

ALLIANCE AIR AVIATION LIMITED

Registered Office:

Alliance Bhawan, Domestic Terminal 1,
Indira Gandhi International Airport, New
Delhi-110037, Delhi, India

**Tender for selection of DGCA approved service provider for Aircraft Cabin's Refurbishment
(Upliftment) works.**

Last Date & Time of submission of Bid: - 16 Nov 2026, 15:00 Hrs. (IST)
Last Date & Time of Opening of Technical Bid: - 16 Nov 2026, 15:15 Hrs. (IST)

DISCLAIMER

The information contained in this tender document (hereinafter referred to as “**Tender**”) or and any information pertaining to the aforesaid subject matter subsequently provided to the applicants/bidders (the “**Applicants**”/ “**Bidders**”) in any form by Alliance Air Aviation Limited (hereinafter referred to as “**Alliance Air**”) shall be subject to the terms and conditions to which such information is provided herein and any other terms and conditions set out in this Tender and such other terms and the other terms and conditions subjects as may be prescribed by Alliance Air. Subject to any deviations expressly recorded by the bidder and formally accepted by Alliance Air under Annexure 11, the submission of a bid shall be construed as an unconditional offer.

The purpose of this Tender is to provide all Bidders with the information that may be useful to them in the formulation of their proposals/ bids (the “**Bid(s)**”) pursuant to this Tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by Alliance Air do not purport to contain all/exhaustive information on the aforesaid subject matter that each Bidder may require for the purpose/s of submitting their Bids. (Technical And Financial)

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

The information provided in this Tender to the Applicants is on a wide range of matters, some of which depend upon the interpretation of the 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. Alliance Air accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

Alliance Air accepts no liability for any direct or indirect loss arising from a bidder's reliance on the accuracy, adequacy, or completeness of the informational estimates provided herein

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

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

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 Bid. 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 Bidders in preparation or submission of the Bid, regardless of the conduct or outcome of the Bid selection process as contained herein.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Table of Content

S. No		Page No.
1	Cover Page	1
2	Disclaimer	2
3	Schedule – I , Summary of Bidding Information	4
5	Schedule – II , Introduction and General Details Relating to the Tender	5
6	Schedule – III , Terms and Condition of the Tender	6-19
7	Annexure – 01 , Work Scope – Technical and Functional Requirement	20 - 21
8	Annexure – 02 , Pre-Qualification Criteria	22
9	Annexure – 03 , Covering Letter for Submission of Technical Bid	23
10	Annexure – 04 , Technical Bid	24
11	Annexure – 05 , Covering Letter for Submission of Financial Bid	25
12	Annexure – 06 , Financial Bid,	26-27
13	Annexure – 07 , Bidder's Profile	28
14	Annexure – 08 , Undertaking & Compliance Certificate	29
15	Annexure – 09 , Non-Disclosure Agreement	30
16	Annexure – 10 , Authorization Letter for Attending Bid Opening	31
17	Annexure – 11 , Statement of Variance with Respect to the terms and Conditions of Tender	32

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

SCHEDULE - I

Summary of Bidding Information

S. No	Particulars	Details
1	Name of Tender	Tender for selection of DGCA approved service providers for Aircraft Cabin's Refurbishment (Upliftment) works.
2	Date of issue of the Tender	27 Oct 2026
3	Period of Contract	24 Months
4	Last Date, Time, and Place for Submission of Bids	16 Nov 2026, 15:00 Hrs. (IST), MMD Office, Alliance Bhawan, I.G.I Airport, New Delhi 110037, Delhi, India.
5	Time and Date of opening of Technical Bid/s	16 Nov 2026, 15:15 Hrs. (IST),
6	Venue of Tender opening	MMD Office, Alliance Bhawan Domestic Terminal -1, I.G.I Airport, New Delhi 110037 (India)
7	Validity of Bids	180 Days
8	Bid System	Single Packet Bid System 1. Pre-Qualification Criteria & Technical Bid 2. Financial Bid Single-stage evaluation under a Single Packet Tender system wherein Technical Bid and Financial Bid shall be submitted together in one sealed envelope.
9	Earnest Money Deposit (EMD)	Part A: 1,50,000.00 Part B: 1,50,000.00 Part C: 1,50,000.00 <i>If a bidder chooses to participate in more than one category, the EMD amounts for all selected categories will be added together, and the bidder must submit the total combined EMD.</i>
10	Security Deposit	The Successful Bidder shall furnish the Security Deposit by way of an Irrevocable and Unconditional Bank Guarantee issued by a Scheduled Commercial Bank. Part A: INR 2,50,000.00 Part B: INR 2,50,000.00 Part C: INR 2,50,000.00 in favour of 'Alliance Air Aviation Limited' payable at 'Delhi' within 2 weeks of award of contract vide LOI. The Security Deposit/irrevocable Bank Guarantee shall be valid for a period of 180 (One Hundred Eighty) days beyond the date of completion of all contractual obligations of the successful bidder. The security Deposit shall be returned within 180 days of successful completion of all contractual obligations by the successful bidder as determined by AAAL after adjusting for damages, if any, arising out of performance under the contract. <i>If a bidder chooses to participate in more than one category, the SD amounts for all selected categories will be added together, and the bidder must submit the total combined SD.</i>

Note: -

- Any Bid received after the Due date and Time such Bid(s) will be summarily rejected.
- Alliance Air reserves rights to reject all or any Bid(s) without assigning any reason.

SCHEDULE II**Introduction and General Details Relating to the Tender****1. Overview:**

Alliance Air Aviation Limited (Alliance Air), a company incorporated under Companies Act 1956, having its registered office at Alliance Bhawan, Domestic Terminal-1, I.G.I Airport, New Delhi-110037, Delhi, India (hereinafter referred to as “**Alliance Air**” currently operates a fleet of 20 ATR aircraft and 01 Dornier Aircraft under the brand “**Alliance Air**”.

Bidders are requested to furnish all mandatory and general details specifying whether the system being offered supports the requirement.

The Bidder in response to this Tender must meet the specified mandatory requirements.

The contract executed with the successful Bidder pursuant to this Tender shall be for twenty-four (24) months from the date of award of LOI/contract.

- 2. Purpose of the Tender:** - Sealed bids are invited by Alliance Air from DGCA approved vendor for the following work scope: -

PART A

- a. Carpet Cutting as per Layout
- b. Tape Binding with FAR materials
- c. Tailoring and stitching as per requirements.
- d. Laying and Fixing of carpets in aircraft.
- e. Cabin Curtains Furnishing and new stitching.
- f. Smoke Curtains repair and restoration.
- g. Interior Cabin Fabric Adjustment & Repair.
- h. Interlocking of Carpet.

PART B

- a. Seat Cushions (Back & Bottom Stitching)
- b. Tray Table Repair and Restoration
- c. Seat Belts repair and restoration
- d. Seat Belt's Buckle Repair & Polishing
- e. Hat Rack's Lock repair and restoration
- f. Cabin Crew seat Repair and Restoration
- g. P1 & P2 Seat Cushion (Back & Bottom Stitching).
- h. Pax Seat Back Shell Repair and Restoration.
- i. P1 & P2 Handrest & Passenger Armrest Repair.
- j. Hat Rack panel repair and restoration
- k. Window Panel Repair and Restoration

PART C

- a. Pitot Cover, TAT Cover.
- b. Engine Cover
- c. Propeller Straps.
- d. Static Cover.
- e. Composite Repair and Paint.
- f. Floorboard repair and restoration.
- g. Minor Sheet Metal Repair Work
- h. ELT Bag Repair and Restoration
- i. Crew Demo Bag Repair and Restoration.
- j. Cargo Net Repair and Restoration.
- k. Window Shutter repair and restoration.

Terms and Conditions of the Tender**1. Definitions: -**

The following words, as used in the Tender shall have the meaning ascribed to them below: -

- i. "Alliance Air Aviation Limited (AAAL)", "Alliance Air" or "The Airline", shall mean "Alliance Air Aviation Limited (AAAL), a company incorporated under Companies Act 1956, having its registered office at Alliance Bhawan Domestic, Terminal-1, I.G.I Airport, New Delhi-110037, Delhi, India".
- ii. "**Applicable Law**" means all the laws, acts, ordinances, rules, regulations, notifications, guidelines, or bylaws, in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of any court of record, as may be in force and effect during the subsistence of the Contract, and applicable to the Tender.
- iii. "**Bid/Proposals**" means the proposals submitted by the Bidder(s) in response to this Tender in accordance with the provisions hereof including, 'Eligibility and Pre-Qualification Criteria' as described in Annexure 02, 'Technical Bid' as described in Annexure 04 and 'Financial Bid' as described in Annexure 06 along with all other documents forming part and in support thereof.
- iv. "Bidder" or "Bidder" shall mean an eligible entity who has submitted the sealed/closed Bid for this Tender through its authorized signatory.
- v. "Contract" or "Agreement" shall mean the agreement entered between Alliance Air and the Successful Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned therein.
- vi. "Services" shall mean the services specified in Annexure 01.
- vii. "Successful Bidder" shall mean the Bidder whose Technical Bid and Financial Bid has been accepted by Alliance Air and to whom a Letter of Intent (defined hereunder) is consequently issued by Alliance Air and the same has been accepted/ acknowledged by such Successful Bidder/Bidder vide a letter to carry out the Services contemplated in this Tender.
- viii. Any other term(s) not defined hereinabove but defined elsewhere in this Tender shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

2. Terms of Tender

- a. Alliance Air wishes to engage DGCA approved service provider(s) for the above-said activities.
- b. Repair/Refurbishment (Upliftment) work has been identified and included in the listing along with their estimated annual quantities for which bidders offer(s) are solicited for the undertaking of repairs, which has been defined in the work scope at Annexure 01. Such a repair process has to be carried out at the Alliance Air premises or bidders authorized premises, and the Re-delivery shall be completed within a maximum period of seven (07) calendar days from pickup. For the accomplishment of the above, the successful bidder must arrange collection and redelivery of the materials/items from/to Alliance Air Engineering department/Engineering Stores at its own cost.

The details of the aircraft, work description requirements, work scope, are provided in detail in the work scope at Annexure 01.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

The above-said activities are duly split into Three parts as indicated below: -

S. No	Parts	Description
1	Part A	1. Carpet Cutting as per Layout 2. Tape Binding with FAR materials 3. Tailoring and stitching as per requirements. 4. Laying and Fixing of carpets in aircraft. 5. Cabin Curtains Furnishing and new stitching. 6. Smoke Curtains repair and restoration. 7. Interior Cabin Fabric Adjustment & Repair. 8. Interlocking of Carpet.
2	Part B	1. Seat Cushions (Back & Bottom Stitching) 2. Tray Table Repair and Restoration 3. Seat Belts repair and restoration 4. Seat Belt's Buckle Repair & Polishing 5. Hat Rack's Lock repair and restoration 6. Cabin Crew seat Repair and Restoration 7. P1 & P2 Seat Cushion (Back & Bottom Stitching). 8. Pax Seat Back Shell Repair and Restoration. 9. P1 & P2 Handrest & Passenger Armrest Repair. 10. Hat Rack panel repair and restoration 11. Window Panel Repair and Restoration
3	Part C	1. Pitot Cover, TAT Cover. 2. Engine Cover 3. Propeller Straps. 4. Static Cover. 5. Composite Repair and Paint. 6. Floorboard repair and restoration. 7. Minor Sheet Metal Repair Work 8. ELT Bag Repair and Restoration 9. Crew Demo Bag Repair and Restoration. 10. Cargo Net Repair and Restoration. 11. Window Shutter repair and restoration.

Only DGCA approved/Certified vendors, are eligible to participate in the Tender. The Eligibility conditions may be referred to for reference. Bidder/Vendor with office and workshop located in Delhi/NCR will be given preference. In case of tie in evaluated price and technical compliance, preference shall be given to vendors having operational facility within Delhi/NCR.

3. Instructions/ Information to Bidders: -

3.1 General Instructions

- The Bids shall be typed in English, and all correspondence and documents related to the Bid exchanged by the Bidder and Alliance Air shall be written in the English language. Before submitting the Bid, the Bidder should carefully examine the Tender document, terms & conditions of assignment and specifications.
- Bids are submitted solely at the Bidder's risk. Alliance Air will not accept bids received after the deadline, delivered to an address other than that specified in the Tender, or lost in transit, regardless of whether the delay or loss results from postal, courier, or hand-delivery services. Only bids submitted through the specified mode will be accepted; bids sent by any other mode may be rejected.
- The Bidder should complete the annexed form of Tender and information called for therein and shall sign and date each page of the documents.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

- iv. The Tender shall contain the name with designation, address, Tel. No and email for communicating with the Bidder in connection with the Tender.
- v. As specified in detail at Para 3.2 below (Bid Submission), Bidders are required to submit Single sealed envelopes superscribed Tenders Name, Reference No, the name of the authorized person with designation, address, contact numbers, and email address for official communications shall also be mentioned on the envelopes.
- vi. Single packet bid system is being adopted for this Tender, the process will be carried out in 1 stage. Bids will be opened at the venue mentioned above at a specified time and date.
- vii. **No changes will be permitted to the Bid document after the opening of the bids.**
- viii. **If a Bidder submits more than one Bid, all the Bids submitted by the Bidder would be summarily rejected.**
- ix. Bidders should read and confirm the terms and conditions outlined in this document and ensure that they are eligible in all respects in order for their applications to be processed at various levels. The columns that are left blank or incomplete shall be interpreted to the Bidder's disadvantage. The submission of a Bid implies that the Bidder has read the conditions of the Tender and is fully aware of the scope of work, specifications, and project execution/solution implementation requirements.
- x. ***Alliance Air reserves the right to accept or reject any bid(s) without assigning any reason whatsoever and to annul the bidding process and reject any Bids, at any time prior to the award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for Alliance Air's action. Alliance Air also reserves the right to extend the validity period of the Tender.***
- xi. All Bidders note that even though they may be qualified after evaluation of the PQC and Technical Bid, in the event their Financial Bid is found incomplete or not submitted in a format as prescribed herein, their Bid submitted thereon to be rejected.
- xii. **Alliance Air has the right to amend and/or re-issue the Tender document without the Bidder(s) having any right to object to such reissue.**
- xiii. **Bidders shall be required to sign all pages of the submitted Bid, and all signed pages should be in ascending orders, along with an index of submissions.** The individual signing the Tender or other documents in connection with the Tender should certify the capacity in and/or authority in which they are signing the Bid.
- xiv. All financial quotes must be in INR (₹) only. Further, the price quoted should remain valid for acceptance for a minimum period of 180 days from the date of opening of the Technical Bids. However, the validity of the Bid must be extended an additional period as mutually agreed, upon request from Alliance Air to enable the completion of the Bid's evaluation and award of tender to the Successful Bidder/s.
- xv. Alliance Air reserves the right to award the contract to the successful bidder/s as it may deem eligible as per its requirements.
- xvi. A Bidder shall be liable for disqualification, if any legal, financial, or technical adviser of Alliance Air in relation to the tender is engaged by the bidder, its member, or any associate thereof, as the case may be, in any manner for matters related to or incidental to the Tender during the Tender process or subsequent to the execution of the Contract. In the event any such adviser is engaged by the Successful Bidder, as the case may be, after issuance of the Agreement or execution of the Agreement for matters related or incidental to the Tender, then notwithstanding anything to the contrary contained herein or in Contract and without prejudice to any other rights or remedies of Alliance Air, including the forfeiture and appropriation of the Security Deposit, Alliance Air shall have the right to

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

terminate the Contract, without being liable in any manner whatsoever to the Successful Bidder for the same.

- xvii. At any time prior to the last date for submission of Bids, Alliance Air may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify this Tender document by an amendment. In order to afford the reasonable time for Bidders to take such amendments into account for preparation and submission of their Bids, Alliance Air may, at its discretion, extend the last date for the submission of Bids through an announcement of its website.
- xviii. Bids must be comprehensive in all respects and inclusive of all costs related to the work scope as detailed in the Tender. It is to be noted that an increase in the price, other than what has been quoted in the Financial Bid, would not be accepted by Alliance Air, after the closing date of the Tender for any reason whatsoever.
- xix. The Bidder shall bear all costs associated with the preparation and submission of the Bids, including the cost of presentations/demonstrations for the purposes of clarification/evaluation of the bids and negotiations with the Successful Bidder, etc. Alliance Air will not be responsible or liable for any such costs, regardless of the conduct or outcome of the bidding process.

3.2 Evaluation of Bids

- i. This Tender is a single packet bid tender and accordingly, the evaluation of the Bids shall be done in two stages.

Stage 1 – Evaluation of the Prequalification Criteria and Technical Bid. Only bidders Qualifying at stage 1 will be considered for next stage of evaluation

Stage 2 – Evaluation of the Commercial Bid.

- ii. The evaluation of the bid/s shall be performed as per methodology provided under the provisions relating to evaluation of the bid/s as specified in Annexure-I.

4. Basis of Evaluation

4.1 Pre-Qualification Criteria and Technical Bid **Annexure – 02 and Annexure - 04**

Annexure-02 contains conditions which are mandatory and need to be fulfilled by the Bidders. Bidders must attach the supporting documents in order to qualify the pre-qualification Criteria. For the avoidance of any doubt, **if the response to any of the conditions in Annexure- 02 is left blank or without any supporting documents where demanded, the bid will not be processed any further.**

4.2 Financial Bid **Annexure – 06**

Bidders must provide their quotations as mentioned in Annexure – 06. The “L1” bidder will be decided based on the quotation found to be least after the Financial Bid evaluation by Alliance Air. Subsequently “L2”, “L3” “L4”

The evaluation of bids shall be carried out in accordance with the provisions of this Tender and the Financial Bid format at Annexure-06.

5 Bid Submission

Interested Bidders must submit the “Technical Bid” and “Financial Bid” through below-mentioned mode: Hard Copies in sealed envelopes, Super Scribed in bold

“Ref :- AAAL/Cabin Refurbishment/MMD/2026/102

Tender for selection of DGCA approved service providers for aircraft cabin’s refurbishment works.”

Duly addressed and deposited in the Tender Box at the address mentioned below: -

Material Management Department (MMD)

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

Note: -

- a. Bidder should not disclose the financial terms in any other part of their bid.
- b. Unconditional discount, if any, should be clearly indicated, and would be applied to the quoted offer price during evaluation.
- c. A conditional discount, if offered, will not be considered for the evaluation.
- d. A conditional bid will not be considered for the evaluation.

6. Earnest Money Deposit (EMD): - Tender has been divided into three categories/parts. Bidder has to submit EMD as mentioned below: - Registered Micro and Small Enterprises (MSEs) are exempted from payment of EMD, subject to submission of valid registration proof, in terms of the Public Procurement Policy for MSEs Order, 2012 and Rule 170 of the GFR, 2017.

- | | |
|--|-------------------|
| 6.1 Bidder willing only to participate in PART A | : INR 1,50,000.00 |
| 6.2 Bidder willing only to participate in PART B | : INR 1,50,000.00 |
| 6.3 Bidder willing only to participate in PART C | : INR 1,50,000.00 |

If a bidder chooses to participate in more than one category, the EMD amounts for all selected categories will be added together, and the bidder must submit the total combined EMD.

7. Security Deposit: -

- 7.1 The Successful Bidder shall furnish the Security Deposit by way of an Irrevocable and Unconditional Bank Guarantee issued by a Scheduled Commercial Bank in favour of Alliance Air Aviation Limited, valid for the entire contract period and 180 days thereafter.

Successful bidder shall submit an amount equivalent to:

Part A: INR 2,50,000.00

Part B: INR 2,50,000.00

Part C: INR 2,50,000.00

In case of extension of the contract term, the Security Deposit /Bank Guarantee shall be validated accordingly as per the instructions of Alliance Air. **It is hereby clarified that while eligible MSEs are exempted from EMD, there is no exemption from the Security Deposit in case of MSE being the Successful Bidder.**

- 7.2 The Security Deposit will not carry any interest and the expenses incurred towards submission of instrument of payment for security deposit will have to be borne by the Successful Bidder.
- 7.3 The Security Deposit shall be returned after 180 days after the completion/ expiration/ termination of the Contract as determined by Alliance Air after adjusting for penalties, deductions, damages etc., if any, that may be imposed under the terms of the Contract or for any amounts that are payable by the Successful Bidder and have been paid by Alliance Air on behalf of the Successful Bidder.
- 7.4 Alliance Air shall be entitled to forfeit the Security Deposit in the event of delay in the start of Services on the award of the Contract. Notwithstanding anything mentioned to the contrary in this Tender or the Contract, upon any default or breach of obligations by the Successful Bidder under the Contract, Alliance Air may at its sole discretion forfeit the Security Deposit, without prejudice to any other rights of Alliance Air under this Tender or the Contract. In the event the

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Security Deposit is forfeited by Alliance Air, the Successful Bidder shall replenish the Security Deposit to its original value within seven (7) working days from such forfeiture, failing which the same shall be deemed to be a material breach by the Successful Bidder and entitle Alliance Air to terminate the Contract.

8. Benefit/s to Micro and Small Enterprises (MSEs)

i. 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 must 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 MSME

ii. The registration certificate issued from any one of the above agencies must be valid as on close date of submission of Bids. The Successful Bidder should ensure that the same is valid till the end of the contract period.

iii. The MSEs, who have applied for registration or renewal of registration with any of the above agencies/bodies but have not obtained the valid certificate as on close date of the Tender, are not eligible for exemption/preference.

****Important Note: - Bidder expecting to get MSE benefit(s) must submit their valid MSE certificate for the above-said work-scope/category along with the technical bid**.**

9. Applicable Rates and Government Taxes

9.1 Inclusions

The rates offered/finalized/agreed by the bidder shall be inclusive of all Government Taxes/Levies, manpower cost, provision for Name Badges & Uniform including high visibility jackets, issuance of ID cards, AEP, ADP, Airport Authority Training Costs and all statutory payments like ESI/PF, transportation, Airports Permits, Labour welfare fund, project coordinator, mobile & convince charges etc. especially for the Engineering requirement of work to be carried out in-situ in the airport premises for replacement of seat covers, matting, curtains, carpets etc.

9.2 Exclusion

The GST (including any CESS) shall be payable extra, as applicable. Any additional charges like GTO (Gross Turnover Tax)/Royalty if levied by DIAL shall be excluded from the quoted rates and would be reimbursed by AAAL @ 13% at present or as applicable on production of receipt as proof of payment. Such of the charges would only be payable on the portion of the work that would be carried out in-situ in the airport premises for replacement of seat covers, curtains, carpets etc.

10. Fraudulent Practices

Alliance Air requires that Bidders observe the highest standard of ethics during the bidding process and execution of contracts. In pursuance of this, AAAL,

- 10.1 Shall reject a Bid for the award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 10.2 Shall declare a Bidder ineligible and blacklist such Bidder, for a stated period of time if it at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

- 10.3 Shall rescind the contract forthwith, in case of successful Bidder adopting fraudulent/corrupt practices during the currency of the contract.

11. Blacklisting of Bidder

If at any time during the bidding process and/or prior to or after the award of PO / contract it comes to the knowledge of AAAL that the Bidder has been blacklisted/debarred as on bid submission date or during the preceding 3 years. AAAL will be entitled to take all or any of the following actions –

- 11.1 Upon awarding the contract to the successful Bidder, AAAL will be entitled to encash/invoke the Security Deposit/Performance Bank Guarantee submitted by the Bidder and/or
- 11.2 Terminate the contract.
- 11.3 Such of the bidder will also not be eligible to participate in the immediate next tender or up to 03 years whichever is earlier.

12. Contract Validity

The validity of the contract comes to an end *IPSO FACTO* by efflux of time unless otherwise extended/terminated. The Contract Period shall be twenty-four (24) month from the date of award of the contract unless terminated earlier as per the terms and conditions of the tender.

13. Price Validity

The price agreed by the parties under the contract (and LOI) shall be applicable throughout the term of the contract. For extended periods (if any) price escalation shall be determined mutually, capped at a maximum of 5% or linked to the prevailing Wholesale Price Index (WPI), whichever is lower.

14. Price Negotiation

As it is not the general norm for Alliance Air to carry out price negotiations following evaluation of the Financial Bids, the Bidders are advised to submit their best price quotes in the very first response to this tender. Alliance Air, however, reserves the right to carry out negotiation(s) with the Successful Bidder(s) who has been evaluated by Alliance Air, as having offered the lowest bid in response to the bidder.

15. Splitting of Work Scope

It is to the discretion of Alliance Air to split the tender requirements between the technically qualified bidders whose commercial bids have been evaluated. Accordingly, Alliance Air reserves the right to split the business either in the ratio 60:40 between L-1 and L-2 successful bidder or in the ratio of 50:30:20 between L-1, L-2, and L-3 bidders or accordingly, for the work requirement covered under each part, ie. Part-A, Part -B and Part -C activities. However, this splitting is subject to the Public Procurement Policy for MSEs Order, 2012, wherein a minimum of 25% of the total work scope shall be awarded to Micro and Small Enterprises whose bids fall within the L1+15% price band, provided such MSEs match the L1 price.

However, it must be noted that in case of the tender requirements being split between 2 or more bidders, the L-2 and L-3 bidder must match the price that have been offered by the original L-1 bidder. The LOI/Contract would be awarded only on the conditions that the prices of L-2 and L-3 bidders are matched with the prices of L-1 bidder and agreed upon.

16. Fall Clause

The prices charged for the Services supplied under the Contract should under no event be higher than lowest prices at which the party sells the items of identical description to any other Airlines/ Govt. organization/ PSU's/ Central Govt, / State Govt. Autonomous bodies/ Central/ State Universities/ Central/ State Institutions during the period of Contract failing which the "FALL CLAUSE" will be applicable. In case, if the price charged by the Bidder is more, the Successful Bidder will provide an Undertaking providing Alliance Air to exercise the right to recover the excess charged amount from the subsequent/ unpaid bills.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

17. Award of Letter of Intent (LOI) and Contract

17.1 The Contract shall be awarded to the successful bidder vide the Letter of Intent ("LOI") issued by Alliance Air, based on the evaluation of the bids.

17.2 Further, the successful bidder shall be required to fulfil the following: -

- a) The L-1 bidder has to convey acceptance of the "Letter of Intent (LOI)" within three (3) days of receipts of the LOI.
- b) The Security Deposit shall be deposited by the Successful Bidder within 2 weeks of award of the Contract vide the LOI and its subsequent acceptance by the Successful Bidder. In case the Successful Bidder withdraws, fails to execute the Contract, or commence the Services within the period mentioned hereunder, Alliance Air reserves the right to award the Contract to the next qualifying successful bidder (L2 Bidder) or re-tender, at its sole discretion, at the risk and cost of the Successful bidder who failed to execute the Contract.

17.3 The contract will be finalized by the duly authorized officials of Alliance Air, as per the terms and conditions stated herein and will be given to the successful bidder for its signature.

18. Grounds for Rejection of Bids.

The Bids are liable to be rejected forthwith i.e., without being evaluated, on the following grounds:

- i. If the Bid has been received after the due date/time of submission of the Bids.
- ii. If the Bid has not been signed by the authorized signatory of the Bidder.
- iii. If Bidder's response is not received as mentioned in the Tender document.
- iv. If the information given in response to the Tender is incomplete, incorrect, ambiguous, without requisite supporting documents, unverified, unattested and/or submission of illegible copies or unexplained materials and/or Bids not received as per the desired formats & bidding instructions.
- v. If the price indication has been provided in the Technical Bid.
- vi. If the Bid is not presented neatly and corrections if any are not duly authenticated with full authorized signatures of the person who has signed the Bid document,
- vii. If the Bid has been received without the undertaking of acceptance of all terms & conditions.
- viii. If the Bid (Pre-qualification/ Technical/Financial) is incomplete.
- ix. If the Bid received is conditional.

The above list is only illustrative; there can be other relevant grounds of rejection of Bids and any other reasons as Alliance Air may deem fit.

19. Disqualification of Bid

- (i). Any Bidder and/ or any of its director/s, who has been blacklisted or debarred from participating in any tender either by any Government agency or Corporation or any Public Sector Undertaking (in India or elsewhere) shall not be allowed to participate in the Tender.
- (ii). Further Bidders are subject to be disqualified if Bidder/Bidder or any of its constituent partners/directors (as applicable) have:
 - a) made a misleading or false representation in the forms, statements, and attachments submitted which was/were discovered at any point either after the submission of the Bid or on/ before the opening of the Bids or during the Bid evaluation process; or
 - b) records of poor performance since the time of its incorporation, as on the date of submission of Bids such as abandoning the work, rescinding of any contract for which the reasons are attributable to the non-performance of the Bidder/Bidder, inordinate delays in completion, any history of litigation/arbitration awarded against the Bidder/Bidder or any of its constituents or financial failure due to bankruptcy etc.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

- c) been debarred by Alliance Air or its affiliates as on the date of submission of the Bid.
- d) Been into any kind of running legal dispute or arbitration in the past /present with Alliance Air or its associate/ parent companies within the last 5 (five) years.
- e) A Bidder who submits more than one Bid will cause all the Bids with such Bidder's participation to disqualify.
- f) In addition to the above, Alliance Air shall be entitled to:
 - i. Reject the Bid or proposal for award of the Contract; or
 - ii. withdraw the Contract forthwith of such Bidder and shall blacklist the Bidder from participating in any tender issued by Alliance Air, without being liable in any manner whatsoever to the Bidder if Alliance Air determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt, fraudulent, coercive, undesirable, or restrictive practice in the Tender process.
- g) In addition to the above-mentioned remedies which Alliance Air shall declare the said Bidder ineligible and blacklist such Bidder for a period of 1 (one) years.

20. Penalty for Damages to Alliance Air Raw material/Items/Property and Liquidated Damages for Delayed Deliveries

20.1 Damage to Alliance Air Raw material/Items/Property

In case of any delay of work, damage due to TFN (Theft, Fraud & Negligence), and erratic supply to the material supplied by Alliance Air for repairs/refurbishment (upliftment) purposes, the bidder will be subjected to fully reimburse the cost of raw material/items/property. In addition, a deterrent penalty of Cost of Material plus Ten percent (10%) of material(s) per occasion may also be levied in accordance with the Indian Contract Act, 1872.

20.2 Charges for Liquidated damages for delayed delivery

The vendor is required to collect the material for repair/refurbishment (upliftment) as required by the Engineering Department, within 24 hours of the requisition by Alliance Air from the Office of Engineering Department, New Delhi and deliver back the same after repair/refurbishment within a maximum of seven (07) days of collection.

In case of delayed delivery thereof, a flat penalty of 5% deduction from the invoice amount would be made for delay in the return of supplies up to five (05) days. For delay in delivery between 6 to 10 days, the deduction would be 7.5% of the invoice amount.

For delay in delivery between 11 to 30 days, the deduction would be 10% of the invoice amount and for the delay in delivery beyond 30 days, the deduction would be 25% of the invoice amount.

In case of failure on the part of the Service Provider to comply with any other listed conditions apart from the above penalties and liquidated damages, Alliance Air reserves the right to cancel the contract and recover from the Service Provider all the losses incurred by Alliance Air directly or indirectly and claim the same from the amount of Security Deposit paid by the service provider and/or any other dues payable to the service provider against this contract.

In the event of a drawdown from the security deposit towards the recovery of losses and liquidated damages to Alliance Air, such amount of the shortfall in the already deposited Security Deposit amount, if any, shall be made good by the service provider immediately upon receipt of intimation, from Alliance Air to that effect.

In case, the full amount of penalty is not recovered or is not recoverable from future / pending bills and or from the Security deposit, the demand shall be raised by Alliance Air and the service provider has to deposit the shortfall amount within 2 weeks of receipt of such intimation to renew the Security deposit to its full original amount.

21. Termination of LOI/Contract**The LOI / Contract may be withdrawn under the following circumstances:**

- (i). In the event of deficiency in providing the Services contemplated herein, of the Successful Bidder, Alliance Air reserves the right to withdraw the LOI / Contract and to claim damages from the Selected Bidder. No liability shall be incurred by Alliance Air in the event of the aforesaid cancellation termination.
- (ii). If due to any reason or decision of Alliance Air, the Services are not required, the Successful Bidder would be paid only for the Services satisfactorily completed up to the date of such discontinuation by Alliance Air.
- (iii). Either Party (i.e., the Successful Bidder and AAAL) may terminate the Contract giving therein the notice for termination of Contract stating their reasons. The Successful Bidder can terminate the Contract by giving advance notice of six (06) months to AAAL and AAAL can terminate the contract by giving six (06) months advance notice to the successful bidder without assigning any reason. In addition, AAAL can terminate the contract by giving two (02) months advance notice by assigning a valid reason(s). The committed service levels have to be maintained even during the notice period.
- (iv). The validity of the Contract/Agreement comes to an end *ipso facto* by efflux of time unless otherwise renewed/ terminated. The Contract period shall be as mentioned in Clause 9 above, the Contract will automatically terminate on its expiry date, and no notice will be required.
- (v). In the event of breach/ non-observance of the terms of the Contract, by the Successful Bidder, if any one or more of its obligations under the Contract and/or contractual documents and where such default is not cured upon notice of 21 days or is not curable, AAAL, without prejudice to any other rights available to it, reserves the right to terminate the Contract or any relevant part thereof. In such case, the Successful Bidder shall not be entitled to any compensation whatsoever for costs incurred or to be incurred on this account. In such case of breach which is attributable to the Successful Bidder, AAAL shall be entitled to claim damages @ of 0.5% of the monthly contract value.
- (vi). AAAL may at any time terminate the Contract with immediate effect by giving written notice to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent, being a partnership or sole proprietorship firm, if the sole proprietor or any partner is adjudged as insolvent, or order for the administration of its estate is made against it or shall take proceedings for liquidation under any insolvency act for the time being in force in India, subject to the provisions of the Insolvency and Bankruptcy Code, 2016, and any moratorium applicable thereunder, or make any assignment of his effects or composition or arrangement for the benefit of his creditors or purports to do so. Provided that such termination will not prejudice or affect any right or remedy which has accrued or will accrue to AAAL.
- (vii). Any indulgence or delays are shown, AAAL in that respect will not constitute waiver of the right of termination.
- (viii). In the event the Successful Bidder suspends the performance of Services under the Contract without any notice to AAAL for reasons other than prevalence of a Force Majeure event, AAAL reserves the right to approach other entities for completion of the Services at the cost and risk of the Successful Bidder.
- (ix). AAAL can terminate the Contract if the Successful Bidder has committed any corrupt and/or fraudulent practice, an offence under the Provision of Corruption Act, 1988, and any amendments and any other guidelines as may be prescribed by the Central Vigilance Commission, with immediate effect and at its sole discretion.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

- (x). AAAL and/or the Successful Bidder may terminate the Contract in case of the prevalence of a Force Majeure in the manner provided in the Contract and Clause 22 (Force Majeure) hereunder.
- (xi). AAAL may terminate the Contract if it comes to its knowledge that the Successful Bidder has obtained the Contract vide non-Bonafede methods of competitive bidding.
- (xii). In the event of a change of Applicable Laws or business policies which make the performance of the Contract illegal/ invalid/ unenforceable, AAAL will be required to renegotiate the Contract and the Successful Bidder shall cooperate in arriving at mutual revised terms, however, if in the opinion of AAAL, such revised terms may not be arrived at, AAAL shall be entitled to terminate the Contract forthwith without any costs to the Successful Bidder. It is, however, clarified that the outstanding obligations shall remain absolute till the extend, the performance is legally valid.
- (xiii). It is clarified that notwithstanding the cause of termination, the parties shall be required to fulfil the obligations accrued prior to the termination of the Contract.
- (xiv). Upon termination of this Contract for any reason, the Successful Bidder shall return all property of AAAL to AAAL, within 7 days from the date of termination, in the same condition in which it was received (reasonable wear and tear excluded). In the event of any damage to such property, AAAL shall be liable to obtain from the Successful Bidder damages for the same.
- (xv). Upon termination of this Contract for any reasons stipulated herein, the Successful Bidder shall return all the Confidential Information of AAAL that may be in the Successful Bidder's possession, within seven (07) days from the date of termination. The Successful Bidder agrees that withholding such Confidential Information beyond the stipulated time period may attract consequences including but not limited to injunctive reliefs and any other equitable remedies available under the law.

22. Force Majeure

- (i). Neither the Successful Bidder nor Alliance Air (herein referred Party/Parties) shall be in breach of any obligation under the Contract in case of failure or delay in performance of the obligations in whole or part by reason in the event of Force Majeure as defined below.
- (ii). "Force Majeure" is hereby defined as extraordinary events or circumstance which is beyond the reasonable control of Successful Bidder (including its subcontractors for the Services/ part thereof delegated to it with prior written approval of Alliance Air) or Alliance Air as the case may be, which they could not foresee or with a reasonable amount of diligence could not have foreseen including the following events: war, hostilities; riot, strike or disorder; an act of God, fire, frost, earthquake, flood, droughts, storm, lightning; epidemic, pandemic, quarantine restrictions; embargoes, explosion, accidents by fire (each, a "Force Majeure" event).
- (iii). In such case, the affected Party shall give immediate notice in writing (in any case not later than 5 days from the date of occurrence of such an event) and shall thereafter keep the other Party informed of the developments in such Force Majeure situation. Upon notification from the affected party of the existence of a Force Majeure Event, the Parties shall use reasonable efforts to re-plan and reschedule delivery/ performance of Services/ respective obligations under the Contract.
- (iv). Notwithstanding the occurrence of a Force Majeure Event, the Affected Party shall use its best reasonable efforts and due diligence to mitigate the economic and other effects of the event of Force Majeure and shall reasonably allocate its available resources, giving priority to its obligations under the Contract.
- (v). In the event of Force Majeure lasting for more than 30 (thirty) days, either Party may, after mutual consultation with each other, terminate the Contract. It is understood by the Parties

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

that such early termination in terms of this Clause shall not exclude the Parties from fulfilling the obligations accrued prior to such termination.

- (vi). For the avoidance of any doubt, it is clarified that payment obligations of Alliance Air for the Services already performed shall not be excused due to the existence of the event of Force Majeure.

23. Compliance

- (i). The Successful Bidder shall comply with all Applicable Laws in force in India/ outside India, as applicable to it. The laws will include Central, State, Municipal laws of India, or any other international laws that affect the performance of the contract and are binding upon the Successful Bidder.
- (ii). The liabilities of all statutory /legally mandatory regulations /obligations regarding manpower/product / Services will be borne by Successful Bidder.
- (iii). On award of Contract, for all the work related to in-situ performance within the airport area, the successful bidder shall be responsible for arranging PICs / Airport Entry passes for their personnel from concerned authorities like BCAS/DIAL at their own cost and also get antecedents of personnel verified from Police and other concerned authorities before their deployment and shall renew the same from time to time. Any delay in renewal shall not be the reason for the non-deployment of personnel which please note.
- (iv). The service provider should ensure verification of character and antecedents of his personnel by Local Police before deployment.

24. Indemnity and Liability

- (i). Indemnification Obligations. Either Party including their directors, officers, employees, agents or representatives, sub-contractors (each, an "Indemnifying Party") agree to hold harmless, defend and indemnify the other Party, its related companies, its directors, officers, employees, agents and representatives, and affiliates (each an "Indemnified Party"), from and against any and all claims, damages, losses, suits, actions, demands, proceedings, expenses, and/or liabilities of any kind (including but not limited to reasonable attorneys' fees incurred and/or those necessary to successfully establish the right to indemnification) suffered by other Party including third party claims, against Indemnified Party (collectively, "Claims") arising out of or in connection with
 - a) a material breach of terms of this Agreement.
 - b) Negligence, fraudulent acts, or willful misconduct of the Indemnifying Party; and
 - c) violation of acts, applicable laws, rules and/or regulations
 - d) death of or bodily injury to any person or persons whomsoever and for loss of or damage to, destruction of, any property whatsoever (including, without limitation, the Aircraft, the engines, or any parts thereof), in any manner arising out of or in any way connected with the Services caused by the Indemnifying Party's negligence, willful misconduct or fraudulent acts, except as such relates to the negligence or misconduct of the Indemnified Party. The indemnifying Party shall, at the request of the Indemnified Party, negotiate and defend any claim brought against any Indemnified Party or in which any Indemnified Party is joined as a party defendant. The obligations herein will survive any expiration, termination, or cancellation of this Agreement.
 - a) The indemnification obligations set forth above are unconditional, however, the Indemnified Party shall reasonably assist the Indemnifying Party in the manner provided as follows: (i) providing prompt written notice of a claim within forty-five (45) days of its receipt of service upon the Indemnifying Party; (ii) providing all information and evidence within its control and necessary for the Indemnifying Party to conduct a defense; and (iii) providing the Indemnifying Party with sole control of the defense and all related settlement negotiations; provided, however, no settlement may be entered into without the Indemnified Party's prior written consent.

25. Contract Survivability:

In the event Successful Bidder is acquired by or merges with another company/entity by operation of law, the terms and conditions of the contract resulting from the award of this Tender shall remain in full force and effect with the acquiring company/entity. Alliance Air shall however have the discretion and option to terminate the Contract in such an event.

26. Dispute Resolution, Jurisdiction and Governing Law**a. Dispute Resolution: -**

- (i). Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation, or effect of the or any terms of the Contract or the validity or breach thereof, shall first be settled by mutual consultation/ discussion between the senior executives of the parties.
- (ii). If the dispute remains unresolved after a period of 30 days from the date when the mutual consultation has started, then the unresolved dispute/difference shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996, as amended from time to time, by a sole arbitrator. The parties shall mutually appoint the sole arbitrator as per the provisions of the Arbitration and Conciliation Act, 1996. Provided further, if the Parties fail to appoint a sole arbitrator within 10 (ten) Days of the invocation of the arbitration clause, the Hon'ble Delhi High Court shall appoint the sole arbitrator as per the provisions of the Arbitration and Conciliation Act, 1996. Both parties shall bear their own costs of arbitration proceedings.
- (iii). The seat and venue of arbitration shall be New Delhi, India and it shall be conducted in the English language.
- (iv). During the arbitration, the Parties shall continue to fulfil their respective obligations under this Agreement except for such obligations, which are the subject matter of the arbitration.
- (v). The arbitral award made in pursuance thereof shall be final and binding on the parties.

b. Jurisdiction and Governing Law

The construction, interpretation, validity, and performance of this Tender and/or Contract shall be governed in accordance with the Laws of India. Any dispute whatsoever arising out of or in connection with the Tender and/or Contract shall be subject to the jurisdiction of the courts of New Delhi only.

27. Inspection:**27.1 Inspection/Audit of Bidder's facilities at the time of evaluation of the Technical Bids**

Alliance Air reserves the right to inspect / audit at its cost the facility/facilities of the Bidders in order to assess their infrastructure and capability for carrying on the Services under the Contract as indicated in this Tender.

27.2 Inspection/Audit of the facility of the Successful Bidder

Alliance Air reserves the right to Inspect/Audit the facility of the Successful Bidder, during the Contract Period.

28. Notices

Any notice by one Party to the other pursuant to the Contract shall be sent in writing to the address specified for that purpose in the Contract.

29. Interpretation:

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

In the event of any difference in the interpretation of any of the clauses of the Contract, the clarification given by Alliance Air shall be final and binding.

30. Severability

If any clause, section, or provision of this Contract is found to be invalid, illegal, or unenforceable, by the provisions of the applicable law, such invalidity, illegality or unenforceability shall not render the remaining clauses, sections or provisions hereof invalid, illegal or unenforceable. In such a case, the Parties shall amend this Contract as appropriate, seeking to achieve the minimum extent necessary to make this Contract, legally valid and enforceable.

31. Amendment

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

32. Right to Reject unsatisfactory Repairs

AAAL reserves the right to inspect, reject and return any repaired/refurbished item not meeting quality requirements. Such items shall be reworked/replaced by the bidder at no additional cost.

33. Payment Schedule / Terms: -

- (i). The standard payment terms of Alliance Air would be "45 days from the date of invoice subject to successful completion of each milestone".
- (ii). No advance/pre delivery payment term will be accepted.
- (iii). All recurring payments (if any) will be made on monthly basis after receipt of the respective invoices and subject to certification of the same by the duly authorized official(s) of Alliance Air.

S/d
Alliance Air Aviation Limited

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-01

Work Scope-Technical and Functional Requirement.

S. No	Parts	Description	Workscope
1	Part A	1. Carpet Cutting as per Layout 2. Tape Binding with FAR materials 3. Tailoring and stitching as per requirements. 4. Laying and Fixing of carpets in aircraft. 5. Cabin Curtains Furnishing and new stitching. 6. Smoke Curtains repair and restoration. 7. Interior Cabin Fabric Adjustment & Repair. 8. Interlocking of Carpet.	a. All the repaired/restored parts are to be given a finishing of 'As New' conditions. b. Major repair of seat covers, seat cushion and curtains (major repair involves the replacement of Velcro, buttons, zips, etc.)
2	Part B	1. Seat Cushions (Back & Bottom Stitching) 2. Tray Table Repair and Restoration 3. Seat Belts repair and restoration 4. Seat Belt's Buckle Repair & Polishing 5. Hat Rack's Lock repair and restoration 6. Cabin Crew seat Repair and Restoration 7. P1 & P2 Seat Cushion (Back & Bottom Stitching). 8. Pax Seat Back Shell Repair and Restoration. 9. P1 & P2 Handrest & Passenger Armrest Repair. 10. Hat Rack panel repair and restoration 11. Window Panel Repair and Restoration	c. Full aircraft carpet replacement will be required out once a year on each aircraft. d. Central carpet replacement will be required to be carried out every 3 months or on the conditional requirement on each aircraft. e. The service provider is required to carry out the carpet cutting as per approved drawing, edge binding (beading) laying and fixing of carpet in aircraft as is required by the Engineering Department.
3	Part C	1. Pitot Cover, TAT Cover. 2. Engine Cover 3. Propeller Straps. 4. Static Cover. 5. Composite Repair and Paint. 6. Floorboard repair and restoration. 7. Minor Sheet Metal Repair Work 8. ELT Bag Repair and Restoration 9. Crew Demo Bag Repair and Restoration. 10. Cargo Net Repair and Restoration. 11. Window Shutter repair and restoration.	f. Replacement/repair of seat cover (back and bottom) with a color shade similar to the original. g. Dry-Cleaning, repair and stitching of smoke curtains h. Small and Large curtain furnishing. i. Sheet Metal and Composite minor repair work. j. Interior cabin fabric adjustment/repair. k. Arm Cap and Arm Handle Cover. Work similar to the above said work scope.

Such a repair process has to be carried out at the Alliance Air premises or bidders authorized premises and the Re-delivery shall be completed within a maximum period of seven (07) calendar days from the date of collection. For the accomplishment of the above, the successful bidder must arrange collection and redelivery of the materials/items from/to Alliance Air Engineering department/Engineering Stores at its own cost.

Note:

All raw/semi-finished/finished material required for aircraft cabin refurbishment will be provided by Alliance Air.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

The requisite quantum and quality of consumables (as exhaustively defined in Schedule B) duly approved by Engineering are to be provided by the service provider itself at its own cost. Hence, such costs are required to be amortized within the offer price itself whilst bidding during the tender process which please note.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-02

Pre-Qualification Criteria

Listed below (Point 1-Point 07) are the pre-qualification requirements, for which Alliance Air Aviation Limited seeks confirmation from the bidders.

S. No	Description	Mandatory condition(s)
1	Bidder shall possess valid DGCA Approval/Capability Certificate relevant to the scope of work or equivalent aviation maintenance authorization acceptable to AAAL. (Documentary Proof to submit)	Must
2	Bidder should have agreed to take all the necessary regulatory agency's approval during the contract period. (Self-Declaration to be submitted).	Must
3	Bidders should confirm any change/modification in the approved capability will be as per the regulatory agency. (Self-Declaration to be submitted).	Must
4	Bidder should have a valid GST number with registration in its name. (Documentary Proof to submit)	Must
5	Bidder agrees to submit the undertakings at Annexure-07, Annexure-08, Annexure 9 and to abide by its governing conditions.	Must

Note: -

Pre-Qualification Criteria contains conditions which are mandatory and need to be fulfilled by supporting documents. Bidders must attach the supporting documents to qualify the pre-qualification Criteria. For the avoidance of doubt, **if the response to any of the conditions in Annexure- 02 is left blank or without any supporting documents, the bid will not be processed any further.**

Alliance Air may request missing documents during bid evaluation. However, all submitted shortfall documents must have an issuance date prior to or matching the tender closing date. Post-dated documents will not be considered.

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-03

(On Bidder's Letterhead)

Covering Letter for Submission of Technical Bid

To,

Dy. Head of MMD

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

Ref: -

Date: -

Dear Sir,

Subject: - Technical Bid as per your Tender Ref: - AAAL/Cabin Refurbishment/MMD/2026/102, dated 27 Oct 2026.

With reference to your tender ref no, AAAL/Cabin Refurbishment/MMD/2026/102, dated 27 Oct 2026 for awarding the contract to DGCA approved/certified vendor for activities stated therein, we hereby submit our Technical Bid in the format as at Annexure '04 along with Annexure 02, 03, 05, 06, 07, 08, 09, 10, & 11 duly signed and stamped wherever required.

We have read and understood and hereby unconditionally accept and agree to comply with all the Specifications, Terms & Conditions as provided in Schedule-III, and work-scope of your tender as detailed in Annexure 01 & 02 of the Tender.

Signature: - _____

Name: - _____

Designation: - _____

Company Seal: - _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-04

(On Vendor's Letterhead)

Technical Bid

S. No	Description	Mandatory condition(s)	Documentary Proof
1	Bidder shall possess valid DGCA Approval/Capability Certificate relevant to the scope of work or equivalent aviation maintenance authorization acceptable to AAAL..	Must	DGCA Approval Certificate with Complete Capability List
2	Bidder should have adequate experience of having provided similar services for Aircraft in operation by airlines during the last one year.	Must	Experience Letter, Completion Certificate.
3	Bidders should confirm compliance with the stated work scope at Annexure-01 in entirety and confirm that they have submitted their Commercial Bid in the same format as per Annexure 06 as applicable.	Must	Self-Declaration
4	The bidder agrees to submit the Security Deposit in the form and manner prescribed under the tender conditions and for the entire duration of the contract.	Must	Affidavit on Non-Judicial Stamp Paper
5	Company/Organization registered under Indian Company Act.	Must	Incorporation Certificate, PAN Number, GST Certificate. MSE Certificate
6	Bidder agrees to submit the undertakings at Annexure-07, Annexure-08, Annexure and to abide by its governing conditions.	Must	Signed Annexures
7	Bidder agrees to a minimum six (06) months warranty for repaired/refurbished parts/works. Transportation, collection, repair and re-delivery during warranty period shall be on FOC basis to AAAL.	Must	Affidavit on Non-Judicial Stamp Paper of Rs 100.00
8	All deliveries to and from AAAL are on a FOC basis.	Must	Self-Declaration

Signature: - _____

Name: - _____

Designation: - _____

Company Seal: - _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-05

(On Vendor's Letterhead)

Covering Letter for Submission of Financial Bid

To,

Dy. Head of MMD

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

Ref: -

Date:-

Dear Sir,

Subject: - Financial Bid as per your Tender Ref: - AAAL/Cabin Refurbishment/MMD/2026/102, dated 27 Oct 2026.

With reference to your tender no, AAAL/Cabin Refurbishment/MMD/2026/102, dated 27 Oct 2026 for awarding a contract to DGCA approved vendor for activities stated therein, we hereby submit our Financial Bid in the format as at Annexure 06.

We also agree to the terms & conditions of your tender detailed in Schedule - III. We hereby confirm that our offer submitted above is valid for a minimum period of 180 days from the last date of submission of the bid against this tender

All the terms and conditions & work scope of your tender detailed in Annexure-01, 02, 04 and Financial Bid at Annexure-06, have been read, understood and are hereby agreed to.

Signature: - _____

Name: - _____

Designation: - _____

Company Seal: - _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure-06

(On Bidder's Letterhead)

Financial Bid

S. No	Work Details/ Description	Without Material		With Material	
		Completion Time (Hrs.)	Quoted Rate (INR)	Completion Time (Hrs.)	Quoted Rate (INR)
A	B	C	D	E	F
PART A					
1	Cutting of carpets as per Layout (Per Sq. Feet) .				
2	Tape Binding with FAR Materials (Running Feet) .				
3	Tailoring and stitching as per requirement (running feet)				
4	Laying and fixation of carpet in Aircraft Cabin (Per Sq. Feet) .				
5	Cabin Curtain Furnishing & New Stitching (Per Unit) .				
6	Smoke Curtains repair and restoration (Per Unit) .				
7	Interior Cabin Fabric Adjustment and Repair				
8	Interlocking of Carpet				
Total					
PART B					
1	Seat Cushion (Back & Bottom Stitching) (Per Unit)				
2	Tray Table repair & Restoration (per unit)				
3	Seat Belts repair and restoration (per unit)				
4	Seat Belt's Buckle Repair & Polishing (Per Unit) .				
5	Hat Rack's lock repair and restoration (Per Unit) .				
6	Cabin Crew Seat repair & restoration (Per Unit)				
7	P1 & P2 Seat Cushion (Back & Bottom Stitching) (Per Unit) .				
8	Pax Seat Back Shell Repair and Restoration (Per Unit)				
9	P1 & P2 Handrest & Passenger Armrest Repair (Per Unit)				
10	Hat Rack panel repair and restoration (Per Unit)				
11	Window Panel repair and restoration (Per Unit)				
Total					
PART C					
1	Pitot Cover (Per Unit)				
2	Propeller Straps (Per Unit)				
3	Composite Repair and Paint				

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

	(Man Hour)				
4	Minor Sheet Metal Repair Work (Man Hour)				
5	Crew Demo Bag repair and restoration (Man Hour)				
6	Window Shutter repair and restoration (per unit)				
7	Engine Cover (per unit)				
8	TAT Cover (per unit)				
9	Floorboard Repair and Restoration (Man Hour)				
10	ELT Bag Repair and restoration (Man Hour)				
11	Cargo Net repair & restoration (Man Hour)				
Total					

Note: -

For evaluation purposes, the total of all quoted rates under each Part shall be considered. The bidder quoting the lowest aggregate evaluated price for the respective Part shall be declared L1. Subsequently L-2, L-3, L-4 bidders. Also, the vendor declared L-1 for each part must have to meet with the minimum price/quote at column F's quoted prices of bid received against this tender.

All fabrics for seat cover/s and curtains, carpets and consumables (as exhaustively defined in Annexure 01) will be provided by Alliance Air Aviation Limited. The requisite quantum and quality of consumables duly approved by Engineering are to be provided by the service provider itself at its own cost. Hence, such of the costs are required to be amortized within the offer price itself whilst bidding during the tender process which please note.

In case Alliance Air does not provide the required material, on prior approval from Alliance Air's concerned officer/official bidder will raise the invoices for the purchased material with additional markup not more than 5% under any circumstances.

Column E & F shall be applicable only when procurement of material is specifically authorized in writing by AAAL.

Bidders shall quote rates against all line items of the Part(s) for which they are participating. Any bid containing blank, unquoted, NIL, zero, conditional, negative, indeterminate or non-numeric rates for any line item shall be treated as non-responsive and liable for rejection without further evaluation.

Quoted rates shall be positive numerical values only. NIL, Zero, Conditional, Negative or Indeterminate rates shall not be accepted and may result in rejection of the bid.

In the event of an arithmetical error, the unit rate quoted shall prevail and the total shall be corrected accordingly. AAAL's determination in this regard shall be final and binding.

Signature: - _____

Name: - _____

Designation: - _____

Company Seal: - _____

Annexure - 07

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

(On Bidder's Letter Head)
Bidder's Profile

To,
Dy. Head of MMD
 Alliance Air Aviation Limited
 Alliance Bhawan, Domestic Terminal -1,
 I.G.I Airport, New Delhi 110037,
 Delhi, India.

Dear Sir,

This is to submit that with reference to your tender ref. no. AAAL/Cabin Refurbishment/MMD/2026/102, for the stated requirements therein, kindly find the required information about our firm as below:

S. No.	Requirements	Response
1	Name of Organization / Company	
2	Status: Manufacturer / Service Provider / Authorized Distributor (Attach Letter of authorization)	
3	Type of Organization Legal status (e.g. Incorporated private company, unincorporated business, partnership etc.)	
4	Registered address of the company	
5	Contact Person and Designation and his contact details	
6	Details of Certification and approvals held by the Bidder, supported by documentary support	
7	Other information related to this tender	

Signature and Stamp of Company

(AUTHORISED SIGNATORY)

Name: _____

Designation: _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

(On Bidder's Letter Head)

Annexure-08

To,

Date: -

Dy. Head of MMD

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

Undertaking & Compliance Certificate

Dear Sir,

It is certified that we have studied and understood the terms and conditions of tender ref. **AAAL/Cabin Refurbishment/MMD/2026/102**, for awarding contract to DGCA approved vendors for the subject requirements. With respect to the same, we hereby undertake and agree to unconditionally abide by all the terms & conditions and scope of services stipulated by AAAL in the tender including all annexure, addendum and corrigendum.

We also hereby submit that all the details mentioned by us are true and correct and if AAAL observes any misrepresentation of facts on any matter at any stage, AAAL has the absolute right to reject the Bid / proposal and disqualify us from the bidding / selection process.

We confirm that we have noted the contents of the tender and have ensured that there is no deviation in filing our response to the tender and that AAAL will have the right to disqualify us in case of any such deviations.

We certify that the services offered by us for the requirements specified in the tender conform to the technical specifications stipulated by AAAL. There are no hidden costs to Alliance Air over and above the price quoted in the price bid.

Signature and Stamp of Company

(AUTHORISED SIGNATORY)

Name: _____

Designation: _____

Date: _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

(On Bidder's Letter Head)

Annexure-09

To,

Date: -

Dy. Head of MMD

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

Non-Disclosure Agreement

Dear Sir,

We acknowledge that during the course of bidding for tender ref: **AAAL/Cabin Refurbishment/MMD/2026/102**, awarding work to DGCA approved vendors for activities stated therein, we shall have access to and be entrusted with confidential information (commercial, technical, scientific, operational, administrative, financial, marketing, business or intellectual property nature or otherwise), whether oral or written, relating to AAAL and its business that is provided to us pursuant to this agreement or during the process of tendering (hereinafter referred to as "Confidential Information").

All aircraft data, drawings, layouts, maintenance instructions and engineering records shall remain the exclusive property of AAAL and shall not be shared with any third party.

In consideration of AAAL making confidential information available to us, we agree to the terms set out below:

- i. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary to preserve such confidentiality,
- ii. We shall use Confidential Information solely for the purpose of the present Tender only and not for any other purpose whatsoever,
- iii. We shall not disclose any confidential information to any other person or firm without the prior written consent of AAAL.

The confidentiality obligations shall survive termination of the Contract for a period of three (3) years unless otherwise released in writing by AAAL.

We acknowledge that no failure or delay by AAAL in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof or shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

Signature and Stamp of Company

(AUTHORISED SIGNATORY)

Name: _____

Designation: _____

Date: _____

Annexure- 10

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

(To be printed on bidder's company letterhead)

Authorization Letter for Attending Bid Opening

To,

Date: -

Dy. Head of MMD

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

Sub: Authorization for attending opening of Technical / Price Bid

Tender No: **AAAL/Cabin Refurbishment/MMD/2026/102**

Closing Date: 16 Nov 2026 up to 15:00 hours

Opening Date: Time: 16 Nov 2026 at 15:15 hours

Dear Sir,

The following person(s) is/are hereby authorized to attend Technical / Price bid opening of subject referred tender.

S. No	Name of Person(s) attending bid	Signature of the Person(s) Attending Bid.
1		
2		
3		

Signature and Stamp of Company

(AUTHORISED SIGNATORY)

Name: _____

Designation: _____

Date: _____

Ref: - AAAL/Cabin Refurbishment/MMD/2026/102

DATE: - 27 OCT 2026

Annexure- 11

Statement of Variance with respect to the Terms & Conditions of Tender

The Terms & Condition, which are in deviation from the Terms and Condition of the Tender are as follows: -

S. No	Particular/Annexure	Page No	Revised Term and Conditions offered.
1			
2			
3			
4			
5			
6			
7			

Signature: - _____

Name: - _____

Designation: - _____

Company Seal: - _____