

AllianceAirAviationLimited

(AwhollyownedsubsidiaryofAIAHL)

Tender for supply of Manpower for Office and Ancillary Services – Utility Hands / Security Guards / Carpenter / Electrician/Plumber/Office Assistant & Drivers at Delhi to Alliance Air Aviation Ltd.

Note: This is the Gem tender Bidder can participate in the tender through Gem portal only.

- **GeM Tender Ref. No** GEM/2025/B/6616542 Dated 27-08-2025.
- **Pre- Bid Date and Time** : 05-09-2025 at 11:00 to 12:00 Hrs. (IST)
- **Last Date of bid Submission date and Time** : 17-09-2025 at 15:00 Hrs. IST
- **Technical Bid Opening Date and Time** : 17-09-2025 15:30 Hrs. (IST)

CERTIFICATE

This is to certify that subject Tender Document Bearing Tender No. AAAL/2025/PERS/DEL/MANPOWER FOR OFFICE AND ANCILLARY SERVICES/700 DTD22/08/25containsatotalof41pages(numbered)only(Forty-OnePagesonly).

DISCLAIMER

The information contained in this TENDER or subsequently provided to applicant (s) / bidder (S) whether verbally or in documentary or any other form by or on behalf of Alliance Air, is provided to the applicant(s) / bidder(s) on the terms and conditions set out in this TENDER and such other terms and conditions subject to which such information is provided.

The TENDER is not an agreement and is neither an offer nor invitation by Alliance Air to the prospective applicant(s) bidder(s) or any other person. The purpose of this TENDER is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this TENDER.

Alliance Air makes no representation or warranty and shall have no liability to any person, including any applicant or bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this TENDER or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the TENDER and any assessment, assumption, statement or information contained therein or deemed to form part of this TENDER or arising in any way in the TENDER process.

Alliance Air also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any applicant or bidder upon the statements contained in this TENDER.

Any information/ documents including information/ documents pertaining to this TENDER or subsequently provided to applicant(s) or bidder(s) and/ or successful bidder AND information/ documents relating to the bidding process; the disclosure of which is prejudicial and / or detrimental to, or endangers, the implementation of subject program is not subject to disclosure as public information/ documents.

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

The TENDER does not imply that Alliance Air is bound to select or to appoint a bidder as the case may be, and Alliance Air reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.

The Bidders shall bear any, and all its 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 Alliance Air or any other costs incurred in connection with or relating to their Bids. All such costs and expenses shall remain with the Bidder and Alliance Air shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the Bidder in preparation or submission of the Bids, regardless of the conduct or outcome of the TENDER process as contained herein.

Alliance Air reserves the right to reject any conditional bids at any stage of the tender process, without obligation to provide justification.

Table of Contents

S. No	Contents	PageNo.
1	Instructionsto Bidders	PageNo. 5toPage No.7
2	Annexure‘A’ GeneralTerms&Conditionsgoverningthistender and eligibility criteria	PageNo.8toPage No.21
3	Annexure‘B’ PerformaforTechnicalBid	PageNo. 22toPageNo.24
4	Annexure‘C’ Performaforprovidingdetailsof03years’ experience as per eligibility criteria	PageNo. 25
5	Annexure‘D’ PerformaforFinancialBid	PageNo. 26toPageNo.27
6	Annexure‘E’ Authorizationforattendingprebidmeetings.	PageNo.28
6	Annexure‘F’ FormatofauthorizationletterforattendingBid Opening	PageNo.29
7	Annexure‘G’ Bidder'sGeneralInformation	PageNo.30
8	Annexure‘H’ BidSecurityDeclaration Form	PageNo.31
9	Annexure‘I’ BankGuaranteeFormatforPerformanceSecurity	PageNo.32
10	Annexure‘J’ PriceReasonabilityCertificate	PageNo.33
11	Annexure‘K’ BidAcceptance	PageNo.34
12	Annexure‘L’ IndemnityBond	PageNo.35toPageNo.39
13	Annexure‘M’ VarianceStatement-TechnicalBidRequirements	PageNo. 40
14	Annexure‘N’ VarianceStatement-FinancialBidRequirements	PageNo. 41

Alliance Air Aviation Ltd.

(A wholly owned subsidiary of AIAHL)

Office of,
Head of
Personnel, Alliance Air Aviation
Limited Alliance Bhawan
Domestic Terminal 1, IGI AIRPORT,
New Delhi:-110037 (India)
Ph:-011-25672793

Notice Inviting Tender

Alliance Air Aviation Limited ("Alliance Air/AAAL") invite Gem tenders from reputed and eligible service providers for supply of Manpower for Office and Ancillary Services – Utility Hands / Security Guards / Carpenter / Electrician/Plumber/Office Assistant & Drivers at Delhi, in accordance with the scope, terms, and conditions outlined in this tender document.

This engagement is part of Alliance Air's ongoing commitment to maintaining operational excellence and ensuring a safe, efficient, and compliant working environment across AAAL's facilities.

Tender Enquiry No.	Name of Work	Last date for submission
AAAL/2025/PERS/DEL/MANPOWER FOR OFFICE AND ANCILLARY SERVICES/700 Dated-27 th August, 2025	<u>Tender for supply of Manpower for Office and Ancillary Services – Utility Hands/Security Guards / Carpenter / Electrician/Plumber/Office Assistant & Drivers at Delhi to Alliance Air Aviation Ltd.</u>	Last Date of Submission: Last date of uploading of Bid is stipulated on GEM portal.

For further details of the Tender please visit our website <https://Gem.gov.in>

O/O
(Head of Personnel)

Tender Details

Subject: Manpower for Office and Ancillary Services -Contract for Utility Hands (about73)/Security Guards(about14)/Carpenter(about1)/Electrician (about 3)/ Plumber (about1)/Office Assistant (about1) & Drivers (about 15) at Delhi

GeMTendersareinvitedfromprospectivebiddersforsubjectServicesunderTwoBidsystemasperthe following documents enclosed:-

1. Annexure'A'-GeneralTerms&ConditionsgoverningthisTenderandeligibilitycriteria.
2. Annexure'B'-PerformaforTechnicalBid.
3. Annexure'C'-Performaprovidesdetailsof03years'experienceaspereligibilitycriteria.
4. Annexure'D'-PerformaforFinancialBid.
5. Annexure'E'-AuthorizationforattendingPre-BidMeetings.
6. Annexure'F'-Formatofauthorizationletterforattending BidOpening
7. Annexure'G'-Bidder'sGeneralInformation
8. Annexure'H'-BidSecurityDeclarationForm
9. Annexure'I'-BankGuaranteeformatforPerformanceSecurity
10. Annexure'J'-PriceReasonabilityCertificate
11. Annexure'K'–BidAcceptance
12. Annexure'L'–IndemnityBond
13. Annexure'M'–VarianceStatement-TechnicalBidRequirement
14. Annexure'N'-VarianceStatement-FinancialBidRequirement

Tenderersshouldsubmittheirbids intheprescribedformat onGemPortal:-

InstructionsforOnlineBid Submission

- a) The bidders are required to submit soft copies of their bids electronically on the portal. More informationusefulforsubmittingonlinebidsontheGeMportalmaybeobtainedat <https://gem.gov.in>
- b) Biddershouldtakeintoaccountanycorrigendumpublishedonthetenderdocumentbefore submitting their bids.
- c) Please go through the tender advertisement and the tender document carefully to understand the documentsrequiredtobesubmittedaspartofthebid.Please notethenumberofcoversinwhichthe bid documentshave tobe submitted, the number ofdocuments—includingthenamesandcontentof each of the document that need to be \submitted. Any deviations from these may lead to rejection of the bid.

SubmissionofBids

- a) Bidsshallbesubmittedthrough GeMportalonly.Ifsubmittedinanyothermanner,the sameshall be summarily rejected.
- b) Biddershouldlogintothesitewellinadvanceforbid submissionsothatthebiddermayuploadthe bid in time i.e. on or before the bid submission time. Bidder shall be responsible for any delay due to any other issues.
- c) TechnicalBidcontainingscannedanddigitallysignedcopiesofrequisitesdocumentsshallbe uploaded online.
- d) FinancialBidcontainingdetailsof prices/price break-upsshallalsoeuploadedonlineasperthe prescribed format in correct tab.

O/O
(HeadofPersonnel)

Annexure:A

Dated-27th August 2025

Subject: Manpower for Office and Ancillary Services-Contract for Utility Hands(about73)/Security Guards(about14)/Carpenter(about1)/Electrician (about 3)/Plumber (about1)/Office Assistant (about1) & Drivers (about 15)at Delhi

GENERAL TERMS, CONDITIONS & ELIGIBILITY CRITERIA

1. Alliance Air Aviation Ltd. ('AAAL') as used in the Tender document means "Alliance Air".
2. The "Tenderers" and/or "Party", and /or Services Provider and/or Contractor as used in the Tender document, shall mean the one who has signed the tender form and submitted the quotation in response to this Tender notice.
3. It is further clarified that individual signing the Tender or other documents in connection with the Tender must certify whether he signs as:

A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor. A partner of the firm, if it is a partnership firm, must have the authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement / Deed or a power of attorney. In the alternative, the Tender should be signed by all the Partners. Constituted attorney of the firm, if it is a Company. Authorized signatory of the firm. In case of any type of Authorized Signatory, the authority letter needs to be attached. In case of Company, the Articles & Memorandum of Association to be attached.
4. On the date of opening of Tender, only the Technical Bids will be opened, and the Financial Bids will be kept in the custody of 'AAAL' in the Sealed/Closed cover as received from the Tenderers. Financial bids of only those Tenderers who qualify in the Technical Bid will be opened giving intimation to them.
5. No intimation shall be sent to the technically disqualified bidders and no correspondence in this regard will be entertained.
6. The authorized representative of the bidders would only be allowed to attend the bid opening. Such representatives must carry an authorization letter on the letterhead of the bidder on each such occasion as per enclosure (Annexure-E).
7. Price Bids should be valid for our acceptance for a period of 180 days from the date of opening of the Technical Bid Part 'A'.
8. **Eligibility Criteria:**
 1. **The bidder must have successfully provided manpower services for a minimum duration of one year, with an annual contract value of ₹3.5 crore or more, to any of the following: a Public Sector Undertaking (PSU), Government Department, entity within the Aviation Industry, Multinational Corporation (MNC), or other reputed private organization.". A separate sheet may be enclosed for the details, if required.**
 2. At the time of submitting the tender, the Contractor must have an active contract for the deployment of at least 108 personnel with a Public Sector Undertaking (PSU), Government Department, entity in the Aviation Industry, Multinational Corporation (MNC), or other reputed private organization.

3. **The Tenderers must enclose self-attested copy(ies) of the contracts and the Performance Certificate (mentioning contract details and value) issued by the User.**
4. The Tenderers should have requisite clearances/permits from Govt. Agencies /Legal Authorities/BCA Setc.
5. The Tenderers must have a valid license to engage in business private security under Private Security Agencies (Regulation) Act, 2005 ("PSARA "Act).

6. **Rejection of bids (Technical Bid & Financial Bid):**

- A. The vendor must ensure that the price bids and technical bids are submitted separately on GEM. Commercial bids submitted with the technical bids on GEM are liable to be rejected.
 - B. The Technical Bid should not contain any indication of the price. In case an indication of the price quoted is included in the Technical Bid, the quotation will be rejected without any reference to the Bidder. No correspondence will be entertained in this regard.
 - C. The bids should be neatly presented. Corrections, if any, should be duly authenticated with full signature of the authorized person who is signing the Tender, failing which the Tender is liable to be rejected. No corrections will be permitted after the submission of bid.
 - D. All relevant supporting documents attached with the said bids must be duly signed by the Bidder. In case the bids are not accompanied by any and all supporting documents, the bid shall be liable to be rejected.
 - E. The above list is only illustrative and there can be other relevant grounds of rejection of bids.
9. Tenderers are advised to study the Tender documents carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications, nature and character of the work to be carried out, operating conditions and other pertinent matters which may affect the contract and /or the cost.

10. **Amendment(s) to the Tender:**

In case, there is any amendment to this Tender at any stage before the due date, the same shall be hosted on GeM portal website: <https://gem.gov.in> No separate intimation shall be sent by 'AAAL' to the Tenderers individually. The Tenderers are, therefore, advised to visit 'GeM Portal and Alliance Air' 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.

In case there is change in Requirement/Terms & Conditions after release of the Tender but before its due date, the Tenderers who have submitted their response (by that time) shall have an option to re-submit their bids, if they choose to do so.

11. **Tenders be filled** in the prescribed formats duly signed & stamped and prices should be clearly written / typed both in words and figures without any cutting /overwriting. Overwriting, if any should be countersigned by the Tenderers.

12. Conditional bids mentioned again are reliable to be rejected.
13. Bids filled-in by the Tenderers shall contain all the requisite information along with self-attested supporting documents as are required in Technical Bid–Part A.
14. **UNDERTAKINGS:** The Tenderers must give following undertakings along with the Technical Bid:

In the event that the Contract/Letter of Intent (LOI) is awarded by AAAL and Work Contract Tax (WCT) becomes applicable to the services provided, the Tenderer shall be required to obtain WCT registration and submit a copy of the registration certificate to AAAL within 90 days from the date of intimation. This condition shall apply only if the Tenderer does not possess a valid WCT registration at the time of tender submission.

That the registrations and licenses under all the applicable local and central taxes and laws and Acts to be specified separately under each of the applicable Taxes / Laws / Acts (i.e. GST /Work Contract Act / Provident Fund Act / Income Tax Act / Shop & Establishment Act / ESI Act /Bonus Act/ Labour Act /Minimum Wage/ Contract Labour Act etc.) shall be produced for verification / checking of 'AAAL' or to a third party authorized by 'AAAL'/ agencies of Govt. of India. However, the information regarding all such references available at present should be provided along with the Technical Bid. To keep all such registrations valid and its compliance would be the sole responsibility of the Tenderers.

AAAL, or any third party authorized by AAAL, reserves the right to conduct unannounced inspections at any time. Any deficiencies or non-compliance observed during such checks must be promptly addressed by the Contractor. Failure to rectify the shortcomings within a mutually agreed reasonable timeframe may attract penalties as deemed appropriate by AAAL.

15. It will be imperative for the Tenderers to fully acquaint himself with the local conditions and factors, which may have an effect on the performance of the Contract and/or the cost.
16. The Tenderers should have functional office in Delhi/NCR with telephone and Fax facility to ensure accessibility at all times. The Tenderer shall provide AAAL with complete official contact details, including mailing address, email ID, telephone number, and fax number, for all correspondence. Any change in the office address or contact information must be promptly communicated to AAAL in writing.
17. When deemed necessary, AAAL' may seek clarifications on any aspect from the Tenderers. 'AAAL' reserves the right to accept or reject any/or all bids, cancel the Tender process and reject all bids at any time prior to the award of Contract without incurring any liability to the Tenderers(s) or without any obligation to inform the Tenderers(s) about the grounds of rejection.
18. Any notice by one Party to the other pursuant to the execution of Contract shall be sent in writing to the address specified for that purpose in the Contract.
19. "The Service Provider shall not assign, sub-contract, or delegate any portion or the entirety of the services under this contract to any individual, entity, firm, or company without obtaining prior written approval from AAAL." In case any sub-contracting is detected at any stage, without prior approval of 'AAAL', in such case "AAAL" shall be at liberty to terminate the contract with immediate effect without any liability on "AAAL" and also without prejudice to any other rights, which "AAAL" may have against the Tenderers under the Contract.

20. (i) The Tenderer shall be solely responsible for the acts and deeds of its personnel deployed by them for the services. "AAAL" will, in no way, be responsible for violation of any Laws/rules/regulations/instructions of the concerned agencies and/or for any loss or damage caused by its personnel to "AAAL" or third party and such loss or damage shall have to be compensated/borne by the Service Provider /Tenderer. Further, the Tenderer shall indemnify and hold AAAL harmless against such loss.

(ii) None of the personnel supplied by the Tenderers shall claim to be employee of AAAL

21. Rectification of Complaints:

1. "AAAL" shall notify the Tenderers of any claims / deficiency on the part of the Tenderers arising under or out of the Contract.
2. In case the Tenderers, having been notified, fails to take remedial action within reasonable time, "AAAL" may take remedial action without any further notice, at the Contractor's risk & cost and may also terminate the contract without prejudice to any other rights which AAAL may have on the Contract or under the service contract.

22. Supervision of personnel provided by the Tenderers shall be his responsibility. The Tenderers shall ensure that the quality of services are performed by its personnel and in case of any complaint; the Tenderers shall have to replace the concerned personnel failing which "AAAL" shall have right to refuse entry of any such personnel.

23. Tenderers must share the format of appointment letter which they will be issued to candidate.

24. The Service Provider shall engage the manpower as required so that continuity of work and the quality of services do not suffer.

25. The Tenderers will provide Name Badges, Identity card, Two Set Uniform etc. to his personnel at his own cost. He will also ensure that the persons wear the uniform and keep it neat, clean and tidy.

26. The Manpower provided by the service provider will be deployed up to the age of attaining 60 Years.

27. **Leave:** The contractor will give leave for 12 days in a year i.e. 1st April to 31st March every year, which shall not be accumulated and balance if any, will lapse automatically.

28. Verification of antecedents of Service Provider's personnel will be his responsibility.

29. **Deployment of Manpower:** - The Tenderers will be required to continue the services of the employees who are currently deployed to Alliance Air.

30. Payments of Wages to Workers/Contractor or Services Provider

1. The Tenderers will be required to disburse the payment of wages to the workmen so deployed by him in the presence of duly authorized official of AAAL, through cheque/RTGS/NEFT on or before 7th of every month on monthly basis including weekly off and gazette holidays and also provide the wage slip to the workman giving the complete details about the wage earned by him during the month and the deductions made from his wage on account of Provident Fund, ESI or any other applicable deductions.
2. The Tenderers will be required to disburse the payment of wages to workmen so deployed by him on or before 07th of every month and the Tenderers must not be dependent or interlinked with the invoice of the particular month and revision of

the rates of Variable Dearness Allowance for the deployed employees by Tenderers as per Government of India, Ministry of Labour & Employment Office of the Chief Labour Commissioner (C), New Delhi must be implemented in the same month.

3. Thereafter, the Tenderers will submit the bills for the calendar month within 10 days of the following month to Head of Personnel for onward submission to Account Departments. Tenderers will submit a copy of wage, disbursements register, an Undertaking along with the bill that all the statutory payments e.g.ESI contribution, P.F Contribution (both employees &Employers), etc. in respect of personnel engaged for AAAL have been deposited with the concerned authorities and also enclose copies of receipted challans of payments made to the respective authorities i.e. PF & ESI etc.
4. AAAL will make all efforts to release the payment within 45 days of the submission of the bills duly certified by the concerned Dept
5. The Tenderers will be required to give monthly /yearly statement showing contributions of the Provident Fund made in account of the employees deployed through him against their PF number.
6. The Tenderers will be required to submit a copy of salary slip on 8thday of every month for all the personnel who are deployed through Tenderers.

31. FORCE MAJEURE CLAUSE:

1. Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to provide the manpower which has become due on account of Supply of manpower for Office and Ancillary Services- Utility Hands/Security Guards & Drivers at Delhi under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earthquake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
2. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
3. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case, not later than 10 (Ten) days from the moment of their beginning.
4. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be sufficient proof of commencement and cessation of the above circumstances.
5. If the impossibility of complete or partial performance of an obligation lasts for more than 2 (two) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for manpower for Office and Ancillary Services provided.

32. **OPTION CLAUSE:** To take care of change in the requirement during contract period, a plus/minus option clause of 25%(Twenty-five percent) is hereby included in subject tender document, Alliance Air reserves the right to increase or decrease the manpower for Office and Ancillary Services that is being contracted through subject tender upto the mentioned limit of 25%(Twenty-five percent) without any change in terms and conditions and prices quoted by the bidders.
33. **Penalty:** The responsibility to pay minimum wages rests with Tenderers and default of the same along with deposit of ESI & PF will attract penalty:-
1. In case the contractor fails to make payment of wages to the workers by cheque/NEFT/RTGS by 7th of the following month, a penalty of 0.5% to 10% of payment of wages per week for delayed payment will be made from the monthly bills.
 2. A reconciliation statement duly reconciling with payments, deductions and deposit made for the PF&ESI on monthly basis with details of individuals be prepared & sent to Head of Personnel by the 25th of next month. If the **Contractor fails to deposit PF Contribution (both employees & employers) & ESI payment on time. a penalty of Rs. 25000/- (Rupees Twenty-Five Thousand only) on each account for each month will be imposed.** This will be over and above the statutory fine which can be imposed and AAAL will behold harmless and indemnified against such fine/penalty throughout the validity of the contract.
34. **Maintenance of Records:** - The contractor will be required to keep all statutory records, which are required to be maintained under all the applicable Labour Laws and other laws. The Contractor will be required to produce these records for inspection by the Labour Inspector and /or any authorized representative of Govt. Authority as and when these are asked for even after expiring of contract up to 5 Years:
35. In the event of any dispute or difference arising out of these terms and conditions including the interpretation and meaning of any of its clause and obligations of the parties, the same shall be referred for decision to the Managing Director /CEO of AAAL whose decision shall be valid & binding on the Tenderers.
36. AAAL will not be liable to pay any increase in the contract amount during the contract period except minimum wages notified by the Central Govt. from time to time and change in applicable tax rates for example GST, Airport Authority Turnover Levy (GMR) etc.
37. The workers of the Tenderers/Contractor/Services Providers shall not, at any time, be the employee of AAAL. "AAAL" shall not be responsible for the payment of wages and any other emoluments to the personnel / workers of the Tenderers so deployed. It shall be the sole responsibility of the Tenderers to make payment to the said personnel / workers in time, and the Tenderers shall at all time keep "AAAL" harmless and indemnified against any claim from its personnel/workers in this regard.
38. All records, documents under various statutory provisions of monthly wages etc. shall be maintained by the Contractor and shall be open for inspection by any authorized representative of "AAAL"/ third party authorized by "AAAL" and Govt. Agencies.
39. **Price Negotiation**
- It is not the general practice of "AAAL" to carry out price negotiations following evaluation of the financial bids, the Tenderers are advised to submit their best quotes in

response to this Tender. "AAAL", however, reserves the right to carry out negotiations in exceptional cases with the Tenderers who has been evaluated by AAAL as having offered the lowest bid in response to the Tender.

40. Earnest Money Deposit (EMD) Two percent (2%) of annual tender value

The Tenderers will furnish, along with Technical Bid - Part A, EMD of **Rs.7,00,000/-** (Seven Lakhs only) through RTGS to below mentioned Company Account (Alliance Air Aviation Ltd). Tenders received without EMD shall outrightly be rejected. MSE units are exempted from submission of EMD. However, this exemption is applicable only if the MSE unit is registered for the Goods/Services Tendered for. The exemption will be subject to submission of registration certificate.

EMD in any other form shall not be accepted and if done so, the Tender shall be outrightly rejected.

No interest will be payable on EMD.

In case of violation of terms of the Tender, EMD shall be forfeited.

The EMD of unsuccessful Tenderers will be refunded in due course.

EMD of successful Tenderers will be adjusted towards Security Deposit payable on release of contract.

41. Security Deposit (SD):

The successful Tenderers, on award of LOI/Contract, shall deposit, and continue to maintain for the entire period of agreement/Contract plus three months, a sum equivalent to 5% of annual value of Contract as estimated by "AAAL", as Security Deposit (SD) through RTGS. In exceptional cases, depending on merits, "AAAL" would reserve the right to deduct the amount of 'SD' from any outstanding in voices of the vendor irrespective of the LOI/Contract against which the 'SD' maybe due.

1. The Security Deposit has to be deposited at the time of commencement of the job but positively before submission of first bill.
2. In case, Security Deposit is not deposited in time, the bill shall not be processed for payment.
3. In case of breach of Contract or violation of any terms of the contract, the Security Deposit shall be forfeited.
4. Such Security Deposit shall not bear any interest and shall be refunded without interest only on successful completion of the awarded work and on fulfilling of all the Contractual obligations.
5. No advance payments shall be admissible under any circumstances.
6. Deduction of Income Tax and other levies shall be made at source as per Govt. rules as applicable from time to time.

❖ Payment can be made through RTGS as per following details:-

Name of Beneficiary: Alliance Air Aviation Limited
Beneficiary Account : 0112005900000017 , IFSC Code: PUNB0011200
Beneficiary Bank Punjab National Bank, Bank Branch: Delhi Cantt, Delhi-10.

42. Opening of bids:

1. **Opening of Technical Bids:** The Technical Bids would be opened on due date of the Tender and shall be evaluated for compliance of 'Eligibility Criteria', acceptance of terms and conditions and undertakings etc. as specified in the Tender documents. However, "AAAL" reserves the right to seek and take

confirmation/clarification of any information/documents etc. from the Tenderers as it may consider necessary for the purpose of evaluation of the Technical Bids.

2. **Opening Financial Bids:** The Financial Bids of only those Tenderers who are found technically qualified would be open for further evaluation. The date and time of opening of the Financial Bids would be intimated in advance to the Technically qualified Tenderers only.

43. Queries from the bidders during Evaluation of Bids:

During the process of the evaluation of bids, no queries shall be entertained from the bidders with regard to the status of the evaluation.

44. Return of Financial bids of Technically Disqualified Bidders:

Financial bids of the technically disqualified bidders would be returned to the bidders post finalization of the Tender/Contract.

In case a bidder fails to collect the Financial Bid within the stipulated time of 30 days, the bid shall be shredded in "as is where is" condition after expiry of 30 days' time.

45. Extension of due date:

The last date of submission of bid (s) and due date of opening of Technical Bid: Part-A can be extended at any time at the sole discretion of "AAAL".

The date of acceptance of LOI, Tenderers shall intimate "AAAL" for the reasons of delay.

The successful Tenderer shall enter into a contract with AAAL on such terms as per the Tender document.

In case, the reasons for delay of commencement of the services are not convincing, "AAAL" shall have the right to cancel the LOI / Contract and shall be free to make alternate arrangement at risk & cost of contractor and the EMD of such Service Provider will be forfeited. Besides this, the Tenderers will not be considered for any future Tenders for a minimum period as deemed fit to AAAL. The decision of C.E.O/Competent Authority - AAAL would be final in this regard.

The **contract** shall be valid for 2 years, extendable for further 01 year on same terms and conditions. However, continuity of the contract shall depend on satisfactory performance of the Service Provider, which shall be reviewed periodically.

46. Exit Clause/Termination of contract: The contract can be terminated under the following circumstances:

1. "AAAL" may at any time terminate the Contract with immediate effect by giving written notice to the Services Provider, if Services Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to "AAAL". In this case, no compensation shall be made available to the Services Provider.
2. In case of unsatisfactory performance or breach of any of the clauses of the Contract, "AAAL" would issue a notice to the Service Provider to rectify the breach and improve the performance within reasonable period failing which "AAAL" shall be at liberty to terminate the agreement by providing a 30 days written notice to the Service Provider. The Service Provider shall not have any right to dispute or question the judgment of unsatisfactory performance of the Service Provider.
3. If there is a change in the requirement or if the Tendered services are no longer

required due to change in operational requirements, the contract shall be terminated by "AAAL" by giving 90 days written notice.

4. Either party shall be at liberty to terminate the contract by providing another party a 90 days written notice to another party.
5. In such event, the terminated 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 obligation arising out of the agreement till the termination.
6. Any expenditure incurred by the AAAL to handle any issue arising out of the conduct of such deployed personnel or otherwise shall be deducted from the bills/ Security Deposit of Service Provider.

47. Recovery of Sum Due

1. Whenever under this contract, any sum of money is recoverable from the Service Provider; AAAL shall be entitled to recover such sum by appropriating in part or in full from the Security Deposit already deposited by the Service Provider.
2. In the event of said Security Deposit being insufficient, the balance or the total amount recoverable, as the case may be, shall be deducted from any sum due to the Service Provider, under this, or any other contract between the Service Provider and AAAL and its associates. Should this amount be insufficient to cover the said full amount recoverable, the Service Provider shall pay AAAL the balance amount, if any, within 30 days of the demand by AAAL.
3. If any amount due to the Company is so set off against the said Security Deposit, during the currency of the Contract the Service Provider shall have to make good the said amount so set off to bring the Security Deposit to the original value immediately, and in any event, not later than 10 days of the depletion of the original value.

48. Indemnification:

The Tenderers shall hold harmless and indemnify AAAL against payment of penalty /third Party claims/damages /loss/ Theft of property of AAAL or Any other party/ penalty due to mishandling on the part of personnel and/ or services provided by the Tenderers/ Services Provider. The Tenderers Services Provider shall also indemnify for any liability arising out of any accident /incident involving Services Provider his vehicles and or Personnel shall reimburse any loss or damage to AAAL / concerned party. In case, any such amount is not deposited/ paid to AAAL, the same shall be deducted from his monthly Bills/ Security Deposit /Future payments due to the Tenderers/Services Provider.

The Tenderers /Services Provider shall also indemnify to AAAL for making good any claim /penalty/loss or damages including costs thereof in respect of any breach or violation on any of the provisions of any law including labour laws governing the employee of the Tenderers. In case of failure to make good above losses/ expenses to AAAL, the same shall be deducted from the monthly bills/ Security Deposit/ future payments due to the Tenderers/Services Provider.

The Tenderers/Services Provider shall indemnify AAAL and undertakes that he shall be solely responsible for the acts and deeds of personnel deployed by him. AAAL will, in no way, be responsible for violation of any rules/regulations/instructions of the concerned agencies and/or for any loss or damage caused by its workmen and any such loss or

damageshallhavetobecompensated/bornebytheTenderers/ServicesProvider.

The Tenderers/Services Provider shall indemnify that he shall be responsible for any injury sustained by Tenderers/Service Provider personnel during the performance of their duties and also any damage or compensation due to any dispute between them and its personnel, AAAL shall not be held responsible on this account. Also, any expenditure incurred by the AAAL to handle the situation arising out of the conduct of personnel deployed by the Tenderers/Services Provider will be made good from Security Deposit/ Bills etc.

49. **Compliance of Security regulations:**

The Service Provider shall ensure that all the safety and security regulations of AAAL are strictly adhered to and complied with by personnel deployed by the Services Provider and other Govt. authorities.

Any violation of security regulations and indulging in illegal activities by his personnel will be at the cost-consequences and risk of the Service Provider.

The Service Provider will ensure verification of character and antecedents of his personnel by Police, since AAAL is "protected industry", every employee's photograph, copy of Police verification of character and antecedents, and Services Provider/ Contractors' Undertaking are to be furnished to Security Department of AAAL.

The Service Provider shall provide at his own cost proper uniforms, and appropriate training as approved by AAAL, for the personnel deployed under the contract.

The personnel so deployed must be in possession of photo identity cards provided by the Service Provider under his signatures, company's name and seal.

Any lapse noticed on the part of contractor or contractor employee involvement in theft/pilferage/malpractices, shall be inquired into by Alliance Air Security/other officials and suitable action including legal proceedings initiated for breach of contractual liability and also it will attract penal provisions of law.

The contractor shall take responsibility for good conduct of his/her employees during the Contract period. If any of the Contractors' employees is involved in any theft/pilferage of property of AAAL crew/official /AAAL property, AAAL reserves the right to impose penalty on the Contractor apart from the legal provisions.

It will be the responsibility of the Tenderers/Services Provider to ensure that no unauthorized personnel other than those deployed specifically for the job / services gain access to the AAAL/ Airport premises where the services are to be provided.

It is to be ensured and instructed in writing to the personnel being assigned to AAAL to abide by all law full orders and at any time should not fall into insubordination. Also, Tenderers should ensure to provide/assign a person as coordinator from Tenderers side to work as interface between AAAL and tendering entity. Subject coordinator will be approached by various department of AAAL through AAAL personnel department to appraise problems caused if any by the supplied manpower. On receiving complaints, the coordinator/representative of Tenderers should address/solve the issue within 24 Hrs. and action taken report to be submitted to Personnel Department of AAAL. Violation of subject clause will result in penal action as deemed to be fit by AAAL authorities – such penal actions will be executed within the ambit of AAAL rules and regulations or to make good any loss implicated by the supplied manpower. The penal action will be directly proportional to the quantum of loss implicated on AAAL.

The Tenderers must assign a Coordinator/Supervisor to AAAL to monitor day-to-day

activities of their deputed staff regularly. However, it will be responsibility of the Coordinator/Supervisor of Tenderers to ensure sharing periodical performance report with all the concerned in consultation with administration of AAAL representative

The Tenderers should have requisite clearances, from all Govt. Agencies/ Legal Authorities GMR/ DIAL,BCAS etc. on the date of tender.

The Tenderers must have license to engage in the business of Private Security Agency (under PSARA Act).

TheTenderersorServiceProvidersshallberesponsiblefor imparting allrequisitetraining to its employees at its own cost. The Security Guards (Without Arms) must have successfully competed PSARA training.

50. Settlement of Disputes:

1. Interpretation: In the event of any difference in the interpretation of any of the clauses of the Service Agreement and/or the Tender documents, the clarification given by Head of Personnel, AAAL, shall be final and binding.
2. Jurisdiction: Any disputes arising out of implementation of the contract between AAAL andServiceProvider whatsoever shallbesubject tothejurisdictionof New Delhi /Delhi Courts only.
3. Arbitration: Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the Service Agreement or validity or the breach thereof, shall be referred to “SCOPE FORUM OF CONCILIATION AND ARBITRATION– GOVT.OFINDIA” and the award made in pursuance there of shall be binding on the parties to the arbitration.

51. Severability

If any provision or part of this tender document is found to be invalid, unenforceable, or unlawful by any competent authority or court, such provision or part shall be deemed severed from the remaining portions of the agreement, which will remain valid, enforceable, and effective to the fullest extent permitted by law.

52. Survivability

All provisions of this tender document that by their nature should survive termination or expiration-including but not limited to confidentiality, indemnification, dispute resolution, governing law, and payment obligations-shall remain in full force and effect even after contract completion or termination.

53. Fall Clause

If at any time during the contract period, the bidder offers similar services of equivalent scope and quality to any other organization or government entity at a lower price than quoted to Alliance Air Aviation Limited, the same reduced price will be automatically applicable to this contract from the date of such offer. The bidder shall immediately inform Alliance Air in writing of such occurrences.

54. Indemnity:

1. The Service Provider its Affiliates and its and their officers, directors, employees, agents, successors and assignees hereby agrees to indemnify or cause to be indemnified the Company its Affiliates and its and their officers, directors, employees,agents,successorsandassigneesforanyandallloss

sustained/incurred by such Party on account of non-compliance and breach of this Agreement.

2. The Service Provider agrees to defend, indemnify and hold the other harmless from and against, any and all suits, actions and proceedings, claims (including reasonable attorneys' fees), liabilities, losses, damages, costs and expenses arising directly in connection with breach of any of its obligations or representations herein.
3. Neither Party shall be liable to the other Party for any special, indirect, incidental, consequential, punitive, exemplary damages including but not limited to any loss of profit, loss of revenue, or reputation.

55. Exclusive Engagement

The selected bidders shall be exclusively responsible for the execution of the contract and shall not assign, transfer, or subcontract any part of the scope of work to any third party without prior written consent from [Buyer's Name]. Any breach of this clause may result in termination of the contract and forfeiture of performance security.

56. MSE (Micro, Small Enterprises) benefits (if Any) forbidden

1. As per Public Procurement Policy for Micro & Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No.503 dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprises of Govt. of India, MSEs Mandatory be registered with any of the following in order to avail the benefits/preference available vide Public Procurement Policy MSEs Order, 2012.
 - (a) District Industries Centers (DIC)
 - (b) Khadi and Village Industries Commission (KVIC)
 - (c) Khadi and Village Industries Board
 - (d) Coir Board
 - (e) National Small Industries Corporation (NSIC)
 - (f) Directorate of Handicraft and Handloom
 - (g) Any other body specified by the Ministry of MSE
2. The registration certificate issued from any one of the above agencies Mandatory be valid as of the close date of submission of Bids. The Successful Bidder should ensure that the same is valid till the end of the contract period.
3. 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 of the close date of the Tender, are not eligible for exemption/preference.
4. To get MSE's advantage(s) bidder Mandatory submit a "Valid & Existing" MSE Registration Certificate.

InstructionstoBidders

TENDERREFERENCE NO.	AAAL/2025/PERS/DEL/MANPOWERFOROFFICE AND ANCILLARYSERVICES/700
PREBIDDATE&TIME	As per GeM
TENDERCLOSING DATE&TIME(Duedate)	Lastdateofuploading ofBidisstipulatedonGEMportal.
TECHNICAL BID OPENINGDATE&TIME	TechnicalBidwillbeopenedonstipulateddateandtimeon GEM portal.

Alliance Air Aviation Limited (AAAL) is a 100% subsidiary of Air India Assets Holding Limited, fully owned by the Government of India under administrative control of Ministry of Civil Aviation, operating on regional domestic sectors within India and neighboring countries and currently operates a fleet of ATR 72-600 aircraft inducted on lease with the brand "ALLIANCE AIR".

Selected bidder will enter into a contract for two years, extendable for further one year on similar terms and conditions.

Important annexure and terms and conditions regarding this Tender are provided as per below.

Submission of Bids:-

This will be a 02 packet Bid i.e. Technical Bid and Financial Bid. The Bidding process would be completed through GeM portal only. No other mode of Bid submission will be entertained.

(TECHNICAL BID) Submit on Gem Portal As per GeM:

The envelope to be superscribed with "TECHNICAL BID" for Tender No **AAAL/2025/PERS/DEL/MANPOWERFOROFFICEANDANCILLARYSERVICES/700** and should contain the following:

- i. The detailed proposal from the insurance agencies, without indicating the financial / Quotation / amount of premium etc.
- ii. Details of the Earnest Money Deposit of ₹7,00,000/-
- iii. Bidders Details and the checklist as per Annexure 'G'
- iv. Variance Statement (Technical/Financial), if any, as per Annexure 'M' & 'N'.

(Financial Bid) Submit on Gem Portal As per GeM:

The envelope to be superscribed with "FINANCIAL BID" for Tender No **AAAL/2025/PERS/DEL/MANPOWERFOROFFICEANDANCILLARYSERVICES/700** DTD 27/08/2025 and must contain only financial quote by the bidder.

On the date of opening of the Tender only the Technical Bids would be opened.

The Financial Bids of only those bidders, who qualify in the Technical Bid evaluation, would be opened at a later date which would be notified in advance to the successful bidders who have been technically qualified.

The bidder or their authorized representatives would be permitted to attend the opening of the Tender such authorized representatives must carry a letter of authority in the format given at **Annexure E** authorizing them to attend the bid opening failing which they will not be permitted.

toparticipateinthisprocess.Maximumofonerepresentativeperbidderwillbeallowedto attend the bid openings.

I/WehavereadandunderstoodandacceptedalltheTermsandConditionsstipulated hereinabove.

Name:.....

Signature:.....

Designation:.....

Contactno.....

Seal:.....

Date:.....

Address.....

Annexure:B

Dated-27thAugust2025

Subject: Manpower for Office and Ancillary Services-Contract for Utility Hands(about73)/Security Guards (about14)/Carpenter (about1)/Electrician (about 3)/Plumber (about1)/Office Assistant (about1) & Drivers (about 15) at Delhi

TechnicalBidForm-Part A(OnCompany'sLetter Head)

1	NameoftheContract	UtilityHands/SecurityGuards&Drivers		
2	NameoftheCompany/ Establishment			
3	FullAddressofRegistered/HeadOffice			
4	TelephoneNo./MobileNo/Fax No./ContactPerson(Mandatory)			
5	Full Address in Delhi/ NCR With proof weather having register officeDelhi/NCR. (Mandatory)			
6	TelephoneNo./MobileNo/Fax			
7	No./ContactPersonof Delhi/NCR.(Must) Natureofcompany(Whether ProprietorshipFirm/PartnershipFirm/Ltd Company/Corporation/Any other(Specify)(Mandatory)			
8	E.M.D.ofRs.7,00,000/-(RupeesSevenLakh only) enclosed. (Mandatory)	RTGS/DD/Pay Order No.....Date.....		
ParticularsofRegistration-issuedinthenameoftheTenderers(ifyes,givefollowing details)				
		Number	DateofIssue	Validupto
9	MSE unit registration certificate(Mandatory) PAN/GIR/GSTNO.(Mandatory) PFRegistrationwithNo.(Mandatory) ESI Registration.(Mandatory) GST No.(Mandatory) CompanyRegistrationNo/LicenseNo Whetherhaving03yrsexperience PSARA Act Detailsofvalidlicensetoengageinthe Business of Private Security AgencyunderPSARA Act			Yes/No

9.8	Details of Registration and valid license under Contract Labour (Regulation & Abolition) Act.	Number	Date of Issue	Valid Upton
10.	Whether self-attested Copies of contract(s) and performance certificate issued By the user, as proof of experience, enclosed. (Mandatory)			Yes/No
11.	Whether having functional office in Delhi/NCR. (Mandatory)			Yes/No
12.	Having Annual Turnover of Rs.3.5 Crore or above for three (3) consecutive Financial Years 2021-2022, 2022-2023 & 2023-2024. (Mandatory Yes). a. C.A. audited Copies of Balance sheet, Profit & Loss A/C, in support 12.1 above enclosed. (Mandatory Yes) b. Self-Attested copies of income tax return (ITR) for the financial years, 2021-2022, 2022-23 & 2023-24. (Mandatory)			
13.	Has any Director/Partner/Proprietor been convicted any time by court of law? (if Yes, give details) (Mandatory)		
14.	Has your company been Blacklisted by any government agency. (if Yes, give details) (Mandatory)		
15.	Is any Director/Employee on your payroll belonging to "AAAL" (if Yes, give details) (Mandatory)		

Undertaking: Ref Para 12 – Annex 'A' (To be agreed & signed by the Tenderers):

- a. We confirm and undertake that in case Contract/LOI is awarded by "AAAL" to the successful Service Provider, all statutory obligations of ESI/PF/Service Tax/WCT (if applicable) shall be the responsibility of the Service Provider. In case, WCT becomes applicable on these services anytime during the contract period, the Service Provider shall obtain WCT registration and submit a copy to "AAAL" within 90 days of receipt of intimation from "AAAL". (Applicable, in case the Tenderers is not having WCT registration at the time of application of the tender).
- b. We confirm and undertake that the registrations and licenses under all the applicable local and central taxes and laws (and to be specified separately) under each applicable tax/law/Act (i.e. G.S. Tax/Work Contract Act/Provident Fund Act/Income Tax Act/Shop & Establishment Act/ESI Act etc.) shall be produced for verification/checking of AAAL or to a third party authorized by "AAAL" /agencies of Govt. of India.
- c. We shall maintain a fully functional office with reliable communication facilities within the National Capital Region (NCR) of Delhi throughout the duration of the contract.
- d. We undertake that our entity or any of our associate are not debarred or is not treated as being in default by any Government (Central or State) Department/Agency/Body or any PSU.
- e. We have carefully gone through and have understood and hereby agree to abide by all the General Terms & Conditions governing the Tender.

I hereby confirm that I am authorized to sign the Tender document and the information given in the Tender is true and correct to the best of my knowledge & belief and nothing material is concealed.

Signature of Authorized Signatory:.....

Name of Authorized Signatory:.....

Designation of Authorized Signatory:.....

Co.'s Name & Seal :.....

Date :

Place:.....



Annexure-C

Dated 27th August 2025

Subject: Manpower for Office and Ancillary Services - Contract for Utility Hands (about 73)/Security Guards (about 14)/Carpenter (about 1)/Electrician (about 3)/Plumber (about 1)/Office Assistant (about 1) & Drivers (about 15) at Delhi

Details of Contracts in support of 03 years' Experience in Satisfactory Performance Certificate from the User(s).

S. No	Name of Contract	Name & Address of the User	Period of Contract From..... To.....	Value Of Contract (Rs.....Lacs)	Performance Certificate from User With value enclosed. Yes/No
1.					
2.					
3.					

Notes:

One contract of supply of manpower must have completed for a minimum period of one year with annual value of Rs. 3.5 crore or above with PSU / Govt. Deptt./Aviation Industry/MNC/ Reputed Private Organization. A separate sheet may be closed for the details, if required.

The Contractor must be having a running contract for supply of 108 or more manpower to a PSU/Govt. Department/Aviation Industry/MNC/Reputed

Private Organization on the date of submitting the tender. The requirement of requested/desired manpower may be increased or decreased by 25%.

The Tenderers must enclose self-attested copy(ies) of the contracts and the Performance Certificate (mentioning contract details and value) issued by the User.

The Tenderers should have requisite clearance from Govt. Agencies/Legal Authorities /BCA S etc.

The Tenderers must have valid license to engaging in the business private security under PSARA Act.

The Tenderers must have registration and valid license under Contract Labour (Regulation & Abolition) Act.

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

I hereby confirm that I am authorized to sign the tender document and the information given above is true and correct to the best of my knowledge and belief and nothing material is concealed.

Signature of Authorized Signatory:..... Name

of Authorized Signatory:.....

Designation of Auth Signatory:.....

Co.'s Name & Seal :.....

Date :.....

Place:

.....

Annexure:D
Dated27thAugust2025

Subject: Manpower for Office and Ancillary Services - Contract for Utility Hands (about 73)/Security Guards (about 14)/Carpenter (about 1)/Electrician (about 3)/Plumber (about 1)/Office Assistant (about 1) & Drivers (about 15) at Delhi

FINANCIALBIDFORM-PartB(OnCompany'sLetterHead)

1.	NameoftheTenderers	
2.	Address	
3.	TelephoneNo./MobileNo-	
4.	FaxNo.	
5.	Email	
6.	NameofContactPerson:	
7.	RateofMinimumwage(Refer Noteno.1)	<u>PerHeadPerMonth(Rs.)</u>
8.	PF-Employer'scontribution(Currently@12%ofwage)	
9.	ESI (Currently@3.25%ofwage)	
10.	Admin.Charges(Currently@1%ofwage-payable for PF)	
11.	Uniform(monthlypro-rated) (Refer Note below)	
12.	Total(7to11)	
13.	RoyaltyPayment/AirportAuthorityTurnover Levy,if any,	
14.	ServiceCharge(ReferNoteNo.4)	
15.	G.S.Tax,ifapplicable(ReferNoteNo.6)	
16.	AnyotherTax, if applicable	

Notes:

1. Please indicate separately for Drivers (Skilled) and Utility Hands and Security Guards (Skilled) for Item No.7 to 11.
 - Totalcost oftheUniformtobespreadoveraperiodof 12months.
 - Royalty Payment/Airport Authority Turnover levy applicable only to Utility Hands/Security Guards/ Drivers deployed inside the airport security area and who have been issued the PIC (Airport Entry Card) by BCAS.
 - Service Charge indicates the fee chargeable by the Tenderers/ Service Provider, if any, over and above the other items of reimbursement.
 - ItemNo.8,9,10,11,13,15&16 shallbereimbursed.
 - Please clearly indicate the %age, amount and the basis of calculation of the Royalty Payment /Airport Authority Turnover Levy, Service Charge, GST and any other Tax, if any

Undertakings:

We have carefully gone through and have understood the General Terms & Conditions governing the Tender and would abide by the same.

The Financial Bid will be valid for 180 days from the date of opening of Technical Bid-Part A. I hereby confirm that I am authorized to sign the Tender documents.

At present, following Taxes are generally applicable on the services prescribed under the Contract.....

It is confirmed that there is no hidden cost to AAAL other than what has been quoted above.

Signature of Authorized Signatory:

Name of Authorized Signatory:.....

Designation of Authorized Signatory:.....

Co.'s Name & Seal :.....

Date :.....

Place.....

Annexure E

**Letter of authorization for attending pre bid meeting
(On Company's Letter Head)**

To,

Head of Personnel
Alliance Air Aviation Limited,
Alliance Bhawan,
Domestic Terminal 1, I.G. Airport New
Delhi - 110037

Subject: Authorization for attending pre bid meetings.

Tender No.: AAAL/2025/PERS/DEL/MANPOWERFOROFFICEANDANCILLARY
SERVICES/700

Closing Date: Last date of uploading of Bids stipulated on GeM portal.

Date of Pre-Bid Meeting: As per GeM

Time of Meeting at:

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

Sr.No.	Name	Mail ID	Contact No.	Signature
1				
2				

The email id for sharing the video conferencelink: _____

(Authorized Signatory)

Note:

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

Annexure:F
Dated27thAugust2025

Subject Manpower for Office and Ancillary Services - Contract for Utility Hands (about 73)/Security Guards (about 14)/Carpenter (about 1)/Electrician (about 3)/Plumber (about 1)/Office Assistant (about 1) & Drivers (about 15) at Delhi

FORMATOFAUTHORIZATIONLETTERFORATTENDINGBIDOPENING
(ONCOMPANYLETTER HEAD)

To
The Head of Personnel
AllianceAirAviationLimited
Alliance Bhawan,
DomesticTerminal1,I.G.IAirport
New Delhi- 110037

Sub:AuthorizationforattendingTechnicalbidopening

TenderEnquiryNo. _____ Closing Date: _____

OpeningDate _____ Opening Time _____

Thefollowingpersons(s)areherebyauthorizedtoattendthebidopeningforthe Tender mentioned above on our behalf: -

Sr.No	Name	EmailID	ContactNo.	Signature
			(mobile)	

- 1.
- 2.

AuthorizedSignatory&Seal
Note:

1. Permissionforentrytothehallwherebidsshallbeopened,mayberefusedin case, authorization letter as Prescribed above, is not received.
2. The authorized representatives, in their own interest, must reach the venue of bidopening well in time.
3. Theauthorizedrepresentativemustcarryavalidphoto identity.

Annexure:G

**(To be submitted on Bidder's Company Letter Head)
BIDDER'S GENERAL INFORMATION**

1.	BidderName	
2.	NameofProprietor/Partners/Directorsofthe firm/company	
3.	AddressofRegisteredOffice	
4.	Telephone/MobileNumber	
5.	E-mailaddress	
6.	PANNo.	
7.	GST No.	
8.	Banker'sName	
9.	Branch	
10.	Bankaccount number	
11.	BankaccountIFSC Code	

Annexure:H

BidSecurityDeclarationForm

(OncompanyLetterhead)

Tender No.:

Tenderdate:

To(insertcompletenameandaddressoftheService Provider)

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

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

a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail to execute the contract, if required, or (ii) fail to furnish the Performance Security, in accordance with the instructions to Bidders.

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

Signed: (insertsignatureofpersonwhosenameandcapacityareshown) In

the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

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

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

Date on _____(insertdateofsigning)

CorporateSeal(wherereappropriate)

**Signature of bidder.....
official.....**

SignatureofTenderReleasing



Annexure:I

**BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY
(On the Letter Head of the Bidder)**

To
Alliance Air Aviation Limited, Alliance
Bhawan
Domestic Terminal 1, IGI Airport, New
Delhi-110037.

WHEREAS..... (Name and address of the
Tenderer) (hereinafter called "the Tenderer") has undertaken, in pursuance of tender
no..... dated to provide Manpower for Office and Ancillary
Services (herein after called "the tender").

AND WHEREAS it has been stipulated by you in the said tender that the Tenderer shall furnish
you with a bank guarantee by a scheduled Financial recognized by you for the sum specified
therein as security for compliance with its obligations in accordance with the tender;

AND WHEREAS we have agreed to give the Tenderer such a bank guarantee;

NOW THEREFORE, we Bank, hereby affirm that we are
guarantors and responsible to you, on behalf of the Tenderer, 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 Tenderer 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 Tenderer before
presenting us with the demand.

We further agree that no change or addition or other modification of the terms of the tender to be
performed there under or of any of the contract documents which may be made between you,
and the Tenderer shall in anyway 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

Signature of bidder.....

Signature of Tender Releasing Official.....

Annexure:J

PRICEREASONABILITYCERTIFICATE
(OntheLetterHeadoftheBidder)

This is to certify that the prices quoted Vide Quotation No. _____
_____ dated: _____ against
Tender No:

_____ dated: _____ for
_____ are best and minimum and we have not quoted the same on
lesser rates than those being offered to AAAL to any customer nor we will do till the validity of
offer or execution of Purchase Order.

Date:

Authorized
Signatory

Name: _____

Designation: _____

Annexure:K

(TobesubmittedonBidder’sCompanyLetterHead) BID
ACCEPTANCE LETTER

To,
AllianceAirAviationLimited
Alliance Bhawan,
DomesticTerminalI,IGIAirport, New
Delhi-110037.

DearSir,

TheBiddocuments/corrigendum(s)issuedfor vide
GeM Bid No..... by your department/organization has
been taken into consideration, while submitting this acceptance letter. I/We
hereby unconditionally accept all the tender/bid terms & conditions as mentioned
in tender/bid document(s)/ corrigendum (s) in its totality/entirety. I/We do hereby
declare that our Firm has not been blacklisted / debarred by any Govt.
Department/Public sector undertaking. I/We certify that all information furnished
by our Firm is true & correct and in the event that the information is found to be
incorrect/untrue or found violated, then your department/ organization shall
without giving any notice or reason therefore or summarily reject the bid or
terminate the contract, without prejudice to any other rights or remedy including
the forfeiture of the fully said earnest money deposit absolutely.

SignatureandSealoftheBidder Business

Address:

Signatureof bidder.....

SignatureofTenderReleasingofficial.....

Annexure:L

INDEMNITY BOND
(On the Letter Head of the Bidder)

THIS INDEMNITY BOND is executed on this _____th Day of _____ 2025, by _____ having, its Registered Office at _____ herein after referred to as Service Provider (which expression shall unless it be repugnant to the context to the meaning thereof shall be deemed to mean and include its successor and assigns).

Whereas _____ (name of the Service Provider) shall enter into an agreement with M/s. Alliance Air Aviation Limited, a Company hereinafter referred to as "AAAL" incorporated on 1983 in New Delhi under Companies Act, 1956 having, its Registered Office at Alliance Bhawan, Domestic Terminal -1, IGI Airport, New Delhi 110037.

In terms of terms and conditions specified in the Tender Document AAAL/2025/Pers/Del/Manpower for Office and Ancillary Services/ 700 dated 27/08/2025 the Service Provider agrees to undertake to keep AAAL indemnified against any claims / cost / damages and penalties in respect of breach of any Labour Laws both Central and State.

1. We hereby under take to fulfill all the terms and conditions specified herewith with regard to labour compliance under all applicable laws.
 - a. We shall be liable for due observation and implementation of the statutory conditions or requirements of labour laws as applicable to his employees. The Tenderer shall duly comply with all Central and State Acts, laws, statutory rules, regulations, by laws as applicable or which might be applicable to the Service Provider/Tenderer.
 - b. We shall at all times indemnify and keep indemnified the Company against any/all claims under the Payment of Wage Act, Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act; Employees' Provident Funds & Miscellaneous Provisions Act; Payment of Gratuity Act, Employees' State Insurance Act, **any other Statute that may be applicable from time to time** or any other Act(s) or statutory amendments / modifications thereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury / death sustained by any worker or other personnel of the Tenderer or in respect of any claim, damage or compensation under Labour Laws or any other laws or rules made there under, by any person whether in the employment of the Tenderer or not, who provided or provides the said Services under this Agreement.
 - c. We shall indemnify Alliance Air Aviation Limited at all times against any damages so caused to the Company on account of failure on the part of the Tenderer to obtain such licenses and permission. The successful tenderer shall furnish an indemnity Bond as per format attached on a separate non-judicial stamp paper of Rs.100/- duly notarized along with the Technical Bid (Annexure L).

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

- i. We/our Company/Organization shall ensure that their firm is registered under the Employees Provident Fund and Miscellaneous Provisions Act and Employees State Insurance Act having its independent Code number. Thus we/our Company/Organization shall ensure that all the eligible employees are covered under these Acts. The Service Provider must supply a copy of registration if already registered under EPFMP Act 1952.
- ii. We/our Company/Organization shall ensure that all mandatory contributions in respect of Provident and ESI are mandatorily paid to the concerned authorities at the latest by 15th and 21st of the following month. The Service Provider must supply a copy of return for depositing contribution of ESI and Provident Fund on demand to the principal employer.
- iii. While submitting bills to AAAL as above, we shall also render documentary evidence with an undertaking of the deposits of Provident Fund / ESI contributions made by them
in respect of the workforce under consideration for payment of wages, failing which, the payment of the bill by AAAL shall be withheld until such compliance. Copy of the format for details to be furnished is attached in Annexure D.
- iv. In case, while on duty and during the course of engagement in the work premises of the AAAL under this Agreement, if any of the workforce deployed by us meet(s) with any injury indisposition due to the accident or other natural calamities, we shall ensure that immediate and adequate medical aid viz. First-aid and subsequent treatment facilities are provided to the person(s) concerned free of cost and without fail. In addition, we/our Company/Organization shall also be liable for meeting with statutory liabilities under the Employee's State Insurance Act, 1948 and all other applicable statutes for the time being in force.
However, in case of employees who are not covered under the ESI Act owing to salary limits, the tenderer shall provide alternative insurance coverage to such employees and benefits under this insurance scheme shall not be inferior to the benefits available under ESI Act.

e. Compliance under provisions of other relevant applicable acts:

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

Tenderer in strict compliance thereof. We/our Company/Organization shall ensure that all returns that are required to be submitted under the applicable labour laws shall be submitted from time to time.

f. **Personnelrelatedcompliance:**

- i. We/our Company/Organization shall not engage any workmen below the age of 18 years. We/our Company/Organization shall produce age proof in respect of the workmen deployed by us.
 - ii. It is confirmed that we/our Company/Organization shall be the only employer in respect of the personnel deployed by us and AAAL shall not beheld partially or fully responsible for any dispute that may arisebetween us and our Personnel.
 - iii. At no stage of the Contract shall our employees be deemed to be employees of AAAL We/our Company/Organization shall be liable not only to pay wages to our employees, but we/our Company/Organization shall also be liable to make mandatory payments such as overtime, payment for weekly offs, compensation if any, notice pay, gratuity or bonus as applicable/payable. The principal employer shall not be held liable for any obligation in this regard on our part.
 - iv. Further we/our Company/Organization shall be responsible for providing facilities such as canteen, transport and medical services to our employeesas it shallnot bebinding on AAALto providethese facilities to the persons deployed by us. We shall make arrangements to provide proper and valid identity cards to the employees.
 - v. We/our company/organization shall ensure that payment of wages shall be made through ECS and the bank details in respect of the personnel deployed by us shall be furnished within 20 days from the date of execution of the Contract.
- g. We/our Company/Organization shall strictly ensure that the wages paid to their employees shall not be less than the minimum wages **prescribed bythe State Government for the category of personnel with relevance to the Engineering Industry or higher as provided in** the applicable Notifications as may be issued from time to time or any other minimumwages that maybe made applicable from time to time, is paid each month to the workmen deployed by us. We shall issue salary slips to each of the workmen engaged by them every month in respect of the wages paid. We shall ensure that the workmen deployed by them are granted a paid weekly off. Thisshallbeamandatorycompliance.AAALwouldhavelibertytoensure from the record of Service Provider as to whether minimum wages as specified from time to time by government is being paid or not.
- h. All payments shall be made to the workmen deployed by us/our Company/Organization on a monthly basis through ECS.
- i. We/our Company/Organization shall perform the work assignments to the bestsatisfactionoftheAAAL.Incaseofunsatisfactoryperformance,intimation shall begiveninwritingtousandtheAAALreservestherighttocancel the

Contract forthwith after due notice period. In the event of any legal payments to be/being made by the Principal Employer to the workforce engaged by us, the same shall be recoverable, shall be fully recoverable from the my/our Security deposit /outstanding bills.

- j. It shall be our sole responsibility to settle disputes if any, rising between ourselves and the personnel engaged by us. The Management of AAAL shall not be in any way be responsible, in the event, the personnel engaged by us/our Company/ Organization, approach the competent authority, under any Labour Act or the Court. The entire expenses in this behalf shall be borne by us/our Company/ Organization. If we fail to comply with mandatory requirements under all the applicable Acts/Laws, we shall alone be responsible for all action initiated by the Enforcing Agencies of the Government & others, including penalties imposed thereon and AAAL shall have no obligation towards such action taken by the said Enforcement Agencies.
2. In terms of **Annexure D** of the terms and conditions specified in the Tender Document, we/our Company/Organization agrees to be responsible for ensuring the compliance of Labour Laws both Central and State especially, but not limited to Employees State Insurance Act, 1948 and Workmen's Compensation Act, 1923, Employees Provident Funds & Miscellaneous Provisions Act 1952, Payment of Wages Act 1936, Minimum Wages Act 1948, Contract Labour (Regulations and Abolition) Act, 1970, Employers' Liability Act, 1938, Maternity Benefit Act, 1961 and Bombay Labour Welfare Fund Act, 1953 or any other statute that may be as applicable from time to time and further shall be solely responsible for any cost and consequences on account of any breach and/or non-compliance of any other provisions of Labour Laws and shall indemnify AAAL
Against any claim/cost/remedies and penalties in respect of breach of any of the provisions of Laws in force.
3. It is further agreed that we/our Company/Organization shall indemnify AAAL against any claim/s with regard to Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Contract Labour (Regulations & Abolition) Act, Workmen Compensation Act, Bombay Labour Welfare Fund Act, any relevant Acts/Laws prevailing during the validity of the Contract applicable to the Service Provider and other emoluments/allowances payable to the workmen deployed by the Service Provider during the validity of the Contract. The Service Provider confirms that all records of payments including Wage Registers/Muster Roll/Bank Clearance Statements/Overtime incurred penalties and advances if any in respect of the workmen engaged by us/our Company/Organization shall be maintained and produced as and when required by the AAAL and/or any other third-party including Government Agencies/Authorities.
4. We/our Company/Organization hereby indemnifies and agrees to keep the AAAL indemnified, during the period of the Contract and even thereafter (where applicable), to make good any losses, payments, penalties incurred by the AAAL on account of non-compliance of whatsoever nature on our part in the matter of all applicable legislations with regard to his employees deployed on Contract

awardedtothembytheAAAL.

5. We/our Company/Organization hereby indemnify/indemnifies and agree to keep theAAALindemnified,againstanyclauseelsewhereasreferredtointhisTender document No. AAAL/2025/Pers/Del/Manpower for office and ancillary services/700 which specifies so.

Signed,Sealed&Delivered

Withinthename_____

Through their

Director/Proprietor/Representative Witness:

1.

2.

Date:

Annexure:M

(TobesubmittedontheLetterHead of Bidder'sCompany)

FormatforsubmittingVarianceStatementofTerms&Conditions

VarianceStatement-TechnicalBidRequirements

a. Variationw.r.tAAALspecifiedTechnicalRequirements&Conditions

S.No	Terms&Conditionsof AAALTender		OfferbytheTenderer
	Ref	Description	

b. AdditionalTechnicalTerms&ConditionsSpecifiedbytheLessor

S.No	Ref	DescriptionofAdditionalTerm&Condition

*Additionalpagemaybeusedifrequired.

Name:

_____ Designation:

_____ Company:

_____ Phone:

_____ Mobile:

_____ mail:

Annexure:N

To be submitted on the Letter Head of Bidder's Company

Format for submitting Variance Statement of Terms & Conditions

Variance Statement - Financial Bid Requirements

a. Variation w.r.t AAAL specified Financial Terms & Conditions

S.No	Terms & Conditions of AAAL Tender		Offer by the Tenderer
	Ref	Description	

b. Additional Financial Terms & Conditions Specified by the Lessor

S.No	Ref	Description of Additional Term & Condition

*Additional page may be used if required.

Name:

_____ Designation:

_____ Company:

_____ Phone:

_____ Fax:

_____ Mobile:

_____ email:
