice of Customer against enclosed PO copy for payment from the Organization for Experience Proof Submitted.
5. Address proof document.
6. Valid Udyam Certificate for MSME - Micro & Small, Medium Category Bidders.
7. PAN Proof.
8. GST Registration Proof.

Bid Document for Comprehensive Annual Maintenance Contract (CAMC) of IPPBX based Telephone Exchange System for three years at AI Engineering Services Limited, Old Air Port, Kalina, Santacruz -East, Mumbai-29

Name Of Work: - ONLINE Bids are invited from registered, eligible, experienced & reputed parties for Comprehensive AMC of IPPBX based Telephone Exchange System on Contract Basis for the period of Three (03) Years:

01	Name of work	Bid for Comprehensive AMC of IPPBX based Telephone Exchange on CONTRACT BASIS at AI Engineering Services Limited, Old Air Port, Kalina, Santacruz -East Mumbai-29) for the period of Three (03) Years.
02	Period of work	Three (03) Years

Scope of Work (SoW) and Terms & Conditions:

(1) OEM Manufacture Authorization Certificate & MAF:

The Bidder can bid only if they have authorized Service Provider Certificate from OEM M/s Matrix for CAMC of IPPBX (Internet Protocol Private Branch exchange) system for this specific tender.

Bidder should submit MAF from parent company M/s MATRIX at the time of Bid.

(2) Experience Criteria:

Completion of a minimum number of similar CAMC or IP-PBX works. Similar works means performing and completing the service and maintenance job under Comprehensive Annual Maintenance Contract (CAMC) of M/s Matrix make IPPBX (Internet Protocol Private Branch exchange) system.

(3) Local Content / Policy:

Compliance with "Make in India" (Class-I or Class-II local supplier requirements).

(4) Scope of Preventive & Routine Comprehensive Maintenance by Service Personnel & Reporting;

Only trained and experienced service engineers certified or experienced with M/s MATRIX pure IP based platform unified communication server Spark 200 with redundancy unit is permitted to service the hardware. The experienced service engineer has to visit on site at regular quarterly basis (once every 3 months) for system health checks, log analysis, dust cleaning, and software patch/firmware verification / Upgradation. The experienced service engineer shall check and update the software installed in the system as and when required. Maintenance Services shall consist of attending, preventing, breakdown/corrective maintenance, software patch/release upgrades, remedial maintenance of the M/s MATRIX IPPBX System.

CAMC covers repair and replacement of all electronic cards, motherboards, consoles, gateways, and software/licensing support of the M/s MATRIX IPPBX System.

CAMC did not include physical/accidental damage, user-end IP telephone instruments/push-button sets (unless specified).

A site service logbook must be maintained, recording complaints, actions taken, and parts replaced.

Tools and Equipment’s required for the execution of service & maintenance shall be arranged by the contractor on his own.

(5) Bill Of Quantity / Bill of Materials: -

Sr. No	Description	Make	Qty
01	Annual Maintenance contract for SPARK 200 Pure IP Hardware Platform for Unified Communication Server with 400 IP Extension License with Active-Active redundancy hardware and License (01 No). Sr.No. 10001443	MATRIX	01 Nos.
02	Vocoder 64 child card (01 No)	MATRIX	01 No.
03	PRASAR VOCODER CHNL4 (120 Nos IP Channels)	ADONA	20 Nos.
04	Matrix VP 210 IP Phone (280 Nos)	MATRIX	280 Nos.
05	Matrix VP 510E IP Phone (20 Nos)	MATRIX	20 Nos.
06	PRASAR IPSUB AUP License copy year 2026 (100 IP Subscriber Licenses)		01 No.
07	CASQ-L301 1 Port SIP to PRI Converter Gateway (01 No.)	AKOM	01 No.

(5) SERVICE CENTER: -

Vendor/OEM should have local office/support service Centre in and around Mumbai city OR Mumbai Suburb for giving support within 24 hours of lodging the complaint. (Necessary document must be attached for the compliance). The offer received with service center other than in an around Mumbai city OR Mumbai Suburb is liable for rejection of bids.

(6) Breakdown Response & Uptime SLA:-

The firm shall provide standby telephone instrument till the telephone instrument is got repaired by the firm in case of any delay.

Breakdown calls must typically be attended to within 24 hours (or immediately upon notice).

System restoration and repair target is often required within 48 hours, maintaining a monthly system uptime of 99%.

The firm will hand over to the Department back the total system in fully functioning condition at the end of completion of contract.

To assess the quantum of work, bidder may visit site on any working day from Monday to Friday between 09:30AM to 4:00PM.

SPARSH VP 510 Serial Numbers :--

Batch : 10021582 1 Nos Batch : 10021579 1 Nos Batch : 10021589 1 Nos Batch : 10021580 1 Nos
Batch : 10021576 1 Nos Batch : 10021590 1 Nos Batch : 10021587 1 Nos Batch : 10021575 1 Nos
Batch : 10021574 1 Nos Batch : 10021586 1 Nos Batch : 10021585 1 Nos Batch : 10021583 1 Nos
Batch : 10021581 1 Nos Batch : 10021592 1 Nos Batch : 10021591 1 Nos Batch : 10021573 1 Nos
Batch : 10021588 1 Nos Batch : 10021584 1 Nos Batch : 10021578 1 Nos Batch : 10021577

SPARSH VP210 Serial Numbers :--

Batch : 10068768 1 Nos Batch : 10068752 1 Nos Batch : 10068751 1 Nos Batch : 10068625 1 Nos
Batch : 10068738 1 Nos Batch : 10068737 1 Nos Batch : 10068739 1 Nos Batch : 10068622 1 Nos
Batch : 10068620 1 Nos Batch : 10068735 1 Nos Batch : 10068762 1 Nos Batch : 10068767 1 Nos
Batch : 10068728 1 Nos Batch : 10068726 1 Nos Batch : 10068769 1 Nos Batch : 10068750 1 Nos
Batch : 10068753 1 Nos Batch : 10068731 1 Nos Batch : 10068734 1 Nos Batch : 10068763 1 Nos
Batch : 10068756 1 Nos Batch : 10068748 1 Nos Batch : 10068746 1 Nos Batch : 10068758 1 Nos
Batch : 10068760 1 Nos Batch : 10068725 1 Nos Batch : 10068727 1 Nos Batch : 10068730 1 Nos
Batch : 10068729 1 Nos Batch : 10068733 1 Nos Batch : 10068736 1 Nos Batch : 10068747 1 Nos
Batch : 10068764 1 Nos Batch : 10068732 1 Nos Batch : 10068749 1 Nos Batch : 10068626
Batch : 10068759 1 Nos Batch : 10068755 1 Nos Batch : 10068757 1 Nos Batch : 10068761 1 Nos
Batch : 10068754 1 Nos Batch : 10068765 1 Nos Batch : 10068766 1 Nos Batch : 10068745 1 Nos
Batch : 10068635 1 Nos Batch : 10068636 1 Nos Batch : 10068637 1 Nos Batch : 10068638 1 Nos
Batch : 10068639 1 Nos Batch : 10068640 1 Nos Batch : 10068641 1 Nos Batch : 10068642 1 Nos
Batch : 10068643 1 Nos Batch : 10068644 1 Nos Batch : 10068645 1 Nos Batch : 10068646 1 Nos
Batch : 10068647 1 Nos Batch : 10068648 1 Nos Batch : 10068649 1 Nos Batch : 10068650 1 Nos
Batch : 10068651 1 Nos Batch : 10068652 1 Nos Batch : 10068653 1 Nos Batch : 10068654 1 Nos
Batch : 10068655 1 Nos Batch : 10068656 1 Nos Batch : 10068657 1 Nos Batch : 10068658 1 Nos
Batch : 10068659 1 Nos Batch : 10068660 1 Nos Batch : 10068661 1 Nos Batch : 10068662 1 Nos
Batch : 10068663 1 Nos Batch : 10068664 1 Nos Batch : 10068665 1 Nos Batch : 10068666 1 Nos
Batch : 10068667 1 Nos Batch : 10068668 1 Nos Batch : 10068669 1 Nos Batch : 10068670 1 Nos
Batch : 10068671 1 Nos Batch : 10068672 1 Nos Batch : 10068673 1 Nos Batch : 10068674 1 Nos
Batch : 10068675 1 Nos Batch : 10068676 1 Nos Batch : 10068677 1 Nos Batch : 10068678 1 Nos
Batch : 10068679 1 Nos Batch : 10068603 1 Nos Batch : 10068604 1 Nos Batch : 10068605 1 Nos
Batch : 10068606 1 Nos Batch : 10068607 1 Nos Batch : 10068608 1 Nos Batch : 10068609 1 Nos
Batch : 10068610 1 Nos Batch : 10068611 1 Nos Batch : 10068612 1 Nos Batch : 10068613 1 Nos
Batch : 10068614 1 Nos Batch : 10068770 1 Nos Batch : 10068771 1 Nos Batch : 10068773 1 Nos
Batch : 10068774 1 Nos Batch : 10068772 1
Batch : 10069582 1 Nos Batch : 10069583 1 Nos Batch : 10069584 1 Nos Batch : 10069585 1 Nos
Batch : 10069586 1 Nos Batch : 10069587 1 Nos Batch : 10069588 1 Nos Batch : 10069589 1 Nos
Batch : 10069590 1 Nos Batch : 10069591 1 Nos Batch : 10069592 1 Nos Batch : 10069593 1 Nos
Batch : 10069594 1 Nos Batch : 10069595 1 Nos Batch : 10069596 1 Nos Batch : 10069597 1 Nos
Batch : 10069598 1 Nos Batch : 10069599 1 Nos Batch : 10069600 1 Nos Batch : 10069601 1 Nos
Batch : 10069602 1 Nos Batch : 10069603 1 Nos Batch : 10069604 1 Nos Batch : 10069605 1 Nos
Batch : 10069606 1 Nos Batch : 10069607 1 Nos Batch : 10069608 1 Nos Batch : 10069609 1 Nos
Batch : 10069610 1 Nos Batch : 10069611 1 Nos Batch : 10069612 1 Nos Batch : 10069613 1 Nos
Batch : 10069614 1 Nos Batch : 10069615 1 Nos Batch : 10069616 1 Nos Batch : 10069617 1 Nos
Batch : 10069618 1 Nos Batch : 10069619 1 Nos Batch : 10069620 1 Nos Batch : 10069621 1 Nos
Batch : 10069622 1 Nos Batch : 10069623 1 Nos Batch : 10069624 1 Nos Batch : 10069625 1 Nos
Batch : 10069626 1 Nos Batch : 10069627 1 Nos Batch : 10069628 1 Nos Batch : 10069629 1 Nos
Batch : 10069630 1 Nos Batch : 10069631 1 Nos Batch : 10069632 1 Nos Batch : 10069633 1 Nos

Batch : 10069634 1 Nos Batch : 10069635 1 Nos Batch : 10069636 1 Nos Batch : 10069637 1 Nos
Batch : 10069638 1 Nos Batch : 10069639 1 Nos Batch : 10069640 1 Nos Batch : 10069641 1 Nos
Batch : 10069642 1 Nos Batch : 10069643 1 Nos Batch : 10069644 1 Nos Batch : 10069645 1 Nos
Batch : 10069646 1 Nos Batch : 10069647 1 Nos Batch : 10069648 1 Nos Batch : 10069649 1 Nos
Batch : 10069650 1 Nos Batch : 10069651 1 Nos Batch : 10069652 1 Nos Batch : 10069653 1 Nos
Batch : 10069654 1 Nos Batch : 10069655 1 Nos Batch : 10069656 1 Nos Batch : 10069657 1 Nos
Batch : 10069658 1 Nos Batch : 10069659 1 Nos Batch : 10069660 1 Nos Batch : 10069661 1 Nos
Batch : 10069662 1 Nos Batch : 10069663 1 Nos Batch : 10069664 1 Nos Batch : 10069665 1 Nos
Batch : 10069666 1 Nos Batch : 10069667 1 Nos Batch : 10069668 1 Nos Batch : 10069669 1 NOS
Batch : 10069670 1 Nos Batch : 10069671 1 Nos Batch : 10069672 1 Nos Batch : 10069673 1 Nos
Batch : 10069674 1 Nos Batch : 10069675 1 Nos Batch : 10069676 1 Nos Batch : 10069677 1 Nos
Batch : 10069678 1 Nos Batch : 10069679 1 Nos Batch : 10069680 1 Nos Batch : 10069681 1 Nos
Batch : 10069682 1 Nos Batch : 10069683 1 Nos Batch : 10069684 1 Nos Batch : 10069685 1 Nos
Batch : 10069686 1 Nos Batch : 10069687 1 Nos Batch : 10069688 1 Nos Batch : 10069689 1 Nos
Batch : 10069690 1 Nos Batch : 10069691 1 Nos Batch : 10069692 1 Nos Batch : 10069693 1 Nos
Batch : 10069694 1 Nos Batch : 10069695 1 Nos Batch : 10069696 1 Nos Batch : 10069697 1 Nos
Batch : 10069698 1 Nos Batch : 10069699 1 Nos Batch : 10069700 1 Nos Batch : 10069701 1 Nos
Batch : 10069742 1 Nos Batch : 10069743 1 Nos Batch : 10069744 1 Nos Batch : 10069745 1 Nos
Batch : 10069746 1 Nos Batch : 10069747 1 Nos Batch : 10069748 1 Nos Batch : 10069749 1 Nos
Batch : 10069750 1 Nos Batch : 10069751 1 Nos Batch : 10069752 1 Nos Batch : 10069753 1 Nos
Batch : 10069754 1 Nos Batch : 10069755 1 Nos Batch : 10069756 1 Nos Batch : 10069757 1 Nos
Batch : 10069758 1 Nos Batch : 10069759 1 Nos Batch : 10069760 1 Nos Batch : 10069761 1 Nos
Batch : 10069796 1 Nos Batch : 10069797 1 Nos Batch : 10069798 1 Nos Batch : 10069799 1 Nos
Batch : 10069800 1 Nos Batch : 10069801 1 Nos Batch : 10069802 1 Nos Batch : 10069803 1 Nos
Batch : 10069804 1 Nos Batch : 10069805 1 Nos Batch : 10069806 1 Nos Batch : 10069807 1 Nos
Batch : 10069808 1 Nos Batch : 10069809 1 Nos Batch : 10069810 1 Nos Batch : 10069811 1 Nos
Batch : 10069812 1 Nos Batch : 10069813 1 Nos Batch : 10069814 1 Nos Batch : 10069815 1 Nos
Batch : 10069703 1 Nos Batch : 10069702 1 Nos Batch : 10069704 1 Nos Batch : 10069706 1 Nos
Batch : 10069714 1 Nos Batch : 10069715 1 Nos Batch : 10069721 1 Nos Batch : 10069709 1 Nos
Batch : 10069717 1 Nos Batch : 10069718 1 Nos Batch : 10069713 1 Nos Batch : 10069712 1 Nos
Batch : 10069705 1 Nos Batch : 10069716

SAFETY NORMS

The following norms are to be observed by the Contractor for the construction, installation, maintenance, repair, overhaul and erection jobs at the AIESL Premises.

As a part of the contract, contractor must satisfy the under mentioned safety requirement and must always ensure that these are followed without deviation:

Contractor should ensure in writing before starting job that their workers and Supervisor are trained and having adequate knowledge & experience of work and related safety precautions to follow.

Smoking is strictly prohibited in areas with combustibles or flammable and other areas where smoking are prohibited.

Any hot job (welding, soldering, gas, cutting etc.) however minor it may be or any job which involves open flame or using a hot source or temporary electrical connections shall not be done without prior hot work permission from Fire Officer-AIESL. Contractors are not permitted to carry out any hot work on holidays, Saturdays and Sundays or beyond AIESL normal working hours without AIESL-Supervision and prior permission in writing.

It is entirely contractor's responsibility to ensure that protective equipment such as safety belts, lifelines, helmets, Safety Shoes etc. depending on the jobs are issued & used by contract workmen. Contractor's supervisor shall be present at site all the time and ensure that these PPEs are used by workers. If contractor need any suggestion on the matter, contractor can approach EIC/Safety Officer-AIESL. Any lapse on matters of safety will be viewed seriously.

All equipment used to carry out work shall be rendered safe. No equipments such as ladders, tractors, cranes, etc. or welding sets or any tools which belong to the AIESL shall be used by contractor unless specifically mentioned in writing in the terms of contract. Notwithstanding these it is obligatory on contractor's part, to verity the quality and safety aspects of such equipment, machinery or tools so that no injury or accident will occur when used in the expected manner. Any incident occurs during work, contractors are entirely responsible for it including compensation that may arise out of the incident.

Contractor must clearly bear in mind that a competent supervisor shall always be on site when contractor's men are at work. Lapse on this point shall be viewed seriously irrespective of occurrence of any incidents.

Contractor shall ensure that safety precautions expected of contractor's professional work are completely understood by contractor's supervisors and workers and that these are followed. Contractor shall also ensure that in every job that contractor must take cognigence of varying site conditions. Contractor's staff are completely knowledgeable about the hazards and dangers associated with the work for which due alertness and safe working methods shall be followed.

Site work is quite different from work in an organized workshop. Contractor shall bear this point in mind so that proper work methods to protect contractor's staff from any danger can be evolved.

Contractors are not permitted to carry out work within the premises of this AIESL which otherwise under conditions of contract are expected to be carried out in contractor's premises.

Contractor's materials which are flammable / combustible must under no circumstances be stored in any of our workshops or building or near aircraft. Contractor shall plan of temporary sheds so located that a fire in such a shed shall not involves any of the AIESL property. A Separate permission must be taken from Safety Officer-AIESL for it.

Supervisors and field staff may not be aware of the seriousness of consequences of going near aircraft under run-up. Contractors are responsible to see that out of curiosity and lack of awareness while going in a vehicle or otherwise people should not approach an aircraft under run-up.

Precautions During Welding

The contractor must ensure that welding machine is equipped with an earthing cable without joints.

Electrical supply to be tapped from power source identified by MSE-AIESL & connections must be firm to eliminate sparking. Circuit must be protected by fuse.

There should be no flammable material nor any spillage of such material in the locations of work spot.

There should be no joint in the phase side conductor cables.

If the welding is to be carried out in the vicinity of aircraft, separating, distance should not be less than 150 feet.

Welding job should not be carried out directly above or below the aircraft in the hangar.

The welding work carried out in workshop should be under the personal supervision of Engineering Facilities Division Supervisor. He will ensure that welding work is carried out in safe location & all flammable material are removed from the site

The said Supervisor should inform the related workshop / Section Incharge (eg. COD, AOD etc.) that the welding job is being be carried out.

The Contractor's staff must be appraised of the hazards of

i) Being near to an engine under run-up and
ii) Not following smoking restrictions.

The above should also be conveyed in writing to concerned contractor/ supervisor before starting the job.

Additional Precautions & Instructions

The Contractor should ensure to arrange due supervision to avoid accident and cause of accident.

The Contractor must be careful regarding "SAFETY FIRST" during working and in AIESL premises.

Each hot job that may be carried out particularly beyond office hours or on Holidays must have prior concurrence from a responsible authority of the rank of not below Technical Officer from (EFD).

The Contractor must ensure provision of adequate firefighting capacity to deal with at incident state itself, such provision should not be less than 2-gallon foam

extinguishers properly maintained by them. The staff should know the uses of the above-mentioned fire extinguishers.

Jobs will be carried out only after obtaining a daily work permit from the AIESL.

1. General:

a. All workers to wear helmets at the construction site. To be provided by the contractor.

b. All workers to wear safety shoes. To be provided by the contractor.

c. All workers to wear suitable clothing for the job required e.g. Welders to have leather aprons while welding and gloves to protect from the heat. To be provided by the contractor.

d. All workers to be familiarised by the contractor the safe methods of operating and procedures in case of an emergency.

e. All workers to attend Class / Briefing by the Safety Engineer-AIESL to familiarise the safety aspects on site.

f. All scaffolding to be used should be of steel pipes and with adjustable clamps. To be provided by the contractor.

g. All workers must be covered under the workmen compensations act. A suitable insurance policy to be taken and original copy to be kept with AIESL. All statutory regulations etc. to be observed by the contractor, and in case of any non-compliance the AIESL must be indemnified by the contractor.

h. Where applicable, provident fund records to be kept at site.

i. All wage records to be kept at site and payments to be as per the minimum wages act.

j. Chipping etc, to be done wearing protective eyeglasses.

k. Various types of fire extinguishers to be used depending upon the nature of fire are available with EFD Fire Section. Contractor has to ensure that they

position at site, suitable fire extinguisher type listed below, depending on nature of work.

1. 1 No. of AFFF Mechanical Foam Extinguisher
2. 1 No. of CO2 type Extinguisher
3. 1 No. of Water type CO2 Extinguisher
4. Two buckets of sand/water, preferably sand.

l. All unsafe incidents and occurrences will be reported to the site engineer immediately.

Working at heights:

a. Contractor has to ensure that only workers capable of scaling heights should be deputed to do the jobs.

b. All scaffolding to be made of steel pipes and with adjustable steel clamps. This should be tested and certified by the site supervisor of the contractor and AIESL site supervisor/Engineer to confirm the same. If possible, use A crow make scaffolding.

c. Bamboo/wooden ladders to be checked for missing rungs and the fitness of the ladder should be certified by the AIESL engineer at site/ Safety Officer.

d. All ladders to be tied at the top end, to prevent the slipping of ladders.

e. All workers at height to wear nylon safety belts, as approved by AIESL. The other end of the belt to be hooked to a structural member of the building.

f. While working on sloping roofs, nylon nets to be provided below to catch falling objects.

g. Men working heights, should be provided with holsters for keeping hand tools for easy retrieval and will leave both hands free for climbing.

h. As far as possible, mechanise the upward movement of materials, so that head load can be avoided.

i. Daily height work permit approved by Executive/AGM/DGM from AIESL be obtained for working at heights before beginning of work.

Electricals

a. All electrical equipment brought to site, should be checked by the factory/ site electrical supervisory staff of the AIESL, for the suitability of the equipment and certified by them. These certificates should be prominently displayed on the equipment.

b. All electrical equipment should have proper proper earthing.

c. The distribution board to have an ELCB of 30 mA capacity to be provided for the hand tools circuits.

d. All connections through the distribution board to be made with a plug and socket and no loose wires, with wooden splinters.

e. All hand tools to be earthen.

f. All welding equipment to be provided with a cutout switch. The welding cables should be of adequate length for the earthing of the job and usage of rods etc. is not permitted.

g. All wires/cables to run only above ground level at a height of min. 2.5 m.

h. All outdoor light fixtures left unattended for the night time work must be checked for water tightness.

i. While working with operating equipment they should be disconnected electrically and the fuses to be handed over to the supervisor of AIESL for safe keeping.

Vehicular traffic: (Applicable to vehicle owned by the contractor)

a. All vehicles delivering the goods must be driven by licenced driver.

b. Cleaners not to drive.

c. The vehicle must be in good condition.

d. Unsafe acts like carrying people on running boards etc should be avoided.

e. When outside vehicles come the contractor to ensure safe discharge of goods and send out immediately.

f. Wherever possible all heavy machinery and equipment to be unloaded using a crane, or a derrick.