

**NIET/ e-TENDER DOCUMENT**



**AIRPORTS AUTHORITY OF INDIA**

**Netaji Subhash Chandra Bose International Airport,  
Kolkata**

**Notice Inviting e-Tender (NIET) for  
License for Operating Wellness Centre / SPA and  
Massage Chair inside Domestic Security Hold Area  
at  
Netaji Subhash Chandra Bose Airport, Kolkata**

**Tender ID: 2022\_AAI\_111800**

**April, 2022**

## TABLE OF CONTENTS

| <b>S. No.</b> | <b>Contents</b>  | <b>Page No.</b> |
|---------------|--|-----------------|
| 1.            | Disclaimer and Introduction  | 3 – 4           |
| 2.            | Notice Inviting E-Tender (NIET)  | 5 – 11          |
| 3.            | E-Tendering guidelines to the bidders  | 12 – 13         |
| 4.            | General Information and Guidelines   | 14 – 22         |
| 5.            | Annexure: A- Draft License Agreement<br>Appendix: 1 - General Terms & Conditions<br>Appendix: 2 - Special Terms & Conditions<br>Appendix: 3 – Concession Area Layout<br>Appendix: 4 - Schedule of Premises | 23 – 42         |
| 6.            | Annexure: B - Format for Power of Attorney   | 43-44           |
| 7.            | Annexure: C - Format for Unconditional Acceptance Letter   | 45– 47          |
| 8.            | Annexure: D - Format for Details of Bidder   | 48              |
| 9.            | Annexure: E - Format for Certificate from CA / Statutory Auditor in respect of Technical / Financial Capacity and Experience   | 49              |
| 10.           | Annexure: F - Format for Letter of Undertaking from Bidder   | 50              |
| 11.           | Annexure: G - Declaration by the Bidder  | 51              |
| 12.           | Annexure: H - Format for Details of Near Relatives working at AAI.   | 52              |
| 13.           | Annexure: I - Format for Outstanding Dues Certificate  | 53              |
| 14.           | Annexure: K - Format for Bank Guarantee  | 54-55           |
| 15.           | Annexure: L1 - Letter of understanding from the Depositor to be submitted along with Bank Guarantee to AAI.  | 56              |
| 16.           | Annexure: L2 - Request Letter: Transmission of Bank Guarantee Cover Message (to be submitted by applicant to BG issuing Bank)  | 57              |
| 17.           | Annexure: M – Ready Reckoner for critical details  | 58 – 59         |
| 18.           | Annexure: N – Detail of Airlines / Passengers’ Data  | 60              |

## **DISCLAIMER**

The information contained in this NOTICE INVITING E-TENDER document (the "e-Tender") or subsequently provided to Applicant(s), whether in documentary form, by or on behalf of the Authority, is provided to Applicant(s) on the terms and conditions set out in this e-Tender and such other terms and conditions subject to which such information is provided.

This e-Tender is neither an agreement nor an offer by the Authority but an invitation to the prospective Applicants or any other person. The purpose of this e-Tender is to provide interested parties with information that may be useful to them in the formulation of their financial application pursuant to this e-Tender. This e-Tender includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the subject Concession. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This e-Tender may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this e-Tender. The assumptions, assessments, statements and information contained in this e-Tender may not be complete, accurate, adequate or correct. Each Applicant should therefore, conduct its own assessment, due diligence and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this e-Tender and obtain independent advice from appropriate sources.

Information provided in this e-Tender to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant, 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 e-Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the e-Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this e-Tender or arising in any way for participation in the bidding process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this e-Tender.

The Authority 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 e-Tender.

The issue of this e-Tender does not imply that the Authority is bound to select all the Proposals for bidding process for the Concession and the Authority reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Application, regardless of the conduct or outcome of the Bidding process.

The Applicant shall be wholly responsible for any statements/documents/ records, etc. submitted pursuant to this e-Tender and ensure accuracy thereof. The Authority or its employees shall accept no responsibility or liability for any deficiency that may be made by the Applicant. Any false declaration made by the Applicant shall invite action as may be decided by the Authority including termination of Concession, debarring, forfeiture of EMD and/or Security Deposit. The Applicant shall also indemnify the Authority and its employees from actions arising out of this e-Tender.

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## **AIRPORTS AUTHORITY OF INDIA**

### **Department Of Commercial**

**E-tenders are invited for award of License for Operating Wellness Centre / SPA and Massage Chair inside Domestic Security Hold Area at Netaji Subhash Chandra Bose International Airport, kolkata**

#### **INTRODUCTION**

1. Airports Authority of India is ("AAI") is the largest Airport Operator in India providing Modernization, Air Navigation, Operation and Management of 125 plus Airports across India.
2. AAI is desirous of participation of eligible entities in the subject e-tender for **Licence for Operating Wellness Centre / SPA and Massage Chair inside Domestic Security Hold Area at NSCBI Airport, Kolkata.**
3. AAI came into existence on 1<sup>st</sup> April 1995. AAI has been constituted as a Statutory Authority under the Airports Authority of India Act, 1994. The main functions of AAI include:
  - Design, development, operation and maintenance of passenger terminals.
  - Development and management of cargo terminal at international and domestic airports.
  - Provision of passenger facilities at terminals like Duty Free Outlets, Travel Retail Outlets, F&B facilities, Executive Lounges, Ground transportation facilities (Maxi Cab, Radio Taxi etc.) and other non-aero activities like; Money Exchange Counters, Trolley Services and information systems.
4. Since its inception in 1995, Airports Authority of India (AAI) has been at the helm of affairs in the development of airport infrastructure and management and control of airport operations and air navigation services in India. Over the past two decades AAI has been on the forefront of modernizing and developing airside and terminal side infrastructure and improving its services at airports to deliver a better travel experience to passengers. These measures have resulted in improved air safety and passenger satisfaction as is reflected in passenger experience survey results.
5. During the Financial Year 2019-20, AAI has recorded a Total Revenue of Rs.12837.44 Crores and a Profit after Tax (PAT) of Rs.1985.09 Crores.
6. The spurt in air traffic has brought new opportunities as well as challenges for AAI in terms of expanding airport infrastructure and passenger amenities.
7. Major Airlines and Passenger Traffic data of NSCBI Airport, Kolkata is placed at ANNEXURE: N of this e-tender.

## **NOTICE INVITING E-TENDER (NIET)**

1. E-Tender is hereby invited for granting concession for the following:

| <b>Name of Facility</b>   | <b>Tender Processing Fees (Non-refundable) (in INR)</b>    | <b>Earnest Money Deposit (EMD) (in INR)</b>                           | <b>Minimum Reserved License Fee (MRLF) / Minimum Monthly Guarantee (MMG) (in INR)</b>                         |
|---|--|---|---|
| <b>"Licence for Operating Wellness Centre / SPA and Massage Chair inside Domestic Security Hold Area"</b> | <b>Rs. 25,000/-</b><br>(Rupees Twenty-Five Thousands only) | <b>Rs. 5,90,000.00/-</b><br>(Rupees Five Lakhs Ninety Thousands Only) | <b>Rs.13,82,565/-</b><br>(Rupees Thirteen Lakhs Eighty Two Thousands Five Hundred Sixty Five Only ) Per Month |

### **NOTE:**

- a) Offers below MRLF will not be considered for award.
- b) Highest Quote/offer over and above MRLF, shall be the sole parameter for selection of highest bidder.
- c) License fees shall be the **quoted fixed license fee / quoted MMG**. The quoted license fee / MMG is subject to annual escalation as detailed in NIET.
- d) In addition to the license fee, the selected bidder shall be liable to pay: -
  - i) Utility / Facilitation Charges @10% of normal space rent (or as may be notified by AAI from time to time, presently normal notified Space rent is **Rs. 3,225/-** Per Sqm Per Month for AC Space and **Rs. 2,150/-** Per Sqm Per Month for Non-AC space, which are subject to annual escalation compounding @7.5% then rounded off nearest to Rs.10/- from 1<sup>st</sup> April of every year or as may be notified by AAI from time to time) for allotted space. The space rent is subject to revision at the discretion of AAI from time to time and such increase of space rent shall be payable by the licensee without any protest or dispute.
  - ii) All applicable Government Taxes including GST (presently at the rate of 18%) or at the rates declared by Government of India or State Government from time to time.
  - iii) Charges for the consumption of the electricity and water consumed for the purpose of use of the said license as becomes due and payable and in accordance with the directions of the Authority and at the rates as fixed by AAI from time to time.
- e) In the event of a default or breach in payment of license fee or interest amount or any other amount due with the licensee of whatever nature as per the provision of this contract, AAI is hereby authorized to adjust such amount from time to time to the fullest extent, with prior notice of 07 (seven) days to the Licensee, by novation\ and apply any or all amount at any time held with AAI as security deposit or Bank Guarantee or any other amount as part of this contract or from any other expired / closed / terminated contracts of licensee with AAI. This is without prejudice to any rights and remedies

available with AAI to recover the dues from licensee as prescribed by Law.

**Explanation 1:** For the purpose of this agreement, set off means adjustment of any outstanding due(s) of Licensee, with any amount in form of BG / SD or otherwise, held by AAI in relation to any other agreement, at any AAI airport / airport premises.

**Explanation 2:** Outstanding dues shall mean and include any amount accrued / due against the licensee under this or any other agreement at any of AAI airport or airport premises.

2. **Location Details:** Indicative Drawing of concession area layout along with detailed schedule of premises specifying area is at **Appendix 3 & 4.**
3. **Period of Concession: Five (5) Years**
4. **Rate of Escalation:** The quoted licence fee / MMG is subject to annual escalation as per following: -
  - a) License Fee shall be subject to annual escalation of **10%.**
  - b) The first annual escalation will be applicable after completion of **01 (one) year + 06 (six) months** license period. Thereafter the same will be applicable after completion of subsequent one-year period there from. Even if, on account of any delay whatsoever, licensee could not commence business operations on the expiry of gestation period stipulated in NIET, for the purpose of calculation of date on which **18 (eighteen) months** of license are completed (date on which first escalation is applied), shall be deemed from next day of expiry of gestation period stipulated in NIET.
5. The prospective bidders are requested to go through the tender conditions and visit the site / airport to assess the feasibility of business / undergo proper diligence study and thereafter may bid in the Tender. No reduction in license fee will be entertained by AAI at any stage for whatever reasons.
6. Participants are advised not to give any conditional tender and adhere to the terms and conditions indicated in the tender documents provided by AAI. Conditional tenders would be summarily rejected.
7. **Business Incubation Period** shall mean a period of **thirty (30) days** from the date of issuance of Letter of Intent to Award (LOIA) to the selected bidder. The selected bidder will be under obligation during this period to complete all formalities of award (Submission of Acceptance, Security Deposit/BG, Advance License Fee, Execution of Agreement and handing / taking over the site, submission of security clearance documents to BCAS etc.) and meet other obligations as will be specified in the LOIA.
8. **Handing Over of site: -**
  - a. Site will be handed over to the selected bidder upon fulfillment of conditions of award within the stipulated time of business incubation period.
  - b. If the licensee fails to complete the conditions of award which are pre-requisite for handing over of site, then the gestation period will be deemed to have commenced on **31<sup>st</sup> day** of issuance of LOIA i.e. immediately after expiry of business incubation period. However, actual handing over of site shall only be done after completion of all conditions of award.
  - c. In case tender process has been completed and successful tenderer has been awarded LOIA, but, concession/license period of incumbent licensee is not over, then, date of hand over of site should not be later than **7<sup>th</sup> day** of expiry of incumbent license or expiry of business incubation period (whichever is later). However, in extreme circumstances, if due to some reason, the vacant site could not be made available,

the **Airport Director** in consultation with concessionaire can identify an alternate location for commencement of concession / license. Rebate shall not be considered in such a case.

**9. Gestation Period**

- a. Gestation period of **one-hundred twenty (120) days**, reckoned from the date of Handing over of site shall be permissible.
- b. No gestation period is to be permitted in case of renewal / award of the concession / license in favor of the existing licensee in the same place (i.e. same area as well as location). However,
  - i. Where there is change in location or due to suspension of the business to carry-out modification at the existing area etc. in the concession / license premises, normal gestation period, as defined above, may be permitted.
  - ii. If there is increase in the area in the new license at the same location awarded to existing licensee, the Gestation period would be applicable for the incremental area only (if he continues with the business from the existing area and needs development period for the incremental area). In this scenario, licensee shall continue to be billed on the basis of quoted license fee on pro-rata basis for existing area. Billing for the newly developed / incremental area shall be started after expiry of gestation period.

**10. Eligibility Criteria:**

**A) Technical Criteria: -**

**Two (02) years'** experience during **last seven (07) years** in SPA / WELLNESS CENTRE / AYURVEDA KENDRA business, with presently operating **three (03)** such centers at Airports / Mall or Commercial Complex or **5/4-star** Hotel / Resort.

However, in case of existing licensee operating at AAI Airports, the experience should be one (01) year in SPA / Wellness Center / Ayurveda Kendra Business with presently operating **three (03)** such centres at Airports / Mall or Commercial Complex or **5/4-star** Hotel / Resort.

**In case of Mall or Commercial Complex:**

- a) Having floor area of **10,000 Sqr.Mtr.** (including all floors) and;
- b) Outlet area of **20 Sqr. Mtr.**

**Duly supported by relevant documents.**

**In case of Hotel / Resort**

- (i) Hotel / Resort should have the current & valid accreditation from HRACC or the Department of Tourism in **four (04) star** or above rating.

**OR**

**(ii) Hotel should have following facilities:**

- a) Having Coffee Shop with minimum **16 Hrs.** operation in a day
- b) Standalone restaurant
- c) Having minimum **80** rooms
- d) Swimming pool

**Duly supported by relevant documents**

**Note:-**

- (i) Total years of experience, as required is to be reckoned from the date of opening of the technical bid i.e. on the date of opening of technical bid, the party should fulfill the experience criteria as claimed.
- (ii) The experience, as claimed should be duly supported by documents establishing the claim of the bidders. The copy of required documentary proof can be copies of award letters supported by experience certificate issued by the contract awarding authority; copy of work completion certificate issued by the contract awarding authority. Books of accounts shall clearly depict the incomes from the claimed business. In the absence of above-mentioned supporting documents, merely submitting an experience certificate issued by CA will not be considered to testify the claimed experience. An undertaking/self-declaration that the furnished information is true also needs to be supported along with supporting documents.
- (iii) Participation in the form of consortium is not allowed.

**B) Financial Criteria: -**

- (i) Annual turnover of at least **Rs.1.5 Crore** in each financial year of any two (2) years for which experience claimed in accordance with audited financial statement and duly certified by the statutory auditor.  
  
However, in case of existing licensee operating at AAI Airports, the annual turnover of **Rs.1.5 Crore** in at least one year for which experience claimed in accordance with audited financial statement and duly certified by a statutory auditor.
  - (ii) Out of **Rs.1.5 Crore** turnover, at least **50%** turnover should be from the business for which experience has been claimed, as listed in Technical Criteria.
  - (iii) Net worth of **Rs.50 Lakhs** to assure ability to invest in High Quality Service and infrastructure.
  - (iv) Turnover details, Profit & Loss account and related experience details should be duly certified by a Chartered Accountant.
  - iv) In case of multiple businesses of bidder, the **breakup of the turnover** (certified by chartered accountant / statutory auditor) with the specific head to be submitted.
  - v) Duly signed undertaking on the letter head of the bidder regarding overall as well as break-up of turnover should also be submitted.
- 11.** Only one e-tender document shall be sold to a single party either a firm or an individual. The proprietor of more than one company or firm will be considered as single party and one legal entity.
- 12.** Any party either a firm or an individual falling under the following categories is **not eligible**: -
- a. Consortium is not allowed.
  - b. De-barred / blacklisted by CBI or AAI or Undertakings / Departments like; Railway, Defense, or any other Department of Govt. of India, State Govt. Deptt. etc. A declaration to this effect is also to be submitted by the party with tender documents.
  - c. Parties facing action under PPE Act, with AAI.
  - d. Parties either an individual or a business establishment, who has been ordered by a Court of Law to pay the outstanding dues of AAI at any of the airports as a whole and



has not paid such dues to AAI, shall also not be eligible for the e-tender.

- e. If the entity participating in any of the tenders is a private or Public Limited Company, Partnership Firm or sole proprietor and any of the Director / partners / sole proprietor of such company is also a Director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to AAI, then the said entity shall not be allowed to participate in AAI tenders.

The disputed amounts which are referred for Dispute Resolution / Arbitration by the Competent Authority shall not be considered as outstanding dues provided the agency has furnished an additional validated Security Deposit (in addition to the Security Deposit as per the terms & conditions of the existing license) equivalent to 50% of the value of the disputed amount or as stipulated in the agreement. The period of this Security Deposit of disputed dues under arbitration shall be **minimum two (2) years** from the date of DRC / Arbitration and further renewable.

In the event of specific Order / judgment from a Judicial Court / Arbitral tribunal staying / withholding the realization of certain dues, the adherence to the above condition will be exempted and regulated in accordance with the specific orders.

- f. A declaration to the effect that the Tenderer does not fall under the categories a), b), c), d) and e) above has to be submitted in the Technical Bid. (**Refer Annexure: G**).

- g. Following declaration will also be part of **Annexure: G**

I/ We declare that "No raid / seizure / search has been carried out and / or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its affiliates or against any of the Directors / Managers / Employees"

**(If any raid / seizure / search has been conducted / pending, please furnish all such relevant details).**

- 13. E-Tender documents indicating full details of the license can be seen in the e-tender documents uploaded on the NIC CPPP E-Tendering Portal at [etenders.gov.in](http://etenders.gov.in)
  - a. The bids shall be submitted only on the NIC CPPP E-Tendering Portal at [etenders.gov.in](http://etenders.gov.in)
  - b. The bids shall not be accepted in any other form.
  - c. The e-tendering process is online at NIC CPPP E-Tendering Portal at [etenders.gov.in](http://etenders.gov.in)
  - d. Tenderers are requested/advised to get themselves acquainted for e-tendering participation requirement themselves at NIC CPPP E-Tendering Portal at [etenders.gov.in](http://etenders.gov.in) mentioned above.
  - e. **Clarification needed, if any, may be sent through NIC CPPP E-Tendering Portal only.**
- 14. The cost of tender fee and Earnest Money Deposit (EMD) shall be paid by the bidders through ONLINE PAYMENT GATEWAY provided at e-tender portal itself in favour of "[Airports Authority of India](http://Airports Authority of India)" before the schedule time of tender submission as per under: -
  - f. The Cost of tender fees (non-refundable) amounting to **Rs. 25,000/- (Rupees Twenty Five Thousands only)**, shall be paid by the bidders before the scheduled time of e-tender submission through ONLINE PAYMENT GATEWAY provided at e-tender portal itself. No other mode of payment shall be acceptable.

- g. The amount of Earnest Money Deposit (EMD) **of Rs. 5,90,000.00 /- (Rupees Five Lakhs Ninety Thousands only)** shall be paid by the bidders before the scheduled time of e-tender submission through ONLINE PAYMENT GATEWAY provided at e-tender portal itself. No other mode of payment shall be acceptable.
- h. Non-submission of cost of tender document and Earnest Money Deposit (EMD) shall lead to disqualification of tenderers.
- i. In case a party has deposited EMD and Tender Fee but does not participate in the tender process i.e. the party has not submitted his bid on NIC CPP portal and his name is not appearing in the bids submitted list, then, on request of such party, amount paid towards EMD by the party may be refunded after deduction of **10%** of EMD amount. However, the Tender Fee shall not be refunded in this case.
- j. In case bidder withdraws from tender process before opening of technical bid date and time, **10%** of EMD amount shall be forfeited.
- k. After last date of submission of bid, at any stage if an agency withdraws from tender process, entire EMD shall be forfeited.
- l. After opening of the technical bid and before opening of financial bid, if any agency withdraws from tender process, the EMD of the party shall be forfeited and the party liable to be debarred for participation in any tender at **NSCBI Airport, Kolkata** for **one (1) year** from the date of debarment.
- m. However, after opening of financial bid, being H-1 in the tender if the party withdraws its bid or after issuance of award letter, the party does not complete the requisite formalities, EMD shall be forfeited and the said bidder will be liable to be debarred from participating in any tender of AAI for **one (1) year** from the date of debarment.

**15. E-bids shall be submitted in two bid system as follows: -**

- i. **Technical bid** – Earnest Money Deposit (EMD), Tender fee and other documents as required under **Clause 3** of the General Information / Guidelines of Notice Inviting e-Tender.
- ii. **Financial Bid** – As required under **Clause 4** of General Information / Guidelines of Notice Inviting e-Tender.

**16. Critical Dates: -**

| S. No. | Activity  | Scheduled Dates and Time |
|--------|---|--------------------------|
| 1      | Download / Sale of e-Tender Document from NIC CPP portal  | 01/04/2022 16:00 Hrs     |
| 2      | Submission of queries related to e- Tender, if any; on NIC CPP portal only.                         | 09/04/2022 18:00 Hrs     |
| 3      | Reply to the queries by AAI on NIC CPP portal   | 13/04/2022 18:00 Hrs     |
| 4      | Pre-bid meeting with the prospective bidders, if any  | 11/04/2022               |
| 4      | Online submission of Bids / Proposal(s) (Technical Bid as well as Financial Bid) on e-tender portal | 25/04/2022 12:00 Hrs     |
| 5      | Opening of Technical Bids / Proposal(s) (online only)   | 26/04/2022 15:00 Hrs     |

|   |  |                      |
|---|--|----------------------|
| 6 | Opening of Financial Bids / Proposal(s)<br>(online only) | 17/05/2022 15:00 Hrs |
|---|--|----------------------|

- 17.** AAI reserves to itself the right to reject the conditional tenders without assigning any reason thereto.
- 18.** AAI reserves to itself the right to reject any or all the tenders without assigning any reason thereof and to call for any other detail or information from any of the tenderer(s).
- 19.** On acceptance of the tender, the name of the authorize representative(s) of the tenderer who would be responsible for taking instructions from authorized official of the AAI is to be intimated.

Airport Director  
NSCBI Airport, Kolkata

## **“E-Tendering guidelines to the bidders”**

E-Tendering Participation Requirements: Interested bidders/tenderers willing to participate through e-tendering process are required to register themselves in the GOI Central Public Procurement Portal [www.etenders.gov.in](http://www.etenders.gov.in)

For special Instructions to the Contractors/Bidders for the e-submission of the bids online through e-Procurement Portal [click here](#) or follow hyperlink given below: <https://etenders.gov.in/eprocure/app?page=HelpForContractors&service=page>

Bidders Manual Kit available for download at the hyperlink given below: <https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

For any technical assistance with regard to the functioning of the portal, the bidders may contact the Help desk according to escalation matrix given below:

### **CPPP under GePNIC, Help Desk Services**

- 1. For any technical related queries, please call the Helpdesk at 24 x 7 Help Desk Numbers: 0120-4200462, 0120-4001002**

**Note-** Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the tender(s) published, kindly contact the respective Tender Inviting Authority.

**Telephone:** 0120-4200462, 0120-4001002

**Mobile :** 91 8826246593

**E-Mail :** [support-eproc@nic.in](mailto:support-eproc@nic.in)

- 2. For any Policy related matter / Clarifications, please contact Dept. of Expenditure, Ministry of Finance.**

**E-Mail:** [cppp-doe@nic.in](mailto:cppp-doe@nic.in)

- 3. For any Issues / Clarifications relating to the publishing and submission of AAI tender(s)**

**a.** In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPPP under GePNIC <https://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal (CPPP).

**b.** Before submitting queries, bidders are requested to follow the instructions given in “**Guidelines to Bidders**” and get their computer system configured according to the recommended settings as specified in the portal at “**System Settings for CPPP**”.

- 4. In case of any issues faced, the escalation matrix is as mentioned below:**

| S. No | Support Persons                                      | Escalation Matrix      | E-mail address         | Help Desk Number                | Timings                      |
|-------|--|------------------------|------------------------|---------------------------------|------------------------------|
|       |  |                        |                        |                                 |                              |
| 1.    | Help Desk Team                                       | Instant Support        | eprochelp@aai.aero     | 011-24632950, Ext-3512 (6Lines) | 0800-2000 Hrs.<br>(MON- SAT) |
| 2.    | Sh. Sanjeev Kumar, Jr. Exe. (IT)                     | After 4 Hours of issue | sanjeevkumar@aai.aero  | 011-24632950, Ext-3505          | 0930-1800 Hrs.<br>(MON- FRI) |
| 3.    | Mrs. S. Nita AGM(IT)                                 | After 12 Hours         | snita@aai.aero         | 011-24632950, Ext-3523          | 0930-1800 Hrs.<br>(MON- FRI) |
| 4     | Bid Manager – Sailendra Kumar Singh AGM (Commercial) | After 12Hours          | shailendrkr@aai.aero   | 033-39874044                    | 0930-1800 Hrs.<br>(MON- FRI) |
| 5.    | General Manager (IT)                                 | After 3 days           | gmit@aai.aero          | 011-24657900                    | 0930-1800 Hrs.<br>(MON- FRI) |
| 6.    | Commercial In-Charge                                 | After 3 days           | dgmcommer_kol@aai.aero | 033-39874044                    | 0930-1800 Hrs.<br>(MON- FRI) |

**\*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays.**

- (i) The above-mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal.
- (ii) For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI.

## **GENERAL INFORMATION AND GUIDELINES**

1. E-Tender Documents are not transferable.
2. Following bids shall be submitted through online only at e-portal by the bidder / tenderer:  
-
  - a) **The technical e-bid through e-portal.**
  - b) **The financial e-bid through e-portal.**

### **3. Technical Bid**

Each page of Technical Bid should be signed by the tenderer or person authorized by the tenderer. **The authorization (Power of Attorney) on Non-Judicial Stamp Paper of Rs.100/- duly attested by Notary Public** (Format as per **Annexure: B**). The technical e-bid which will be opened first, shall contain the following documents specified as under:  
-

Bidders shall upload scanned copy of following documents along with authorization letter in readable form at NIC CPPP E-Tendering Portal at [etenders.gov.in](http://etenders.gov.in) as a part of technical bid: -

- a) Letter of Authorization (Power of Attorney) in favour of person(s) who is/are signing the bid documents on behalf of the bidder on **Non-Judicial Stamp Paper of Rs.100/- duly attested by Notary Public** (Format as per **Annexure: B**). However, the Proprietorship entity is exempted for such submission where proprietor himself / herself has signed the bid document.
- b) Form of unconditional acceptance duly signed (enclosed as **Annexure: C** along with tender documents).
- c) Details of the concern and legal status that is whether it is sole proprietor, partnership firm or a company under the Companies Act. Details to be provided as per **Annexure: D**
- d) Self-attested copies of the PAN Card, GST Number or any such statutory Identification Number, as applicable. In case any or all the provisions mentioned above are not applicable, the party should give a declaration to that effect. **Non-submission will not be considered as exemption.** AAI reserves the right to confirm the legal applicability of the provisions before accepting the declaration of non-applicability as submitted by the party.
- e) Copies of (duly audited and certified by a Chartered Accountant) Profit and Loss Account / Balance sheet of the Sole Proprietor Concern or a Partnership Firm, Annual Report in case of Company as per the Companies Act.
- f) Self-attested copies of Memorandum and Articles of Association in case of Companies, and Partnership deed in case of Firms, and approved by-laws in case of Co-Operative Societies.
- g) (i) The Bidders are required to furnish Cost of tender fee (non-refundable) amounting to **Rs. 25,000/-** (Rupees Twenty Five Thousands only). The tender cost shall be deposited through **ONLINE PAYMENT GATEWAY** provided at the e-tender portal itself. **No other mode of payment shall be acceptable.** A copy of document indicating payment of tender cost made online through payment gateway provided at e-tender portal is to be uploaded in the technical bid. **Non-payment of tender cost by the stipulated date & time shall lead to disqualification of**

**tenderer(s).**

(ii) The Bidders are also required to furnish Earnest Money Deposit of **Rs. 5,90,000.00 /- (Rupees Five Lakhs Ninety Thousands only)** The EMD shall be deposited through **ONLINE PAYMENT GATEWAY** provided at the e-tender portal itself. **No other mode of payment shall be acceptable.** A copy of document indicating payment of EMD made through online Payment Gateway provided at e-tender portal is to be uploaded in the technical bid. **Non-payment of EMD by the stipulated date & time shall lead to disqualification of tenderer(s).**

**Note:**

EMD in the form of cash / Demand Draft or any other form shall not be accepted. Prospective Bidders shall also note that they are not required to contact any AAI employee or submit any documentary evidence of submission of EMD via Bank Transfer in the form of ONLINE PAYMENT GATEWAY to any AAI employee during the process of the tender. In no scenario, the prospective bidders are required to submit / contact any AAI employee for physical submission of any documents before opening of the bids. Tenders/bids without EMD shall not be considered.

**Refund of EMD:**

EMD of unsuccessful bidders received through bank transfer mode (ONLINE PAYMENT GATEWAY) shall be refunded online through the same mode only, to the source account.

**h) No Dues Certificate:**

**i. Self-Declaration of Dues:**

The party should submit the details of contracts held **(current and past)** at all AAI controlled airports and offices and the details of **disputed and undisputed dues** there on along with the details of **Security Deposit** and mode of Security Deposit (**Refer Annexure: G**).

**ii. No Dues Certification from AAI:**

The party should also enclose the no dues certificate issued by AAI **up to 31.12.2021** in respect of all airports under its control. **Only signed certificate will be valid.** Photocopy of the signed certificate to be attested by the party at the time of tender submission. Format as per **Annexure: I**

**iii.** If the entity participating in the e-tender is a private or public limited company, Partnership Firm or Sole Proprietor and any of the Directors / Partners / Sole Proprietor of such company is also a director of any other company or partner of a concern or a Sole Proprietor having established business with AAI and has outstanding dues payable to AAI, then the said entity shall not be allowed in AAI e-tenders. A declaration to this effect has to be submitted by the party / tenderer. (**Refer Annexure: G**)

- i)** Form of unconditional acceptance duly signed (enclosed as Annexure 'C' along with tender documents).
- j)** Declaration to the effect that no raid/seizure/search has been carried out and/or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its Affiliates or against any of the Directors / Managers / Employees". (**Refer Annexure: G**)
- k)** Declaration giving the details of blacklisting or debarring by AAI, or any Government

of India department, any Central or State public sector undertakings. (NIL statement also to be filed). **(Refer Annexure: G)**

- l)** Declaration of cases / action under PPE Act initiated by AAI. (NIL statement also to be filed). **(Refer Annexure: G)**
- m)** Declaration in respect of **Near Relatives\*** working in AAI, as per **Annexure: H**.
- n)** Certificate from Chartered Accountant / Statutory Auditor in respect of Technical Capacity & Experience **(Refer Annexure: E)**
- o)** CA Certified details of Minimum Gross Turnover of **Rs.1.5 Crores** for which technical experience has been claimed and **Positive Net Worth of Rs.50 Lakhs** to be submitted by the tenderer duly certified by Chartered Accountant / Statutory Auditor (as per **Annexure: E**).

Out of above turnover of **Rs.1.5 Crore**, at least **50%** should be from the business claimed as experience, as listed in Technical criteria / qualification.

**With respect to turnover criteria, please also refer Clause 10 (B) of NIET.**

- p)** Documents supporting eligibility criteria (**Technical Criteria and Financial Criteria**) as per requirement of **Clause-10** of NIET.
- q)** Letter of Undertaking for Experience claimed by Bidder, as per **Annexure: F**
- r)** Scanned copy of complete set of e-tender document containing **60 Nos.** of pages (duly signed and stamped by the authorized person).

**Important:** - AAI reserves the right to verify, refer any document to the concerned authority for confirmation from case to case basis. Mere submission will not bind AAI to accept the documents as valid for opening of financial bid.

**Note:** - One set of scanned copy of complete technical documentation comprising of documents as listed at **clause 3 (a) to (q)** above shall be uploaded in the technical bid along with an Index in respect of Documents attached therewith.

#### **4. Financial Bid**

- a)** The financial e-bid should be in the prescribed format available at NIC CPPP E-Tendering Portal at etenders.gov.in and the following shall also form part and parcel of financial e-bid to be submitted by the tenderer: -

I / We have carefully read and understood the terms and conditions of the licence as contained in E-Tender Documents issued by the Airports Authority of India (AAI) including the following: -

- i.** Earnest Money Deposit **Rs. 5,90,000.00/- (Rupees Five Lakhs Ninety Thousands only)** liable to be forfeited by AAI, if on award of license, I/We do not accept the award or do not fulfill any of the conditions stipulated in e-tender documents, within prescribed time.
- ii.** On account of non-acceptance of award or on account of non-completion of e-tender conditions within the prescribed time, I/We shall be liable to be debarred by AAI for further participation in the tenders at its airports or at any other place under the control of AAI, for a period of **one (1) year**.
- iii.** In case the documents submitted by my/our firm along with e-tender are false / incorrect, the e-tender of my/our firm will be liable to be rejected by giving reasons. In addition, AAI reserves its right to forfeit the EMD of my/our firm and



debar my/our firm from participation in the further e-tender/ tender of AAI, for a period of **three (3) years**.

- b) AAI reserves itself the right to reject the conditional offer without assigning any reason thereto.
  - c) The AAI does not bind itself to accept the highest or any e-tender and reserves to itself the right of accepting the whole or any part of the e-tender and the tenderer shall be bound to provide the service at the rate quoted.
  - d) The amount of license fee should be conspicuously written both in figures as well as in words. Any over-writing, correction or insertion should be duly signed by the authorized signatories of the tenderer(s).
  - e) In case of discrepancy between the amount offered in figures and words, the offer written in words will only be considered.
  - f) In the event that the Financial Bid of two or more Bidders are found to be the same and is the highest (the "Tie Bidders"), Authority shall invite fresh financial bids, as per Authority's policy, from such Tie Bidders and shall identify the Selected Bidder from amongst such Tie Bidders. Provided that the revised Financial Bids of such Tie Bidder(s), shall be no less favorable to Authority than their respective original Bids.
5. It may be noted that the Earnest Money Deposit of the successful bidder may be forfeited and the bidder shall be liable to be debarred for further participation in AAI's tender(s) / e-tender(s) for a period of **one (1) year**, on account on non-completion of the following: -
- a) Acceptance of the offer within **seven (7) days** from the date of issuance of the award letter / LOIA addressed to the party.
  - b) Submission of required documents to BCAS for security clearance with ten (10) days from the date of issuance of the award letter / LOIA.
  - c) Payment of **one (1) month's** advance license fee for within **fifteen (15) days** from the date of issuance of the award letter / LOIA.
  - d) Payment of Security Deposit within **fifteen (15) days** from the date of issuance of award letter as per following: -
    - (i) An interest free Security Deposit (SD) equivalent to **Six (6) months** licence fee of first year is to be submitted in the form of Bank Guarantee (BG) from any Nationalized / Scheduled Commercial Banks (as per Reserve Bank of India guidelines) in the format as per **Annexure-K** having a validity period of **180 (one hundred eighty) days from the date of expiry of contract**.
      - A Letter of Understanding in the format as per **Annexure-L1** also to be submitted along with the Bank Guarantee.
      - Bank Charges shall be borne by the successful bidder.
      - The Bank Guarantee (BG) from Co-operative Bank (even scheduled) / Societies / Payment Banks or in the form of FDR shall not be acceptable.
      - AAI has made arrangements for verifications of Bank Guarantee received by AAI from Successful bidder through Structural Financial Messaging System (SFMS) of ICICI Bank whose detail is as under: -

|                         |   |
|-------------------------|---|
| Corporate Name          | AIRPORTS AUTHORITY OF INDIA   |
| Bank Name               | ICICI Bank  |
| IFSC Code               | ICIC0000007   |
| BG Advising message     | IFN 760COV (BG ISSUE)<br>IFN 767COV (BG AMENDMENT)                            |
| *Unique Identifier Code | AAIKOLKATA<br>(to be mentioned in field 7037 of the BG advising message code) |

- While submitting the documents to BG issuing Bank, the successful bidder will also submit letter to the issuing bank as per the format mentioned in the **Annexure-L2**.
  - While submitting the Original BG document, the successful bidder shall also submit the copy of the SFMS BG confirmation message sent by the BG issuing Bank to ICICI Bank.
- (ii) Security deposit in respect of electricity charges equivalent to **5%** of annual licence / concession value subject to minimum deposit of **Rs. 10,000/-** and a maximum deposit of **Rs.10 lakhs**. The said security deposit will cover SD towards all types of utilities such as Electricity, Water, Data Port, Telephone etc.
- e) Execution of the Agreement within **fifteen (15) days** from the date of issuance of award letter / LOIA (on Stamp Paper of appropriate value, related costs to be borne by the licensee).
- f) Commencement of the facility within gestation period.
6. E-Tender(s) will remain valid for a period of **180 (one hundred eighty) days** from the date of opening of the Financial Bid. If any tenderer withdraws during the validity period, his Earnest Money Deposit will be forfeited. However, after opening of financial bid, being H1 (highest bidder) in the tender if the party withdraws its bid, EMD shall be forfeited and the said bidder will be debarred from participating in any tender of AAI for **one (1) year**.
7. The tenderer(s) shall give the list of his near relatives employed in AAI.
8. The successful bidder (after issuance of award letter) shall intimate the names of the persons employed by him or going to employ, who are **Near Relatives\*** of AAI employees, or are ex-employees of AAI who have separated from AAI in the past **two (2) years**.
9. **Fraud & Corrupt Practices and Penalty:**
- a) Even if the bidder satisfies every criterion as per the guidelines set forth above, but at any stage during the tender process, or after the issuance of LOIA to the successful bidder, or after the execution of concession agreement or during the subsistence thereof, AAI at its discretion can disqualify the bidder or terminate the concession (as the case maybe), if the bidder/licensee:
- i. has been debarred by any state or central government or government agency in India and the same is subsisted at the time of NIET; or
  - ii. has made misleading or false representation in the forms, statements and attachments submitted; or
  - iii. the applicant does not respond promptly and thoroughly to requests for supplementary information requested by AAI for the evaluation of the Proposal; or
  - iv. One or more of the eligibility criterion have not been met by the Applicant; or

- v. The Applicant has made a material misrepresentation; or
  - vi. The Applicant has engaged in a corrupt, fraudulent, coercive, undesirable or restrictive practice;
  - vii. The applicant or its Affiliates or a person or entity having legal relationship with applicant committed any fraud or forgery by way of submission of any kind of documents/ bank guarantee/ Security Deposit etc. (during the tender process and thereafter) with this or any other tender/ contract with Airports Authority of India or any PSU or Government Departments during the last **five (5) years**;
- b) Then the LOIA or the draft Agreement, as the case may be, shall, notwithstanding anything to the contrary contained therein or in this NIET Document, be liable to be terminated by a communication in writing by AAI to the agency without AAI being liable in any manner whatsoever to the agency. In such an event, AAI shall forfeit and appropriate the EMD and Performance Security and debar the agency from AAI tenders for any period not succeeding subject to minimum of **three (3) years**, as the case may be without prejudice to any other right or remedy that may be available to AAI in this regard.
- c) If such an event occurs after the issuance of LOIA and during the contract period, then AAI reserves the right to take any such measure as may be deemed fit in the sole discretion of AAI, including annulment of the contract and forfeiture of the Performance Security amount.
- d) Proposals shall be deemed to be under consideration immediately after they are opened until such time that AAI makes an official intimation of award/rejection to the Applicants. While the Proposals are under consideration, Applicants and/or their representatives or other interested parties are advised to refrain from contacting, by any means, AAI and/or their employees/representatives on matters relating to the Proposals under consideration.

#### 10. **Conflict of Interest:** -

A Bidder shall not have a conflict of interest (the "Conflict of Interest") that affect the Bidding process. Any Bidder found to have a conflict of Interest shall be disqualified. A Bidder shall be deemed to have a Conflict of Interest affecting the Bidding process, if:

- i. The bidder, or its Affiliate (or any constituent thereof) and any other Bidder or any Affiliate thereof (or any Constituent thereof) have common controlling shareholders or other ownership interest:

Provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Affiliate thereof (or any shareholder thereof) having a shareholding of more than 20% (twenty percent) of the aggregate issued, subscribed and paid up share capital of such Bidder, Member or Affiliate, (as the case may be) in the other Bidder, its Member or an Affiliate is less than 20% (twenty percent) of the aggregate issued, subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by the Authority, a bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013;

For the purposes of this clause, indirect shareholding held through 01(One) or more intermediate persons shall be computed as follows:

(A) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject person") shall be taken in to account for computing the shareholding of such controlling person in the subject person; and

(B) subject always to sub-clause (A) above, where a person does not exercise control over an intermediary, which has shareholding in the subject person, the computation of indirect shareholding of such person in the subject person shall be undertaken on

a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty-six percent) of the aggregate issued, subscribed and paid up equity shareholding of such intermediary; or

- ii. a Bidder/Nominated Entity has nominated the same Nominated Entity or Nominated personnel as another Bidder; or
- iii. a constituent of such Bidder is also a constituent of another Bidder; or
- iv. such Bidder or any Affiliate thereof receives, has received, or has entered into an agreement to receive, any direct or indirect subsidy, grant, concessional loan, or subordinated debt from any other Bidder, or any Affiliate thereof or has provided or has entered into an agreement to provide any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Affiliate thereof; or
- v. such Bidder has the same legal representative for purposes of a Bid as any other Bidder; or
- vi. such Bidder or any Affiliate thereof, has a relationship with another Bidder or any Affiliate thereof, directly or indirectly or through a common third party/ parties, that puts either or both of them in a position to have access to each other's information, or to influence the Bid of either or each other; or such Bidder or any Affiliate thereof, has participated as a consultant to the Authority in the preparation of any documents, design or technical specifications of the project.

**Explanation:**

In case a Bidder is a Consortium, then the term Bidder as used in this Clause shall include each Member of such Consortium and the term Affiliate with respect to a Bidder shall include an Affiliate of each Member of that Consortium.

**Note:**

Regarding conflict of interest, AAI shall place reliance upon the declaration to be submitted by the bidder/applicant in the form of acceptance of AAI's tender conditions/other documents forming part of technical bids.

In the event, the declaration submitted by the bidder / applicant towards there being no conflict of interest, is found incorrect/false, such incorrect declaration would be treated as submission of false/incorrect document and it would amount to material misrepresentation made by the bidder/applicant. In such event, punitive actions shall be taken by AAI as per provision of tender documents/license agreement.

## **11. Exit Clause, Dispute Resolution, Arbitration & Litigation**

### **a) Normal Termination**

The contract will deem to be terminated on the last date as given in the agreement provided the extension or renewal is approved by the competent authority on or before the last date and communicated to the party in writing and duly accepted. The liability of the party will continue to be payable along with the delayed interest (at the rate mentioned in the contract) till the same is settled. The contractor cannot claim the dues to be time barred or ultra vires even if after the contract is deemed to have terminated by operation of this clause.

### **b) Termination for Cause:**

If the party or AAI has invoked the internal dispute resolution clause (as per which the dispute referred to the DRC is to be completed within a period of **45 days**) and the same remains unresolved after the specified time period, it will be deemed that the notice period for the termination has commenced from the next date within which

the dispute should have been resolved. No extra notice need be served by either party and the contract will terminate after the expiry of the notice period. If such termination happens to fall within **50%** of the contract period, then the party is liable to pay AAI the values of license fee equal to the amount of current license fee for **Six (6) months** as demurrage charges. The agreement should also provide for invocation of arbitration clause only after the internal dispute mechanism has been exhausted. However, the notice for termination will deem to have commenced irrespective of the arbitration proceedings.

**c) Termination for Convenience:**

Either party, AAI on one part and the contractor on the other party can serve the notice for termination by giving the requisite notice period. The notice by AAI to be served only after obtaining the approval of the acceptance authority. Similarly, the notice given by the party should be approved by the acceptance authority. However, the date on which notice was received at AAI will be the commencement of the notice period and the administrative time required for the approval will not be added. If the concession / license has been terminated within **50%** of the license period or the party has not served the requisite notice of **one-hundred twenty (120) days**, for surrender of license/concession after completion of **50%** licence period, then the Security Deposit equivalent to current license fee/MMG shall be forfeited as demurrage charges, as per the details below: -

| S. No. | If termination of concession / license occurs | Security deposit equivalent to current license fee to be forfeited (in months) |
|--------|---|--|
| (i)    | Before 50% of contract period                 | Six (6) months   |
| (ii)   | between 50% to 75%                            | Four (4) months  |
| (iii)  | between 75% to 100%                           | Two (2) months   |

**NOTE:** If the licensee does not operate the license upto **50%** of the contract period then the party is liable to be debarred for **one (1) year** from the date of issuance of orders.

**d) Termination for Regulatory / Legislative or Supervisory Requirements:** If any provision of law or legislation of India makes it mandatory to stop/prohibits the continuation of any contract at any particular location or otherwise, then it will be deemed to be closed from the date of such enactment. No compensation is payable by AAI.

- 12.** All the above guidelines will form part & parcel of the Notice inviting E-Tender (NIET).
- 13.** AAI reserves the right to extend the date of submission / opening of the bids as well as to extend the validity of the E-tender if situation warrants and with sufficient reasons.
- 14.** AAI reserves right to reject any or all e-tender(s) in part or in full without assigning any reason.

**\*Note:** "By the term near relative is meant wife, husband and dependent parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunts, cousins and their corresponding in laws".

\*\*\*\*\*



**Draft Licence Agreement**

Photo of the  
licensee

**SUBJECT:** Grant of License for \_\_\_\_\_ at \_\_\_\_\_ AIRPORT.

THIS CONCESSION / LICENCE AGREEMENT ("Agreement") made and executed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ Two Thousand Twenty \_\_\_\_\_ by and between:

The Airports Authority of India, a body corporate constituted by the Central Government under the Airports Authority (Act 55 of 1994) and having its Corporate Office at New Delhi and branch office at \_\_\_\_\_ Airport, represented by Airport Director, \_\_\_\_\_ Airport, \_\_\_\_\_, hereinafter called the "Authority" (which term shall, unless excluded by or is repugnant to the context, be deemed to include its Chairman, or Member, Executive Directors, Airport Director, officers or any of them specified by the Chairman in this behalf, and shall also include its successors and assigns) of FIRST PART;

and

\_\_\_\_\_, a Proprietorship Firm / Partnership Firm / LLP / Company incorporated under the Company Act 2013, represented by \_\_\_\_\_ and having its registered office at \_\_\_\_\_ (hereinafter called the "Concessionaire/Licensee" (which shall, unless excluded by or is repugnant to the context, be deemed to include its heirs, authorized official/officer, successor and assigns) of the SECOND PART.

WHEREAS the Authority is entitled in 'Law' to grant license at its..... Airport for the purpose of ..... so as to provide amenities and facilities to the passengers and visitors at..... airport and is in possession of space, more fully described in the schedule hereunder and in the plan annexed to this agreement, hereinafter referred to as the premises.

WHEREAS the Licensee is desirous to render the services to the Authority on the terms & conditions mentioned hereunder:

AND WHEREAS the Authority is agreeable to grant the license.

NOW, THEREFORE, this indenture witnesses:

1. That the license for the said facility shall be valid for the period\* of **five (5) years** from ..... to....., unless terminated earlier on account of following;
  - a) By giving **one-hundred twenty (120) days** of notice in writing without assigning any reason.
  - b) Terminated by AAI on a short notice on account of unsatisfactory performance.
  - c) Termination on expiry of the specified time period allotted for unresolved internal dispute resolution.

\* Notwithstanding anything contained in this agreement, parties agree that during the Concession Term, in the event the Authority opts to transfer its rights such as operation, maintenance, development etc. of the Airport to a third party under PPP model or in any manner as may be decided by AAI / Government of India, then the Authority shall have the right to assign / novate / alter this Agreement, in favour of such third party, to which concessionaire hereby gives their consent unconditionally and Authority will not be bound to obtain any further consent of concessionaire. Such assignment / novation / alteration would release Authority of all liabilities and obligations arising under this agreement from and after the date of assignment / novation / alteration and the rights and obligations of Authority under this Agreement and other arrangements entered into in accordance with the provisions of this Agreement shall be vested in such third party. The parties, along with relevant third party shall execute necessary documentation or put in place necessary agreements for the aforesaid assignment / novation / alteration as and when need arise.

2. That in consideration, Licensee shall pay the Authority every month in advance by way of license fee on or before **25<sup>th</sup> day** of English calendar month as under:

| Year                          | Amount of Monthly License Fee  |
|-------------------------------|--------------------------------|
| Upto 1 ½ Year                 | _____ + GST applicable on time |
| After 1 ½ Year                | _____ + GST applicable on time |
| After 2 ½ Year                | _____ + GST applicable on time |
| After 3 ½ Year                | _____ + GST applicable on time |
| After 4 ½ Year, upto 5th year | _____ + GST applicable on time |

3. **Rate of Escalation:** The quoted licence fee / MMG is subject to annual escalation as per following: -

- a) License Fee shall be subject to annual compounded escalation of **10%**.
- b) The first annual escalation will be applicable after completion of **01 (one) year + 06 (six) months** license period. Thereafter the same will be applicable after completion of subsequent one-year period there from. Even if, on account of any delay whatsoever, licensee could not commence business operations on the expiry of gestation period stipulated in NIET, for the purpose of calculation of date on which **18 (eighteen) months** of license are completed (date on which first escalation is applied), shall be deemed from next day of expiry of gestation period stipulated in NIET.

4. AAI shall raise bill on or before **10<sup>th</sup>** of every month. The licensee has to make the payment of Licence Fee etc. by **25<sup>th</sup>** of the same month, failing which interest on delayed payment at the rate of **9%** per annum shall be charged from the due date for delay period of upto **thirty (30) days** and if delay is for more than **thirty (30) days**, then interest at the rate of **18%** per annum shall be charged from the due date, for the entire delay period.
5. That in addition to the above said license fee, Licensee is also liable to pay Rs. 3,225/- Per Sqm Per Month towards AC space rent (if applicable) and Rs. 2,150/- Per Sqm Per Month towards Non-AC space rent (if applicable). The Licensee is also liable to pay utility / Facilitation charges **@10%** of AAI notified normal space rent. Such charges shall be paid within the date(s) specified in the bill(s). The space rent is subject to **7.5%** compound annual escalation then rounded off nearest to **Rs.10/-** from **1<sup>st</sup> April** of every year or as may be decided by AAI from time to time.
6. That in addition to the above said licence fee, licensee shall pay all charges towards



consumption of electricity and water as may be due as determined by the Authority and at the rate(s) fixed by it from time to time. Such charges shall be paid within the date(s) specified in the bill(s). The Licensee shall have to provide his own meter(s) for the purpose, failing which Licensee shall be billed on assessed consumption. In default of payment of said charges, the Authority may without prejudice to its other rights disconnect or cause to be disconnected the water and electricity to the said premises without any notice and the Licensee shall not be entitled to any compensation whatsoever on account of any such disconnection.

7. That the Licensee shall pay all rates, assessments, out goings and other taxes as leviable on the Licensee in 'Laws'.
  8. That the Licensee shall make payment of license fee etc. either by demand drafts drawn on local banks or through RTGS/NEFT. No local / outstation cheque shall be accepted towards payment of license fee, other charges etc.
  9. That the licensee shall deposit a sum of Rs..... /- (Rupees..... only) i.e. an amount equal to \_\_\_\_\_ months of license (based on \_\_\_\_\_ year license fee) fee as Security Deposit in the form of Demand Draft / Pay order / RTGS / NEFT/ Bank Guarantee from a Nationalized / Scheduled Bank (Bank Guarantee from Co-operative Banks, even scheduled co-operative banks, shall not be acceptable) in favor of Airports Authority of India..... Airport. Bank Guarantee should be valid for the entire period of license **plus six (6) months**.
    - (i) In the event of the Licensee committing any breach of the terms & conditions of the license agreement, the Authority may without prejudice to other rights and remedies be entitled to forfeit the Security Deposit or any part thereof. In Such an event he shall pay in the same manner as stated above such additional sum immediately as he may be called upon by the Authority to pay, so that the Security Deposit shall at all times during the continuance of these presents, be for the same amount. On the expiration or earlier determination of the license the Authority shall return the Security Deposit or part thereof which has not been forfeited as aforesaid, to him, without interest.
    - (ii) In the event of a default or breach in payment of license fee or interest amount or any other amount due with the licensee of whatever nature as per the provision of this contract, AAI is hereby authorized to adjust such amount from time to time to the fullest extent, with prior notice of 07 (seven) days to the Licensee, by set off and apply any or all amount at any time held with AAI as security deposit or Bank Guarantee or any other amount as part of this contract or from any other expired / closed / terminated contracts of licensee with AAI. This is without prejudice to any rights and remedies available with AAI to recover the dues from licensee as prescribed by Law.
- Explanation 1:** For the purpose of this agreement, set off means adjustment of any outstanding due(s) of Licensee, with any amount in form of BG / SD or otherwise, held by AAI in relation to any other agreement, at any AAI airport / airport premises.
- Explanation 2:** Outstanding dues shall mean and include any amount accrued / due against the licensee under this or any other agreement at any of AAI airport or airport premises.
10. That the Licensee shall also liable to make the payment towards security deposit in respect of electricity charges equivalent to **5%** of annual licence / concession value for the **last year** subject to minimum deposit of **Rs. 10,000/-** and a maximum deposit of **Rs.10 lakhs**. The said security deposit will cover SD towards all types of utilities such as Electricity, Water, Data Port, Telephone etc.

11. That the Licensee shall equip himself with all necessary permits, licenses and such other permissions as may be required under the law in force at any time with regard to the operation of the subject license.
12. That the Licensee shall maintain such regular and proper account books along with other supporting documents regarding sales effected by the Licensee in the said premises and said accounts/documents shall all the times be kept open for inspection by Authority in such manner as may be prescribed. The Licensee shall provide to the Authority, if so required by the Authority, Statements of audited Accounts in such manner and within such period as the Authority may prescribe. Licensee shall be liable to share invoicing details live with AAI.
13. That the Licensee shall have no right to object as and when the Authority decides to grant additional License for similar Facility at the airport premises where the Licensee is rendering such services.
14. That Authority shall provide bare space for the subject service and other expenses of any kind for establishment and rendering of the services shall be incurred by the Licensee. However, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by the Authority.
15. All the times during the currency of the license agreement, it shall be the responsibility of the licensee to obtain proper fire insurance coverage including theft and burglary in respect of all the movable and immovable assets stored or used in the licensed premises and authority shall not be responsible for any loss or damage caused to the licensee on any accounts whatsoever.
16. That Licensee shall operate the subject facility by charging the rate from users, as may be approved in advance by the Authority. Licensee shall exhibit the said approved charges at a conspicuous place inside the licensed premises.
17. That the Authority reserves to itself the right to change the location of the premises at any time and may at its discretion, call upon the Licensee to vacate the site and may give him an alternative premise for the purpose of this license. In such a case, the Licensee shall be bound to vacate the premises immediately and accept the said alternate premises. The entire expenditure on such shifting shall be borne by him and the licensee shall not be entitled to claim any compensation or revision in the license fee on that score.
18. The Licensee shall use the premises for the bona fide purpose as provided in the Agreement, more particularly described in the enclosed schedule, for the use of all passengers and bona fide visitors to the Airport and Officers of the Authority and the staff of various Airlines using the Airport and for no other purpose.
19. The Licensee shall not erect or display any advertisement or signboards except after obtaining the prior approval in writing of the Authority.
20. The licensee must necessarily operate the contract for minimum **50%** of the total period of the contract failing which the licensee may be debarred from participating any tender in AAI for minimum period of **one (1) year**.
21. That in case if at any stage during the currency of the agreement, AAI finds that the party had bagged the contract by submitting any false / wrong document or concealed any information/document, in such an eventuality the SD/BG lying deposited with the AAI shall be forfeited and the licensee shall be debarred for **three (3) years** for participation in AAI tender. However, in case the licence is terminated due to any illegal activity which is punishable under any of the laws of the land then the party will be debarred till the case is cleared by the concerned legal authority of the land.
22. The Licensee shall not terminate the license before the expiry of the period of the license except by giving **One-hundred twenty (120) days' notice** in writing, otherwise the Licensee shall be liable to pay to the Authority (without any demur or question) such

amount of money as the Authority may decide as due to it by the Licensee. The license can be terminated by the Authority by giving **One-hundred twenty (120) days' notice** in writing without assigning any reason thereto.

**23. Exit Clause in this contract shall be as follows: -**

**A. Normal termination: -**

The contract will deem to be terminated on the last date as given in the agreement provided the extension or renewal is approved by the competent authority on or before the last date and communicated to the party in writing and duly accepted. The liability of the party will continue to be payable along with the delayed interest (at the rate mentioned in the contract) till the same is settled. The contractor cannot claim the dues to be time barred or ultra vires even if after the contract is deemed to have terminated by operation of this clause.

**B. Termination for cause: -**

If the party or AAI has invoked the internal dispute resolution clause (as per which the dispute referred to the DRC is to be completed within a period of **45 days**) and the same remains unresolved after the specified time period, it will be deemed that the notice period for the termination has commenced from the next date within which the dispute should have been resolved. No extra notice need be served by either party and the contract will terminate after the expiry of the notice period. If such termination happens to fall within **50%** of the contract period, then the party is liable to pay AAI the value of license fee equal to the amount of current license fee for **Six (6) months** as demurrage charges. The agreement should also provide for invocation of arbitration clause only after the internal dispute mechanism has been exhausted. However, the notice for termination will deem to have commenced irrespective of the arbitration proceedings.

**C. Termination for convenience: -**

Either party, AAI on one part and the contractor on the other party can serve the notice for termination by giving the requisite notice period. The notice by AAI to be served only after obtaining the approval of the acceptance authority. Similarly, the notice given by the party should be approved by the acceptance authority. However, the date on which notice was received at AAI will be the commencement of the notice period and the administrative time required for the approval will not be added. If the concession/license has been terminated within **50%** of the license period or the party has not served the requisite notice of **One-hundred twenty (120) days**, for surrender of license/concession after completion of **50%** licence period, then the Security Deposit equivalent to current license fee shall be forfeited as demurrage charges, as per the details below:

| <b>S. No.</b> | <b>If termination of concession/ license occurs</b> | <b>Security deposit equivalent to current license fee to be forfeited (in months)</b> |
|---------------|---|---|
| (i)           | Before 50% of contract period                       | Six (6) months  |
| (ii)          | between 50% to 75%                                  | Four (4) months   |
| (iii)         | between 75% to 100%                                 | Two (2) months  |

**NOTE:** If the licensee does not operate the license upto **50%** of the contract period then the party is liable to be debarred for **one (1) year** from the date of issuance of orders.

**D. Termination for regulatory / legislative or supervisory requirements:** If any provision of law or legislation of India makes it mandatory to stop / prohibits the continuation of any contract at any particular location or otherwise then it will deem to be closed from the date of such enactment. No compensation is payable by AAI.

**24. Exponential penalty on licensees @ double the licence fee per month in the form of**

damage charge can be imposed on licensees unauthorized occupying the premises after expiry of contract period.

25. In the event of any default, failure, negligence or breach, in the opinion of the Authority on the part of the Licensee in complying with all or any of the conditions of the license agreement, the Authority will be entitled and be at liberty to determine the license forthwith and resume possession of the premises without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the Licensee for due performance of Agreement.
26. Acceptance of award letter and NIET conditions shall form part and parcel of the license agreement.
27. The Authority and the Licensee further agree that they are bound by the General Terms & Conditions, Special Terms and Conditions, Concession Layout, Schedule of Premises, found in Appendix '1, 2, 3 & 4' respectively annexed hereto.

|   |  |
|---|--|
| SIGNED BY _____,<br>AIRPORT DIRECTOR, AIRPORTS AUTHORITY OF<br>INDIA, <b>Netaji Subhash Chandra Bose</b><br><b>International Airport, kolkata</b> FOR AND ON<br>BEHALF OF AIRPORTS AUTHORITY OF INDIA, IN<br>THE PRESENCE OF: |  |
| Witnesses   |  |
| 1.  |  |
| 2.  |  |

|  |  |
|--|--|
| SIGNED BY _____, FOR<br>AND ON BEHALF OF _____, IN THE<br>PRESENCE OF: |  |
| Witnesses  |  |
| 1.   |  |
| 2.   |  |

**GENERAL TERMS AND CONDITIONS**

The Authority hereby covenants with the licensee as follows:

- (1) The Licensee, his servants and agents shall be entitled to use all ways, paths and passages as may from times to time be maintained on the said airport ground subject to such rules and regulations as may be imposed by the lawful authorities of the airport ground.
- (2) The Licensee paying the licence fee and performing the covenants herein contained and, on his part, to be performed shall and may peacefully possess and enjoy the premises with the use of the ways, paths and passages as aforesaid during the said term without any lawful interruption from or by the Authority or any person claiming under the Authority.
- (3) Any notice required to be served on the licensee under this agreement shall be deemed to have been served if delivered at or sent by registered post to his last known address or to his authorized representative or agent. Similarly, any notice to be given to the Authority under this agreement shall be deemed to have been served if delivered at or sent by registered post to the Authority.
  - a. **The period of notice given under this Agreement will count from the date of receipt of notice by either side.**
- (4) Subject as herein before otherwise provided, all notices to be given on behalf of the Authority and all other actions to be taken on behalf of the Authority, may be given or taken on behalf of the Authority by the Airport Director of the Airport or by any other officer for the time being authorized by or entrusted with the functions, duties and powers of the said Airport Director, in respect of the Airport under his charge.
- (5)
  - (a) The Licensee shall not, unless with the written consent of the Authority, create a subcontract of any description with regard to this license or any part thereof, nor shall be without such written consent as aforesaid, assign or transfer his license or any part thereof.
  - (b) The Licensee shall use the premises only for the purpose indicated in this agreement and for no other purpose whatsoever.
- (6) The Licensee his agents and servants shall observe, perform and comply with all rules and regulations of the shop and Establishment Act, Factories Act, Industrial Disputes Act, Minimum Wages Act and the provisions of any statutory law applicable to the licensee including any rules and regulations made by the Authority, Civil Aviation Department or any other Department of government and or local body or Administration in force from time to time and to the business which the licensee is allowed to carry on under this agreement and to the area in which the said premises are located.
- (7)
  - (a) The Licensee shall indemnify the Authority from/against any claims made or damages suffered by the Authority by reason of any default on the part of the licensee in the due observance and performance of the provisions of any law which may be related to the purpose of this agreement and to the area in which premises are located.
  - (b) The Authority shall not be responsible in any way for loss or damage by any means causes to the licensee's stock or property.
- (8) The Licensee shall at his own cost maintain the premises in a proper state of cleanliness and abide by such directions as may be given by the Authority and such other departments as may be entrusted by the rules and regulations with the works of

inspection and enforcement about the conditions of sanitation, cleanliness and hygiene. If the premises are not maintained in reasonably clean condition by the licensee, Airport Director shall have powers to get the premises cleaned at the risk & cost of the licensee and recover liquidated damages at the rate of **Rs.1,000/-** per day for each default up to **07 (seven) days** & thereafter **Rs.2,000/-** per day and can take other actions including termination of the licence.

- (9) The licensee shall comply with the requirements of all standard health clauses including those given below:
- a. The Airport Health Officer / Medical Officer of AAI or persons authorized by them may without notice, enter the premises any time and inspect the premises, materials, instruments and implements etc. used by the licensee.
  - b. All instructions given by the Airport Health Officer / Medical Officer of AAI or any persons authorized by them in the maintenance of public health of the Airport including sanitation control prevention of infectious diseases, control and prevention of nuisance from insects, rodents or any other source shall be carried out by them and his agent and servants.
  - c. The licensee shall notify to the Airport Health Officer whenever any person working under him is suffering or suspected to be suffering or convalescing from any infectious disease. The Airport Health Officer may medically inspect the said person or any person who is suspected to have been in contact with the person and take any precautionary and preventive measures considered necessary.
  - d. The licensee his agents and servants shall not without consent of the Airport Health Officer, interfere with injure, destroy or render useless any work executed or any materials or things placed in, under or upon any land or building by or under the orders of the Airport Health Office with the object of preventing the breeding or entry of mosquitoes or maintenance of sanitation.
  - e. The licensee, his agents and servants shall not abuse the water sources, and drainage facilities in the airport area so as to create a nuisance or in sanitary situation prejudicial to public health.
  - f. In the event of any default, failure, negligence or breach in the opinion of the Authority, on the part of the licensee in complying with either of these conditions specified in the foregoing sub-clause (a) to (e), the Authority will be entitled and be at liberty to determine the licensee forthwith and resume a possession of the premises without payment of any compensation or damages and forfeit in full or in part the amount deposited by the licensee for due performance of the agreement.
- (10) The licensee shall employ only such servants as shall have good character and as well behaved and skillful in their business. He shall furnish the Authority in writing with the names, parentage, age, residence and specimen signature or thumb impression of all servants whom he proposes to employ for the purpose of this agreement before they are so employed and the Authority shall be at liberty to forbid the employment of any person whom it may consider undesirable. The servants employed by him shall be under the general discipline of the Authority and shall confirm to such directions as may be issued by the Authority in respect of point or routes of entry to and exit from the premises and in respect of the use of toilet and wash rooms. He shall also have the character of all persons employed by him verified by the police to the satisfaction of the Authority, before the employment.
- (11) (a) The licensee would be required to install adequate number (as may be determined by Fire Officer or any other officer of AAI depending upon the area of the licensed

- premises) of minimum a 2.5 kg CO<sup>2</sup> fire extinguisher in the licensed premises at his cost before commencement of business.
- (b) No wooden partition / inflammable material shall be permitted in the licensed premises. The material to be used for partition / fabrication of the shop / office premises shall be as per the specification given by AAI and to be got approved by AAI in advance.
- (c) Licensee shall not use a naked light or cause or permit any such light to be used in the licensed premises.
- (12) The licensee shall not damage the premises for any part of the Airport premises and in the event of any damage being caused to the same intentionally or otherwise, by the licensee, or his employees or invitees or customers, the Authority shall be entitled to repair the damage or make the requisite replacement and call upon the licensee to replacement and call upon the licensee to reimburse cost thereof which the licensee undertakes to pay forthwith on demand.
- (13) The licensee shall not store or bring or keep in the premises heavy articles so as to injure or damage the premises or keep goods of combustible or inflammable nature unless required for executing the licence.
- (14) (a) The licensee shall not use electrical heater, toaster and other allied appliances in the premises for preparation of tea, coffee and for heating of food etc. unless specifically provided under the agreement to perform contractual obligations.
- (b) The licensee hereby agrees to provide necessary training to the employees posted in the licensed premises for handling fires extinguisher as provided in the terminal/licensed premises.
- (c) The licensee will, during the continuance of this licence insure against any claim for workmen's compensation or otherwise of all persons employed by him in connection with his business to be carried on as aforesaid with such insurance company as the Authority shall approve of and shall produce for inspection on demand by the Authority all policies in respect thereof and the receipts from time to time for current premium.
- (15) In the case of such breach of the terms of this licence as minor offences and complaints coming to its notice for which in the opinion of the Authority this agreement need not be terminated, the Authority may at its discretion recover compensation from the licensee up to the limit of the Security deposit of the licensee. The decision of the Authority in this respect will be final and binding on the licensee.
- (16) The licensee shall not hold or permit to be held any public or private auction in the licensed premises.
- (17) The Licensee shall sell articles in the premises at prices which shall be marked on the articles or on tags attached thereto and it shall not be in excess of the retail prices/fair prices fixed by the manufacturers or Government or any other local authority whichever is lower or controlled price in case such case controlled price has been fixed by any authority and in all other cases, not exceeding the reasonable market rates for similar goods. The Authority can after giving reasonable opportunity to the Licensee to show cause, itself fix the price of any article or articles, if, in its opinion, the prices charged are unreasonable or exorbitant and thereupon the Licensee shall sell only at the price so fixed by the Authority and he/she shall also be liable to refund to any customers any amount in excess paid by such customer for any articles in excess of the price so fixed.
- (18) It shall be obligatory for the licensee to keep in stock and in case they are intended for distribution, distribute the same and display, literature, produced and released by the Publications Division of Government of India and/or Tourism Department of the Central Government or of the State Government within whose jurisdiction the Airport is situated

on such terms and conditions as may be fixed by the said Publications Divisions or said Tourist Department.

- (19) The licensee shall not stock, sell, display, exhibit for sale any books, magazines, newspapers or periodicals, statues, idols or other articles which are repugnant to morals or indecent and immoral, improper or otherwise objectionable in character, it being expressly agreed that the decision of the Authority shall be conclusive in this behalf and absolutely binding on the licensee and shall not be subject to any dispute or review. Apart from any other legal / disciplinary action, the licensee shall immediately remove such book, journal or articles from premises, if, as decided by the Authority it is objectionable in any manner to keep, exhibit or sell the same.
- (20) The licensee shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection fortnightly by the Airport Director of the Authority or his authorized representative.
- (21) If because of any strike or lock-out in the Airport or in any airline, the licensee is unable to function or his business is affected, the Authority shall not be liable for any loss which the licensee may suffer in such an event. However, rebate in the licence fee due to ban on visitor entry at the airport, natural calamities and declaration of the closure of the airport for total operation shall be granted as per the merit of the case and policy laid down by AAI from time to time.
- (22) In the event of the Licensee being prohibited from selling one or more articles in the premises because of Government Laws/Rules/Regulations/Orders, the Authority shall not be liable for any loss suffered by the Licensee in such an event the Licensee shall not be entitled to any reduction in the fees payable to the Authority or permission for sale of additional items.
- (23) The Licensee shall deposit duplicate keys of the premises with the Authority whenever the Airport Director Demands and permit the Authority to make use of the keys during the emergency. The licensee shall not remove or replace the lock on the outer door or change the locking device on the said outer door of the shop.
- (24) The Authority do not recognize any Association of the Traders and in case any negotiation / bargain necessary with regard to the clarification of the terms and conditions of the licence or modification thereof such negotiations should be sought by the licensee alone and no collective representation / bargaining will be entertained.
- (25) On expiry of the licence period or on termination of the licence by the Airport Authority on account of any breach on the part of the licensee, the licensee shall deliver the possession of the premises in good condition and in peaceful manner along with furniture, fittings, equipment and installations, if any, provided by the Authority. Further, licensee shall remove his / their goods and other materials from the premises immediately, failing which Authority reserve its right to remove such goods / materials at the cost & risk of the Licensee and demand payment for such removal. If such payment is not made within **ten (10) days**, Authority shall be at liberty to dispose-off the goods / materials of the Licensee by public auction to recover the cost. The licensee shall not be entitled to raise any objection in such an eventuality.

After the contract expires, the concessionaire shall stop business and shall be given a maximum of **seven (7) days** to vacate the premises (after settlement of dues). The onus of clearing all the dues and vacating the premises within **seven (7) days** lies on the licensee. If the agency fails to vacate the premises within **seven (7) days** of expiry



of contract, twice of normal notified space rent of that area shall be charged from date of expiry to the date of vacation.

If agency fails to vacate even after **fifteen (15) days**, the agency ceases to claim any ownership of the un-cleared materials. AAI shall make arrangements to remove the leftovers and charge the costs incurred to the agency/adjusted from available SD along with outstanding dues if any. Taking over document has to be signed after clearance of premises by the concessionaire.

- (26) The licence herewith granted shall not be construed in any way as giving or creating any other right or interest in the said space / building(s) / land / garden / tank / premises to or in favour of the licensee but shall be construed to be only as a licence in terms and conditions herein contained.
- (27) The Authority, its servants and agents shall at all times have the absolute right of entry into the said premises.
- (28) The provision of the Airports Authority of India Act, 1994 as amended by Act 2003 and the rules framed there under (Chapter VA – Eviction of Unauthorized Occupants etc. of Airport Premises) which are now in force or which may hereafter come in force shall be applicable for all matters provided in the said Act.
- (29) All disputes and differences arising out of or in any way touching or concerning this Agreement (except those the decision whereof is otherwise herein before expressly provided for or to which the AAI ACT, 1994 and the rules framed there-under which are now enforce or which may here-after come into force are applicable), shall, in the first instance, be referred to a Dispute Resolution Committee (DRC) setup at the airports, for which a written application should be obtained from the party and the points clearly spelt out. In case the dispute is not resolved within 45 days of reference, then the case shall be referred to the sole arbitration of a person to be appointed by the Chairman / Member/ RED of the Authority. The award of the arbitrator so appointed shall be final and binding on the parties. The Arbitration & Conciliation Act 1996 as amended up to date shall be applicable. Once the arbitration clause has been invoked, the DRC process will cease to be operative. It will be no bar that the Arbitrator appointed as aforesaid is or has been an employee of the Authority and the appointment of the Arbitrator will not be challenged or be open to question in any Court of Law, on this account.

Before making a reference to Dispute Resolution Committee, the licensee will have to first deposit **50%** of the disputed amount in the form of BG (additional Bank Guarantee with validity of minimum **two (2) years** from the date of making reference to DRC, and further extendable) / DD / PO / NEFT with AAI and the consent shall be given by the licensee for acceptance of the recommendations of the Dispute Resolution Committee.

The case shall be referred to the sole Arbitrator by the Chairman / Member / RED of the Authority, subject to the condition that the licensee shall have to deposit **50%** of the disputed amount in the form of BG (additional Bank Guarantee with validity of minimum **two (2) years** from the date of making such reference, and further extendable) / DD / PO / RTGS / NEFT with AAI as condition precedent before making reference to the Arbitration for adjudication of dispute.

During the arbitral and Dispute resolution proceedings, the licensee(s) shall continue to pay the full amount of license fee/dues regularly as per the award/agreement and perform all covenants of the agreements.

- (30) It would be the responsibility of the licensee to obtain all necessary security clearance from BCAS/any other regulatory agency as required.

- (31) In case of any dispute where legal action is compelled to be initiated by any of the party, jurisdiction of the court shall be the city / town / district where the airport is located.

(SIGNATURE OF LICENSEE)

**Special Terms and Conditions for “Wellness Centre/SPA and Massage Chair” Facility**

**PART – I**

**SERVICE LEVEL CONDITIONS**

Following are the service levels that the service provider has to follow:

- A.** The bidder should define and display the services to be provided;
- B.** Bidder should have a defined training process for the employees, satisfying the following conditions:
  - (i) Bidder shall identify as to what each service professional is authorized to do, and service provided by them is in consonance to their Qualification / Training / Experience.
  - (ii) A documented training and development policy should exist within the organization and every service professional should have completed this training.
  - (iii) The education, registration, training and experience of the identified service professionals is documented and updated periodically.
  - (iv) The training procedure should follow the guidelines set by an accreditation body like NABH/ other institutional bodies etc.
  - (v) The Wellness trainer or the responsible person for training should have valid certification of any institute recognized by Govt. of India or any International Institutes recognized internationally.
- C.** The service process delivery should follow a defined process and is clearly communicated to the customers in a manner and language which is understood by the customer. Clear written consent should be taken from customers before treatment to avoid conflicts. The service provided should only be to the extent of the services for which the consent was taken from the customer.
- D.** The service provider shall define the services that require privacy of the customer and ensure that such privacy is maintained. The facility designs should be made accordingly.
- E.** The facilities must be hygienically maintained. The facility design must incorporate necessary fixtures and equipment to minimize the odors within and emanating from the stores.
- F.** Wellness Centre/Spa should have a glass on the door for visibility for male patrons for safety guidelines.
- G.** Wellness Centre/Spa should be able to provide cross therapies as per international standards.
- H.** The services being provided should involve only wellness interventions which mean leaving treatments after any stage should not cause any harm to the customers/users.
- I.** The licensee will indemnify AAI from any dispute, police case etc. arising out of services provided and action of their staff.
- J.** The licensee will arrange insurance coverage of appropriate value towards risk associated with service and staff.
- K.** The licensee shall have a clear dispute resolution mechanism and redressal system for the customers.
- L.** There shall be “no selling policy” once the customer enters the treatment floor i.e. no product shall be sold to the customer in the wellness center / SPA and Massage Chair.
- M.** The licensee must ensure compliance with all applicable laws w.r.t. establishments, service, manpower and labour laws including minimum wages, PF, ESI etc.
- N.** Bidder should display proven track record of following standards set by one of the globally recognized Accreditation Authority e.g. CASE TRUST, NCBTMB, COMTA, NABH-QCI (India).

## **PART – II**

**(To be submitted after award of license and before commencement of license)**

### **1) BUSINESS PLAN**

**A.** The licensee shall provide the following:

- a) Intended initial investment, broken down into categories such as design, fixtures, furnishing, equipment, supplies, payroll and financial charges etc.
- b) Any replacement and refurbishment programs intended during the License period and the estimated costs.
- c) How the initial investment will be funded.
- d) List of all services and facilities to be offered at the licensed area, including any other services and facilities and the bidder's ability in rendering them in a professional manner. The Proposed services and facilities shall be subject to the approval of the Authority.
- e) Housekeeping and maintenance schedule and responsibility, (e.g. in-house or by contractor).
- f) Detailed manpower plan including staff responsibilities, staff recruitment plan, training and familiarization plan and shift plan to match the proposed operation, the manpower plan shall further include.
- g) Level of staffing for all categories of staff during operating hours.
  - (i) Required skill sets for all categories of staff.
  - (ii) Tasks and responsibilities of all category of staff.
  - (iii) Recruitment strategies and measures for stabilizing workforce.

### **B. FIT OUT PROPOSAL**

Provide conceptual fit out proposal with interior layout plans identifying different services zones. If any, for the licensed area. The tenderer may submit three dimensional colored renderings and mood board with samples of materials and fabrics to illustrate its concepts in greater detail, and detailed work schedule / program that reflects thorough planning and understanding of work scope and the airport's environment.

### **C. PRICING POLICY**

- (i) State the criteria and methodology that will be used to establish prices for the proposed services and facilities at the licensed area.
- (ii) List the initial prices of all services on a per service basis to be provided at the licensed area.

### **D. MARKETING PLAN**

- (i) State or describe the marketing philosophy.
- (ii) State the target market segments and strategy of how to reach out to potential customers.
- (iii) Please project the annual number of transactions for each proposed service category together with the annual gross sales revenue during the License period (five years) in a standard format.

## **2) CUSTOMER SERVICE AND QUALITY ASSURANCE PROGRAM**

Licensee shall provide a customer service and quality assurance program, including but not limited to the following:

- (i)** Guidelines and/or procedures to deliver high standard level of customer service throughout the license period.
- (ii)** Handling procedure on customer's enquiries, feedback complaints & compliments.
- (iii)** Key performance indicators and a performance monitoring plan for the measurement of performance and service quality to assess the level of customer satisfaction.
- (iv)** A training program of all categories of staff to be deployed for the provision of the authorized services.
- (v)** An Audit plan of the bidder's implementation of the customer's service and quality assurance program.

## **3) HEALTH & SAFETY MANAGEMENT PLAN**

Licensee shall provide a Health & Safety Management plan for the following;

- (i)** The reduction and elimination of any injuries and diseases arising from work activities.
- (ii)** Better management of risks.
- (iii)** A reduction of the potential and actual causes of injury through corrective and preventive actions.
- (iv)** A timely verification of compliance with the requirements of the law.
- (v)** A more continuous and effective communication between the company and employees through meetings where safety and health are discussed.
- (vi)** Better monitoring of the control level of residual risk in order to minimize it further through continuous improvements.

## **4) ENVIRONMENT MANAGEMENT PLAN.**

Licensee shall provide an Environment Management Plan for the following:

- (i)** Comply with current legislation and any agreements voluntarily on their significant environmental impacts;
- (ii)** Eliminate the risks to the safety of people and the protection of the environment, in relation to knowledge acquired on the basis of technical progress and, where this is not possible, minimize, possibly acting on the causes that generated them;
- (iii)** Adopt a plan for the prevention and management of environmental emergencies;
- (iv)** Carry out continuous monitoring of the production process and monitor the related environmental aspects/impacts;
- (v)** Raise awareness among suppliers of goods and services on the content of environmental policy;
- (vi)** Seamlessly communicate their environmental performance to the local community and customers to obtain and consolidate confidence in the activities and products/services offered;
- (vii)** Rationalize the use of energy and natural resources;
- (viii)** Commit to manage the waste so as to favour, where possible, recovery and recycling rather than disposal.

### **PART – III**

#### **SPECIAL TERMS AND CONDITIONS FOR MASSAGE CHAIR**

- 1)** The bidder should place maximum five (05) Nos. Massage Chairs within the allotted area for massage chair. However, total area occupied by massage chairs should not be more than 15 Sqm. All the chairs should be placed at only one identified location and proposed area for one chair should be 03 Sq. Mtr.
- 2)** The bidder should define and display the services to be provided and the facilities must be hygienically maintained.
- 3)** The services being provided should involve only massage interventions which mean leaving treatments after any stage should not cause any harm to customers/users.
- 4)** The licensee will indemnify AAI from any form of liability, dispute, police case etc. arising out of services provided and action of their staff.
- 5)** The Licensee will arrange insurance coverage of appropriate value towards risk associated with service and staff.
- 6)** The licensee shall have a clear dispute resolution mechanism and redressal system for the customers.
- 7)** There shall be "no selling policy" i.e. no product shall be sold to customer.
- 8)** The massage services to the passenger should be provided through massage chairs only. Any sort of massage by the manpower of successful tenderer shall not be permitted.
- 9)** **TARIFF RATES:** The licensee is expected to maintain tariff rates comparable to those prevailing in the city. Any sort of massage by the manpower of the successful tenderer shall not be permitted.
- 10)** The staff engaged by the Licensee has to be properly uniformed and shall deal with all the passengers with extreme courtesy and caution and any complaint from passenger about misbehaviour shall be construed as grounds for non-performance.
- 11)** Only the name of the agency & facility is to be displayed (in trilingual i.e. local language, Hindi & English) on the counter and the same is to be displayed in reasonable size and approved by AAI. No advertisement of any sort shall be displayed inside or outside massage chair counter.
- 12)** The Licensee shall invariably issue computerized/electronic bills/receipts to the customers on account of utilization of massage chair facility. Provision should be made to accept Credit/Debit card payments.
- 13)** Since the facility is meant for the travellers, the timings of the massage chair outlet have to be adjusted according to the timings of the flight operations.
- 14)** The massage chairs set up by the successful bidder/licensee have to be of high quality and should include in built safety systems. Any damage/injury caused to passengers/visitors/users due to the massage chairs shall be the responsibility of the licensee.
- 15)** The licensee shall indemnify AAI against any liability arising due to health hazard on account of quality of service, pricing and other legal matters.

## **PART – IV**

### **Other Terms and Conditions**

1. The Wellness Centre / SPA and Massage Chair Centre shall be designed, developed and setup by the licensee inside the space handed over by AAI. The licensee will submit the layout, design, drawing including signage, display details etc.
2. The facility should be operated within the allotted built-up space. Any extra area (up to 10%) occupied by the licensee for furthering its concession activities and found subsequently by AAI shall be charged on pro-rata basis. In case extra area is beyond 10%, the licensee will be charged at double the pro-rata amount.
3. The facility / service signage mandatorily as per specifications / dimensions approved by AAI is to be adhered to, by the licensee.
4. Licensee shall accept payments by Debit/Credit card and e-wallets/UPI. It shall be mandatory to make available Debit / Credit cards swiping machine at the outlet and also accept e-wallets payment (like PayTM, Mobikwik, Freecharge, Reliance-jio, GooglePay etc.) & UPI payments like BHIM.
5. The Airport Entry Permits (AEPs) of Licensee's staff will be issued as per BCAS guidelines and the licensee will ensure to submit the Police verification of staff and other relevant documents as per BCAS guidelines. The charges for issuance of AEPs shall be borne by the Licensee.
6. It would be the responsibility of the Licensee to obtain necessary security clearance & security programme from BCAS / any other regulatory agency as required. In this regard, the licensee may contact to Chief Security Officer, AAI, Kolkata and Bureau of Civil Aviation Security (BCAS).

#### **Note:-**

In case of violation of AAI rules, AAI shall impose penalty to the licensee as per Penalty for Infractions given under **Annexure-1** or as decided by AAI from time to time.

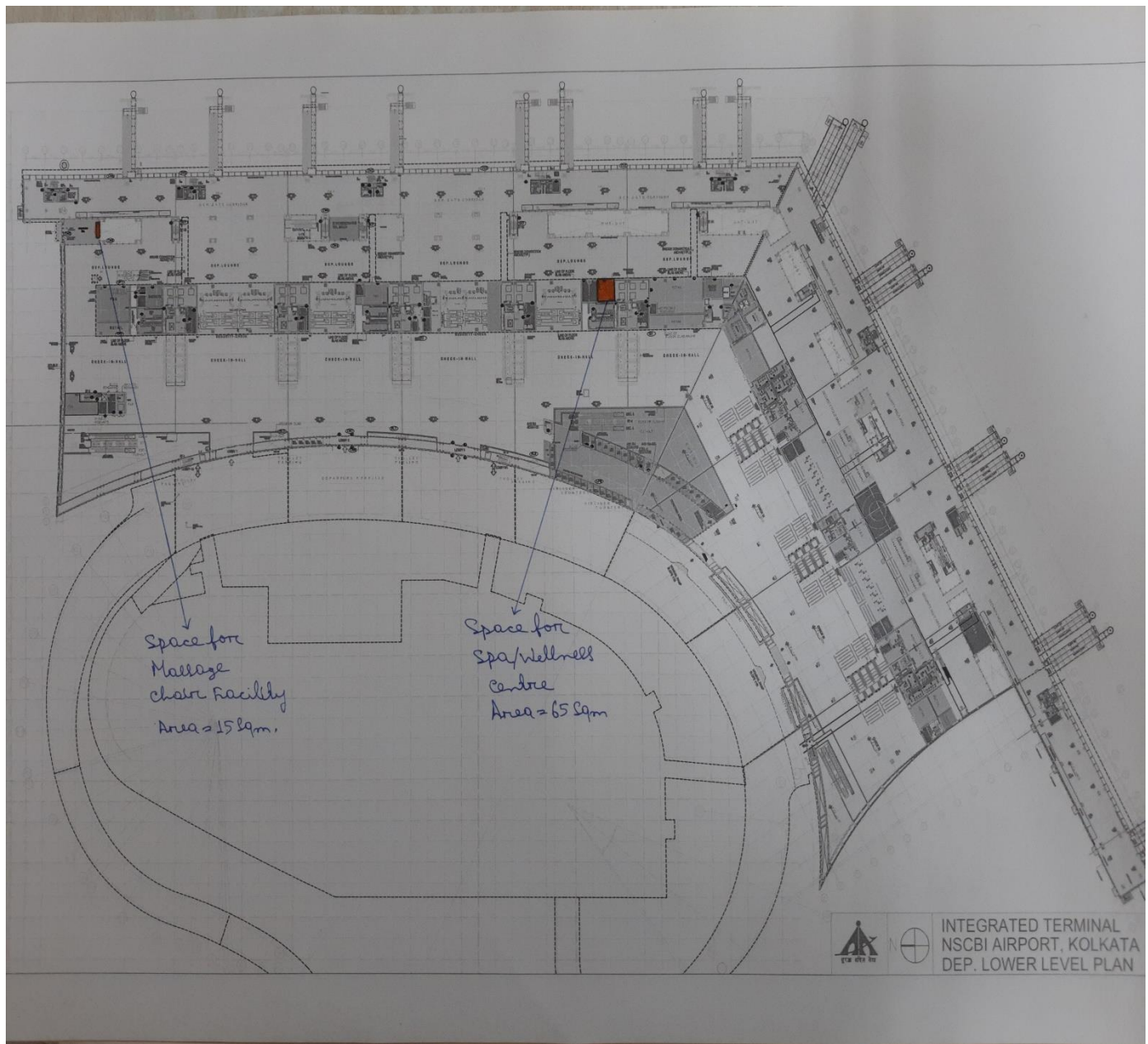
**Annexure-1**

**Imposition of Penalties - guidelines regarding**

| <b>Sl. No.</b> | <b>Offence/Violation</b>  | <b>Penalty in (Rs)</b> |
|----------------|---|------------------------|
| 1.             | Smoking in public area except where designated smoking chambers or areas are established.   | 1500                   |
| 2.             | Spitting in airport premises  | 1000                   |
| 3.             | Misuse of passenger baggage trolley   | 1000                   |
| 4.             | Using language likely to cause offence /annoyance   | 2000                   |
| 5.             | Throwing loose papers, plastic cups or glass etc. in airport premises   | 1000                   |
| 6.             | Non-display of Photo Identity Cards while entering in to or being in the terminal or operational area.  | 1000                   |
| 7.             | Transportation of overloaded airline baggage containers in operational area.  | 1000                   |
| 8.             | Vehicle/ equipment operating without anti-collision light/obstruction inside operational area.  | 2000                   |
| 9.             | Parking of vehicle/ equipment in no parking area on kerb side and city side including approach road within airport premises.  | 500                    |
| 10.            | Un-authorized entry into terminal building or operational area.   | 3000                   |
| 11.            | Rash driving/over speeding in operational area  | 3000                   |
| 12.            | Driving in operational area while being in state of intoxication  | 5000                   |
| 13.            | Causing public inconvenience, unruly behaviour or creating nuisance in public area  | 1000                   |
| 14.            | Organizing or taking part in any public assembly, demonstration, dharnas or procession likely to obstruct or interfere with proper use or orderly functioning of airport  | 5000                   |
| 15.            | Display of banners, flags, posters ,emblems or write slogans in or around terminal  | 5000                   |
| 16.            | Obstruction of authorized persons in the discharge of his or her duties   | 5000                   |
| 17.            | Dumping garbage in operational area.  | 3000                   |
| 18.            | Vehicle/equipment left unattended in operational area outside designated parking area/hard stand for ground support equipment/vehicles.   | 2500                   |
| 19.            | Vehicle/equipment not following vehicular lanes on Apron.   | 1500                   |
| 20.            | Vehicle/equipment/ person obstructing aircraft movement   | 5000                   |
| 21.            | Crossing/operating vehicle/ equipment close to active runway/ taxiway without permission  | 5000                   |
| 22.            | Vehicle/equipment operation in the operational area without permit (ADP)  | 5000                   |
| 23.            | Damage, display, deface or alter any building structure or other property of AAI whether movable or immovable. Besides penalty, action to be taken to recover the loss from the defaulter or his/her organization | 5000                   |
| 24.            | Photography and film shooting/ videography at airport without permission  | 5000                   |
| 25.            | Commercial activities at airport without permission   | 5000                   |



**CONCESSION AREA LAYOUT**



**SCHEDULE OF PREMISES**

|   |               |  |
|---|---------------|--|
| 1 | AREA ALLOTTED | 65 Sqm. (approx.) for Spa/Wellness Centre and 15 Sqm. for Massage Chair  |
| 2 | LOCATION      | Security Hold Area, Domestic Terminal, NSCBI Airport   |
| 3 | PURPOSE       | Operating Wellness Centre / SPA and Massage Chair inside Domestic Security Hold Area at NSCBI Airport, Kolkata |

SIGNATURE

**POWER OF ATTORNEY FOR SIGNING OF PROPOSAL**

**(To be executed on Non-Judicial Stamp Paper of Rs.100/-**

**or as per applicable State Laws and duly Notarised)**

Know all men by these presents, we..... (*name of the firm and address of the registered office*) do hereby irrevocably constitute, nominate, appoint and authorize Sh/ Smt. (name), ..... son/daughter/wife of.....aged.....years and presently residing at ....., who is presently employed with us / and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for pre-qualification and submission of our Bid for the .....[NAME OF LICENSE] facility at.....Airport, ....., India (the "Concession") proposed by AAI including but not limited to signing and submission of all Proposals, Bids and other documents and writings, participate in Pre-Proposals and other conferences and providing information/ responses to the AAI, representing us in all matters before the AAI, signing and execution of all contracts including the Concession Agreement and undertakings consequent to acceptance of our Financial Proposal, and generally dealing with the AAI in all matters in connection with or relating to or arising out of our Financial Proposal for the said Concession and/ or upon award thereof to us and/or till the entering into of the Concession Agreement with the AAI.

AND we hereby undertake and agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE..... THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ..... 2021

For.....

(Signature, Name, Designation and Address)

**(Notarised)**

Witness:

1. ....
2. ....

**Accepted**

.....

(Signature)

(Name, Title and Address of the Attorney)

**Notes:**

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- *For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legalization Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.*

**ACCEPTANCE LETTER**

**(To be submitted on Applicant's / Bidder's Letter Head)**

To,

Date: \_\_\_\_\_

Airport Director,  
Airports Authority of India  
\_\_\_\_\_ Airport

**Subject:- Acceptance of AAI's Tender Conditions**

Sir,

The tender documents for the .....

..... "[Name of License]" at ..... **Airport** has been provided to me/us by Airports Authority of India and:

- 1.** I/We hereby certify that I/We have inspected the sites and read the entire terms and conditions of the tender documents made available to me/us. Which shall form part of the contract agreement and I/We shall abide by the conditions/Clauses contained therein.
- 2.** We are enclosing and submitting here with our original Proposal, along with the information and documents as per the requirements of the Tender Document, for your evaluation and consideration.
- 3.** I/We here by unconditionally accept the tender conditions of AAI"s tender documents in its entirety for the above facility.
- 4.** The contents of **Clause-17** of Notice Inviting e-Tender of the Tender Documents have been noted wherein it is clarified that AAI reserves the rights to reject the conditional tenders without assigning any reason thereto.
- 5.** I / We hereby undertake that, all information provided in the Proposal and in its Appendices is true and correct.
- 6.** I/We shall make available to AAI any additional information it may find necessary or require to clarify, supplement or authenticate the Proposal within such time as may be prescribed by AAI.
- 7.** I/We acknowledge the right of AAI to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 8.** I/We certify that I/we or any of my/our constituents or my/our predecessor entity have neither failed to perform on any contract, as evidenced by imposition of penalty or a judicial pronouncement or arbitration award, nor been expelled from any contract nor have had any contract terminated for breach on our partner have I/ we or any of my/our

constituents or my/our predecessor entity defaulted in complying with any statutory requirements.

**9.** I / We hereby declare that:

- a) I / We have examined and have no reservations to the Tender Document, including the Addendum (if any) issued by AAI.
- b) I / We have not directly or indirectly or through any agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in **Clause-9** of General Information and Guidelines of NIET / tender document, in respect of any tender or request for proposal issued by or any agreement entered into with AAI or any other public sector enterprise or any government, Central or State; and
- c) I / We hereby certify that I / we have taken steps to ensure that, in conformity with the provisions of **Clause-9** of General Information and Guidelines of NIET / tender DOCUMENT, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- d) I / We do not have any conflict of interest in accordance with **Clause-10** of general Information and guidelines of NIET / tender document.

**10.** I/We declare that we satisfy and meet the requirements as specified in the Tender Document and eligible to submit a Proposal in accordance with the terms of this Tender Document.

**11.** I / We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising or accruing to challenge or question any decision taken by AAI in connection with the selection of the Applicant, or in connection with the tender process itself, in respect of the award of above-mentioned concession and the terms and implementation thereof.

**12.** I / We understand that, except to the extent as expressly set forth in the Agreement, I/we shall have no claim, right or title arising out of any documents or information provided to us by AAI or in respect of any matter arising out of or concerning or relating to the Empanelment process including the award of work.

**13.** I / We confirm having submitted the Tender Processing Fee of **Rs. 25,000/-** (Rupees Twenty Five Thousands only) to AAI in accordance with the Tender Document. The copy of payment receipt is attached.

**14.** I / We confirm having submitted the EMD of **Rs. 5,90,000/- (Rupees Five Lakhs Ninety Thousands only)** to AAI in accordance with the Tender Document. The copy of payment receipt is attached.

**15.** I / We agree and understand that the Proposal is subject to the provisions of the Tender Documents. In no case, I / We shall have any claim or right of whatsoever nature if the contract is not awarded to me / us or our Proposal is not opened.

- 16.** I / We agree and undertake to abide by all the terms and conditions of the Tender Document.

Dated this .....Day of....., 2021

|   |  |
|---|--|
| Name & Address of the Applicant / bidder:               |  |
| Name, Signature & Seal of the Authorized Representative |  |

**Details of Bidder**

|           |  |  |
|-----------|--|--|
| <b>1.</b> | <b>Details of Bidder / Tenderer</b>  |  |
| (a)       | Name of the bidder / Tenderer:   |  |
|           | Status of the bidder / Tenderer<br>(Proprietorship / Partnership / Company)  |  |
|           | <b>Name of the Proprietor / Partners / Director(s) as the case may be, to be indicated</b>   |  |
| (b)       | Country of Incorporation:  |  |
| (c)       | Address of the Corporate Headquarters and its branch office(s), if any, in India:  |  |
| (d)       | Date & Details of incorporation and/or commencement of business:   |  |
| <b>2</b>  | <b>Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Concession:</b> |  |
| <b>3</b>  | <b>Details of individual(s) who will serve as the point of contact/ communication for the AAI:</b>   |  |
| (a)       | Name & Designation   |  |
| (b)       | Correspondence Address   |  |
| (c)       | Email  |  |
| (d)       | Tel / Fax No   |  |
| <b>4</b>  | <b>Particulars of the Authorized Signatory of the Bidder:</b>  |  |
| (a)       | Name & Designation   |  |
| (b)       | Correspondence Address   |  |
| (c)       | Email  |  |
| (d)       | Tel / Fax No   |  |

(Signature of Authorized Signatory)

Name: [•]

Designation: [•]

Date:

Seal or Stamp of Bidder



**Certificate from Chartered Accountant / Statutory Auditor in respect of**  
**Technical / Financial Capacity and Experience**

- 1)** Based on the audited records of the firm / company, this is to certify that M/s ..... (Name of Bidder / Tenderer) has an operating experience of at least ..... (.....) years in the ..... business and has presence in the ..... in the following locations: -

| No | Type of business | Details of location of business | Date of commencement of Business |
|----|------------------|---------------------------------|----------------------------------|
|    |                  |                                 |                                  |
|    |                  |                                 |                                  |

- 2)** We further certify that, based on the audited accounts M/s ..... (Name of Bidder / Tenderer) has a turnover from ....., as per detail below:-

| Financial Year | Gross Turnover (in INR Lakh) | Turnover from the relevant business for which experience is being claimed (in INR Lakh) |
|----------------|------------------------------|---|
|                |                              |   |
|                |                              |   |
|                |                              |   |
| Total          | Rs..... Lakh                 | Rs..... Lakh  |

- 3)** Average annual turnover during the above financial year(s) from \_\_\_\_\_ is INR \_\_\_\_\_ lakhs.

**Note: -**

- (i) In case of multiple businesses of bidder, the **breakup of the turnover** (certified by chartered accountant / statutory auditor) with the specific head as from the tendered facility to be submitted.
- (ii) The turnover of the company should be in ~~any one of~~ the financial years for which technical experience has been claimed.
- (iii) **Duly signed undertaking** by the bidder on its **letter head** regarding **overall as well as break-up of turnover** is also to be submitted separately in technical bid (**as per Annexure: F**)

- 4)** At the time of the applying for the tender, M/s .....(Name of Bidder / Tenderer) has a Net worth of Rs...../- (Rupees ..... only).

Signature

**Name & Membership No. of Chartered Accountant / Statutory Auditor**

**Seal of the Audit Firm:**

Date

**FORMAT FOR LETTER OF UNDERTAKING FOR EXPERIENCE**

**[Self-declaration of the bidder that the furnished information for experience is true,  
to be submitted on Company's / agency's / Firm's Letter Head]**

Sir,

I,....., on behalf of .....do hereby affirm and declare that the information provided for claiming the relevant experience for the bid and the documents provided is true and correct to the best of my knowledge and belief and nothing material has been concealed therein.

I understand that concealment of facts and giving false information is a punishable offence and the agency / bidder ..... can be barred and legal action may be taken as per the relevant provisions of law.

Yours faithfully,

Signature of the bidder / tenderer

Name\_\_\_\_\_

Designation (with seal)\_\_\_\_\_

**DECLARATION**

I / We \_\_\_\_\_ < Name, Designation & Company Name with Address>, do hereby solemnly affirm and state as follows:

1. I / We are having / had the following contracts at Airports / Offices controlled by Airports Authority of India:

| Sr. No. | Airport Name | Facility/ Contract | Contract Period |    | Details of Security Deposit | Dues (disputed & Undisputed) |
|---------|--------------|--------------------|-----------------|----|-----------------------------|------------------------------|
|         |              |                    | From            | To |                             |                              |
| 1.      |              |                    |                 |    |                             |                              |
| 2.      |              |                    |                 |    |                             |                              |

**(In case of no contracts in AAI controlled Airports / offices, indicate NIL)**

2. I/We are not debarred / blacklisted by CBI or AAI or undertakings/ Departments like Railways, Defense or any other department of Government of India or State Government. **(In case if you have been debarred / blacklisted, submit all the details).**
3. I/We have not faced/are not facing any action under PPE Act with AAI. (In case if you have faced/are facing action under PPE Act with AAI, submit all the details).
4. I/We have never been ordered by a Court of Law to pay the outstanding dues to AAI at any of the airports **(In case if you have been ordered by Court of Law, submit all the details).**
5. I/ We declare that none of the Directors/Partners/ Sole Proprietor of our company is also a Director of any other company or partner of a concern or a Sole Proprietor having established business with AAI and has dues with AAI. **(In case if you fall under anyone of the above category, please furnish all such relevant details).**
6. I/We do not have any conflict of interest as detailed in **Clause 10** of general Information and Guidelines of tender document.
7. I/ We declare that "No raid / seizure / search has been carried out and/or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its Affiliates or against any of the Directors/Managers/Employees". **(In case if raids/seizure/search conducted, please furnish all such relevant details).**

All the facts stated above are true and correct to the best of my knowledge, belief and information.

Date:

Signature with Seal

**ANNEXURE: H****List of Near Relatives\* employed in Airports Authority of India**

| <b>Sl. No.</b> | <b>Name of the employee</b> | <b>Designation</b> | <b>Relationship with tenderer(s)</b> | <b>Place of Posting</b> |
|----------------|-----------------------------|--------------------|--------------------------------------|-------------------------|
|                |                             |                    |                                      |                         |
|                |                             |                    |                                      |                         |
|                |                             |                    |                                      |                         |
|                |                             |                    |                                      |                         |
|                |                             |                    |                                      |                         |

\* ***By the term near relative is meant wife, husband and dependent parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunts, cousins and their corresponding in laws.***

**SIGNATURE OF TENDERER**

**Note:-**

1. In case of NIL report, Performa must be filled with NIL report and submitted duly signed by the Authorized Signatory.
2. In case the above space is not adequate, the details, additional sheets duly signed by Authorized signatory may be attached.

**ANNEXURE: I****FORMAT OF OUTSTANDING DUES / NO DUES CERTIFICATE**

1. Name of Contract / Licence and Agency :
2. Agreement No. :
3. Stipulated Date of Start of Contract :
4. Actual Date of Start :
5. Date of Completion / Termination :
6. Amount of SD available with validity period :
7. Amount of Outstanding Dues upto dd/mm/20..... (Disputed and un-disputed amounts to be shown separately)

| Item            | Disputed Amount (Rs) | Un-disputed Amount (Rs.) | Remarks |
|-----------------|----------------------|--------------------------|---------|
| Licence Fee     |                      |                          |         |
| Space Rent      |                      |                          |         |
| Utility Charges |                      |                          |         |
| Interest        |                      |                          |         |
| Any other item  |                      |                          |         |
|                 |                      |                          |         |
| Total           |                      |                          |         |

8. Details of any arbitration/litigation :

Signature of Airport Director

Name: [•]

Designation: [•]

..... Airport

**Note:** A separate certificate has to be produced in respect of each contract

**FORM OF BANK GUARANTEE**

(To be executed on Non-Judicial Stamp Paper of **Rs.100/-** by the successful tenderer)

WHEREAS by a License Agreement dated ..... made between AIRPORTS AUTHORITY OF INDIA, the Licensor (hereinafter called "the AUTHORITY") of the one part and ..... (hereinafter referred to as "the Licensee") of the other part, the Authority has granted to the Licensee, the license for operating the..... (*complete name and place of work*) and the License Fee and Royalty and other charges and for the due and performance of the covenants and conditions as stated or contained in the said License Agreement.

1. Now therefore in consideration of the promises aforesaid and at the request of the licensee we, \_\_\_\_\_ do, hereby irrevocably and unconditionally undertake to pay to you, the Authority on demand and without demur or protest and without reference to the Licensee, any sums of money at any time or from time to time demanded by the Authority on account of the License Fee and Royalty and other outstanding dues / charges due from the Licensee (inclusive of any costs or expenses and interest) and or by way of losses and damages caused or that would be caused to the Authority by reason of any breach by the Licensee of any of the terms or conditions of the said License Agreement and AAI shall be the sole judge for this demand: PROVIDED that our liability under this Guarantee shall be limited to a sum of Rs...../- (Rupees ..... ) and extended for the amount increased from time to time as aforesaid.
2. Notwithstanding any right the Licensee may have against the Authority or any dispute raised by the Licensee or any suit or proceedings pending in any Court/Tribunal/ any statutory authorities relating thereto or before any Arbitrator(s), your written demand stating that the amount is due to the Authority as stated herein above shall be conclusive evidence to us that the amount demanded by you, the Authority is payable under the terms of the said License Agreement without any consent or knowledge of the licensee.
3. We shall not be discharged or released from the aforesaid undertaking and guarantee by any variation(s) or any of the terms & conditions of the said License Agreement made between the Authority and the Licensee and or any act of omission on part of AAI or any indulgence to the Licensee by the Authority or any forbearance whether as to payment, time performance or otherwise or to enforce any of the terms and conditions of the said License Agreement without our consent and knowledge.
4. This Guarantee shall be a continuing guarantee and binding on us and our successors and assignee(s) and shall not be discharged or affected by any change in the constitution of \_\_\_\_\_ or that of the Licensee or the Authority.
5. We further confirm that the Guarantee has been issued with due observance and compliance of the appropriate Exchange Control laws and Foreign Exchange Regulations and applicable laws as in force in India.
6. This Guarantee shall be valid till \_\_\_\_\_ and you have the right to encash this Guarantee upto \_\_\_\_\_ from the said date unless extended on demand by AAI.

NOTWITHSTANDING anything contained herein:

- i. Our liability under this Guarantee shall be limited to a sum of Rs.....during the currency of the contract and **six (6) months** thereafter.
- ii. This bank guarantee shall be valid up to\_\_\_\_\_and you have the right to encash this guarantee up to **180 (one hundred eighty) days** from the said date.
- iii. We are liable to pay the guarantee amount or any part thereof under this bank guarantee amount or any part thereof under this bank guarantee only and if you serve upon as a written claim or demand on or before\_\_\_\_\_.

For Bank Name

Dated:

Place:

Witnesses:

**For Successful Bidder only**

(Letter of understanding from the Depositor to be submitted along with Bank Guarantee to AAI)

The Branch Manager,  
..... Bank,  
.....

Sub: My/Our bank Guarantee No. ....dated.....for  
Rs.....issued in favour of AAI A/c No.....

Sir,

The subject Bank Guarantee is obtained from your branch for the purpose of Security/Earnest money on account of contract awarded/to be awarded by M/s Airports Authority of India to me/us.

I hereby authorize the AAI in whose favour the deposit is made to encash / close the subject bank guarantee before maturity/on maturity towards adjustment of dues without any reference / consent / notice from me / our side and the bank is fully discharged by making the payment to Airports Authority of India.

Signature of the Depositor

Place:

Date:



**For Successful Bidder only**

**Request Letter: Transmission of Bank Guarantee Cover Message  
(to be submitted by applicant to BG issuing Bank)**

Date: .....

The Branch Manager,

..... (Bank),

.....(Branch)

Sub: Inclusion of Unique Identifier Code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC – ICIC0000007).

Dear Sir / Ma'am,

I / We, \_\_\_\_\_, request you to include unique identifier \_\_\_\_\_ in field 7037 of the SFMS cover messages IFN COV 760 (for BG issuance) and IFN COV 767 (for BG amendment) while transmitting the same to the beneficiary bank (ICICI Bank – IFSC-ICIC0000007).

Thanking you,

\_\_\_\_\_  
(Vendor / Customer / Concessionaire)

Place:

Date:

**CHECKLIST FOR BIDDERS**

| <b>Sl. No.</b> | <b>Particulars</b>  | <b>Detail</b> |
|----------------|---|---------------|
| 1              | Type of Facility / Concession   |               |
| 2              | Period of license/ concession   |               |
| 3              | Tender Fee  |               |
| 4              | Earnest Money Deposit   |               |
| 5              | AAI Bank Details for Tender Fee/EMD   |               |
| 6              | Beneficiary Name, Bank Name, Bank Address, Account No, RTGS Code / IFSC Code    |               |
| 7              | Area / Location of license  |               |
| 8              | Minimum Reserved Licensed Fee   |               |
| 9              | Eligibility Criteria  |               |
| 10             | Technical Qualification / Capacity  |               |
| 11             | Financial Qualification / Capacity  |               |
| 12             | Space Rent for AC space / Non-AC  |               |
| 13             | Utility Facilitation / Common Area Maintenance (CAM) Charges                    |               |
| 14             | Electricity & Water Charges   |               |
| 15             | Applicable Govt. taxes (GST, etc.)  |               |
| 16             | Experience Certificates   |               |
| 17             | No Dues certificates / Declarations   |               |
| 18             | Power of Attorney – Annexure B  |               |
| 19             | Acceptance of AAI's Tender Conditions - Annexure – C                            |               |
| 20             | Declarations, Certificates, Undertakings as per Annexures – D, E, F, G, H, I, J |               |
| 21             | Incubation Period   |               |
| 22             | Gestation Period  |               |

|    |                                      |                         |
|----|--------------------------------------|-------------------------|
| 23 | Security Deposit Towards Licence Fee | _____Months License Fee |
| 24 | Security Deposit Towards EWC Charges |                         |

### **Critical Dates**

|   |  |  |
|---|--|--|
| 1 | Date of publish of Tender document   |  |
| 2 | Start download / sale date of Tender document                                    |  |
| 3 | Last download / sale date of Tender document                                     |  |
| 4 | Last date of submission of queries to Tender Document on NIC CPP e-tender portal |  |
| 5 | Reply to the queries by AAI on NIC CPP e-tender portal                           |  |
| 6 | Last date for online submission of bids / proposals on NIC CPP e-tender portal   |  |
| 7 | Technical Bid Opening date   |  |
| 8 | Financial Bid Opening date   |  |

**Passenger Traffic Data at NSCBI Airport, Kolkata****Domestic Airline Operators:  
Operators:**

| S.No. | Operators      |
|-------|----------------|
| 1     | Air India      |
| 2     | Indigo         |
| 3     | Spice Jet      |
| 4     | Go Air         |
| 5     | Vistara        |
| 6     | Air Asia India |
| 7     | Alliance Air   |

**International Airline**

| S.No. | Operators           |
|-------|---------------------|
| 1     | Air Asia            |
| 2     | Air India           |
| 3     | Bhutan Airlines     |
| 4     | Biman Bangladesh    |
| 5     | China Eastern       |
| 6     | Dragon Air          |
| 7     | Druk Air            |
| 8     | Emirates            |
| 9     | Ethihad             |
| 10    | Indigo              |
| 11    | Malindo Air         |
| 12    | Myanmar Airlines    |
| 13    | Qatar Airways       |
| 14    | Silk Air            |
| 15    | Singapore Airlines  |
| 16    | Spice Jet           |
| 17    | Sri Lankan Airlines |
| 18    | Thai Air Asia       |
| 19    | Thai Airways        |
| 20    | Fly Dubai           |
| 21    | US Bangla Airlines  |
| 22    | Novo Air            |

**Passenger Traffic Data at NSCBI Airport, Kolkata:**

|         |   |               |
|---------|---|---------------|
| 2015-16 | : | 12.76 million |
| 2016-17 | : | 15.81 million |
| 2017-18 | : | 19.89 million |
| 2018-19 | : | 21.87 million |
| 2019-20 | : | 22.01 million |
| 2020-21 | : | 7.7 million   |