

Tender Document



AIRPORTS AUTHORITY OF INDIA Visakhapatnam Airport

Notice Inviting E-Tender (NIET) For Wellness Centre/SPA and Massage Chairs Facility at Visakhapatnam Airport

E-bid no.: 2022_AAI_120778 _1

June 2022

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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.

AIRPORTS AUTHORITY OF INDIA
DEPARTMENT OF COMMERCIAL

E-tenders are invited for award of **Wellness Centre/Spa and Massage Chairs facility at 1st floor, DSHA of Visakhapatnam Airport.**

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 **Wellness Centre/SPA and Massage Chairs facility at 1st floor, DSHA of Visakhapatnam Airport.**
3. AAI came into existence on 1ST 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.12,837.44 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. Passenger Traffic data of the airport 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:

Name of Facility	Tender Processing Fees (in INR)	Earnest Money Deposit (EMD) (in INR)	Minimum Reserved License Fees (MRLF)/Minimum Monthly Guarantee (MMG) (in INR)
License to operate Wellness Centre/SPA and Massage Chairs facility at 1 st floor, DSHA of Visakhapatnam International Airport. Area:42 sq. mts (bare space)	Rs.10,000/- (Rupees Ten Thousand only)	Rs.1,64,000/- (Rupees One Lakh Sixty Four Thousand only)	Rs.1,90,000/- (Rupees One Lakh Ninety Thousand only) Per Month, Applicable Taxes and charges Extra

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 fees/quoted MMG. The quoted fixed license fees/MMG is subject to annual escalation as detailed in NIET.
 - d) In addition to the Concession Fees, the selected bidder shall be liable to pay:
 - (i) Utility/ Facilitation Charges at 10% of normal space rent (or as may be notified by AAI from time to time, presently normal notified space rent for AC space is **Rs. 1340/-** Per Sqm per month subject to annual escalation of 7.5%wef 1st April of every year) for allotted space.
 - (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.
2. **Location Details:** Indicative Auto CAD drawing of concession area layout along with detailed schedule of premises specifying area is at [Appendix 3 &4](#)
3. **Period of Concession: 5 (Five) years**
4. **Rate of Escalation:**
- a. **License Fees shall be subject to annual escalation of 10% (as applicable).**
 - b. The first annual escalation will be applicable after completion of One year + 06 months license period (if applicable). Thereafter the same will be applicable after completion of subsequent one year period there from. In case extension in

gestation period is given due to whatsoever reason, the date of first escalation period shall be reckoned from the original date of commencement of contract (i.e commencement date had there been no extension in gestation period).

- c. 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 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: - 30 days of Business Incubation period from the date of issuance of LOIA. The completion of post award facility by the license such as Award acceptance, submission of SD/BG, execution of agreement, taken over the site, submission of security clearance documents to BCAS etc. shall be as specified in LOIA.**

8. Handing Over of Sites:

- a. Sites 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 **31st day** of issuance of LOIA i.e. immediately after expiry of business incubation period. However, actual handing over of sites 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 7th 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. **Maximum 60 (Sixty) days** gestation period after completion of Business Incubation period shall be applicable. License fee shall be payable after completion of Gestation period or commencement of business, whichever is earlier.
- 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:

- i. One year' continuous experience during last five years in operating outlet for SPA / WELNESS CENTRE / AYURVEDA KENDRA business at Airports or outside (such as hotel/ mall / commercial complex / downtown market etc.)
 - a. The area of outlet operated by the bidder for which experience has been claimed must be at least 20 SQM.
 - b. The bidder has to submit a CA Certificate to the effect that bidder has the requisite experience as specified above and clearly specifying the period of experience claimed, area of the outlet, location of the outlet and turnover from the business for which experience has been claimed.
 - c. Copy of requisite documentary proof to clearly establish and support the experience claimed by the bidder.

b. Financial Criteria:

- i. Annual turnover to be at least Rs.11,40,000/- in any one financial year during the last five years in accordance with audited financial statement and duly certified by a statutory auditor.
- ii. Out of Rs.11,40,000/- 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 for Category Mega, A & B Airports to assure ability to invest in High Quality Service and infrastructure. (Visakhapatnam is a B category airport)
- 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. Turnover details, Profit & Loss account and related experience details should be duly certified by a Chartered Account/Statutory Auditor.
- vi. The turnover of the company/agency should be in any one of the financial years for which technical experience has been claimed in accordance with audited financial statement and duly certified by a statutory auditor.
- vii. Unless otherwise specified, **net worth** of the bidder should be positive.
- viii. Duly signed undertaking on the letter head of the bidder regarding overall as well as break-up of turnover should also be submitted.
- ix. Unique Document Identification Number (UDIN) is mandatory for all Chartered Accountant certified documents.

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. De-barred/black listed by CBI or AAI or Undertakings/ Departments like; Railway, Defense, or any other Department of Govt. of India, State Govt. Dept. etc. A declaration to this effect is also to be submitted by the party with tender documents.
 - b. Parties facing action under PPE Act, with AAI.
 - c. 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.
 - d. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or a 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 the Authority, then the said entity may not be allowed in AAI tenders.
 - 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 the AAI except the dues pertaining to the current quarter i.e. the quarter in which the tender is invited, 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 and conditions of the existing license/concession) 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 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).

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” (In case if raids/seizure/search conducted, please furnish all such relevant details).”

13. E-Tender documents indicating full details of the licence can be seen in the e-tender documents uploaded on the NIC CPPP E-Tendering Portal at etenders.gov.in
 - a) The bids shall be submitted only on the NIC CPPP E-Tendering Portal at 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
 - 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 mentioned above.
 - e) Clarification needed, if any, may be sent through NIC CPPP E-Tendering Portal only.
 - f) Cost of tender fees amounting to **Rs.10,000/- (Rupees Ten Thousand only)** non-refundable, shall be paid by the bidder before the scheduled time of e-tender submission through online payment gateway as provided at the CPP Portal itself. No other mode of payment shall be acceptable.
 - g) The amount of Earnest Money Deposit (EMD) of **Rs.1,64,000/- (Rupees One Lakh Sixty-Four Thousand only)** shall be paid by the tenderers before the scheduled time of e-tender submission through online payment gateway as provided at the CPP Portal itself. No other mode of payment shall be acceptable.
 - h) A copy of the proof / documents of the above payments (i.e. cost of tender document and EMD) made through RTGS / NEFT is to be uploaded (i.e. scanned copy) along with the technical bid documents to be submitted by the bidders (online).
 - i) Non-submission of cost of tender document and EMD shall lead to disqualification of tenderers.
 - j) E-bids shall be submitted in two bid system as follows:-
 - i. Technical bid – Earnest Money Deposit (EMD) 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.

14. Critical Dates:

S. No.	Activity	Scheduled Dates and Time
1.	Download/Sale of e-Tender Document from NIC CPP portal	From 30.06.2022 to 21.07.2022 Up to 15:30 Hrs.
2.	Online submission of Bids / Proposal(s) (Technical Bid as well as Financial Bid) on e-tender portal	UP TO 21.07.2022 BY 15:30 hrs Hrs.
3.	Opening of Technical Bids / Proposal(s) (online only)	ON 22.07.2022 AT 15:30 Hrs.
4.	Opening of Financial Bids / Proposal(s) (online only)	ON 12.08.2022 AT 15:30 Hrs. (Tentative)

Note: In case date for submission of bids and opening of technical bids is auto extended by 1/2 weeks in CPP portal, date of opening of Financial bids is also to be considered as auto extended by 1/2 weeks respectively. However, actual date of opening of Financial bids shall be communicated through CPP portal to qualified bidders.

15. In case a party has deposited EMD and Tender fees but did not participate in the tender process, i.e. the party has not submitted his bid on CPP Portal and his name is not appearing in the bids submitted list, then, on request of such party, amount paid towards EMD deposited by the party may be refunded after deduction of 10% of EMD amount. However Tender fees will not be refunded in this case.
16. In case bidder withdraws from tender process before last date of submission of technical bid date and time, 10% of EMD amount shall be forfeited.
17. After last date of submission of bid, at any stage if an agency withdraws from tender process, entire EMD amount shall be forfeited.
18. 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 shall be debarred for participation in any tender at Visakhapatnam Airport for one year from the date of debarment.
19. *If the Agency does not complete the formalities within the stipulated date after award of license/concession, entire EMD shall be forfeited and the party shall be liable to be debarred for participation in any tender of AAI for one year from the date of debarment.*
20. *If the Agency submit false document(s) in the tender and his/their tender is cancelled, entire EMD shall be forfeited and the party shall be debarred for participation in any tender of AAI for a period of three (3) years from the date of debarment.*
21. AAI reserves to itself the right to reject the conditional tenders without assigning any reason thereto.
22. 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).

23. 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.

**AIRPORTDIRECTOR
VISAKHAPATNAM AIRPORT**

“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

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 Ge PNIC, 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.

Tel :0120-4200462,0120-4001002

Mobile:918826246593

E-Mail: support-eproc@nic.in

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

E-Mail: cphp-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	Contact Numbers	Timings
1.	Technical Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950, Ext-3512 (6Lines)	0800-2000 Hrs. (MON-SAT)
2.	Sh. Sanjeev Kumar, Sr. Mgr.(IT)	After 4 Hours of issue	etendersupport@aai.aero (or) sanjeevkumar@aai.aero	011-24632950, Ext-3523	0930-1800 Hrs. (MON- FRI)
3.	Sh. Dharmendra Kumar Jt.GM(IT)	After 12 Hours	dkumar@aai.aero	011-24632950, Ext-3527	0930-1800 Hrs. (MON- FRI)
4	General Manager(IT)	After 3 days	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON- FRI)
5.	B Aditya Raghunandan AM (Commercial) - Bid manager	After 3 days	comml_vz@aai.aero	08912851108	0930-1800 Hrs. (MON- FRI)

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

1. 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.
2. 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. Each page of Technical Bids should be signed by the tenderer or person authorized by the tenderer. The authorization (Power of Attorney) should be 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 as a part of technical bid):-
 - a) 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
 - b) Self-attested copies of the PAN card, GST registration. 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.
 - c) 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.
 - d) 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.
 - e) The Bidders are required to furnish Earnest Money Deposit of **Rs.1,64,000/- (Rupees One Lakh Sixty-Four Thousand only)** the EMD shall be made through online payment gateway as per the details already provided in the CPP Portal. A copy of document indicating payment of EMD 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 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 shall be refunded online through the same mode only and it shall be refunded in the bank account whose detail is required as per “Annexure–J” to be submitted as part of technical bid. The refund of EMD to bidders who fail to qualify the eligibility/technical stage shall be initiated automatically within 15 days of opening of financial bid.

f) 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 **March 2022 (31/03/2022)** 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 is 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 the Authority, 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)
- g) Form of unconditional acceptance duly signed (enclosed as Annexure “C” along with tender documents).
- h) 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)
- i) 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).
- j) Declaration of cases / action under PPE Act initiated by AAI. (NIL statement also to be filed). (Refer Annexure:G)
- k) Declaration in respect of near relatives* working in AAI, as per Annexure:H.
- l) Certificate from Chartered Accountant/Statutory Auditor in respect of Technical Capacity & Experience, as per Annexure:E.
- m) Letter of Undertaking by Bidder, as per Annexure:F
- n) Submission of documents supporting eligibility criteria, PAN Card, GST

Certificate, Profit & Loss Account, Balance Sheet and Turnover Certificate.

- o) Scanned copy of complete set of e-tender document containing **62** no. of pages (duly signed and stamped by the authorized person)
- p) GTO Certificate which is certified by CA/statutory Auditor as per clause 10 (b) of NIT.

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 p) above shall be uploaded in the technical bid.

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 of **Rs.1,64,000/- (Rupees One Lakh Sixty-Four Thousand 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 (03) 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 Proposal of two or more Bidders are found to be the same and is the highest (the “Tie Bidders”), Authority shall invite fresh Financial Proposals from such Tie Bidders and shall identify the Selected Bidder from amongst such Tie Bidders. Provided that the revised Financial Proposals of such Tie Bidders, shall be no less favorable to Authority than their respective original Proposals.
5. It may be noted that the Earnest Money Deposit of the successful bidder may be forfeited and the bidder may 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:
- Acceptance of the offer within **seven (07) days** from the date of issuance of the award letter addressed to the party.
 - Payment of advance license fee for one month gross bill within **15 days** from the date of issuance of the award letter.
 - Payment of Security Deposit within **15 days** from the date of issuance of award letter, amounting to **06 (Six) months** of 1st year monthly concession fee as Security Deposit as per following:
 - The SD amount equivalent to be submitted in the form of BG from any scheduled commercial bank (as per Reserve Bank of India guidelines and Bank Guarantee from co-operative bank, even scheduled, will not be accepted) 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-L** 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.
 - The amount of Security Deposit shall be calculated by **considering quoted licence fee, space rent, CAM charges or any other component etc.** payable by the licensee / concessionaire.
 - 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) IFN 767COV (BG AMENDMENT)
UNIQUE IDENTIFIER CODE	AAIVISAKHAPATNAM

- 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 **Appendix II of Annexure-L.**
 - 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.
- d) Payment of Security Deposit for Common area Maintenance (CAM) and Utilities (electricity, water etc..) within **15 days** from the date of issuance of award letter, amounting to 5% of annual quoted License fee subject to minimum Rs. 10,000/- and maximum of Rs 10 lakhs. The SD amount

- equivalent to be submitted in the form of RTGS / BG from any scheduled commercial bank (Bank Guarantee from co-operative bank, even scheduled, will not be accepted)
- e) Execution of the Agreement within **15 days** from the date of issuance of award letter (Stamp Duty and Agreement Registration Fees 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 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 (01) year.
 7. The tenderer(s) shall give the list of his near relatives employed in AAI.
 8. The successful bidder 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 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 NIT; 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 mis-representation; 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 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 NIT 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 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) A Bidder shall not have a conflict of interest (the “Conflict of interest”) that affects 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 or more than 20% (twenty percent) of the aggregate issued, subscribed and paid up share capital of such Bidder, Member or any 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 purpose of this clause, indirect shareholding held through 1(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”) shall be taken into 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 or 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 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 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 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 the six 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 or 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 **120 (One hundred Twenty) 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/MMG to be forfeited (in months)
		For Contract period of 5 years
(i)	Before 50 % of contract period	6 (Six) months
(ii)	between 50% to 75%	4 (Four) months
(iii)	between 75% to 100%	2 (Two) months

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

d) **Termination for regulatory / legislative or supervisory requirements:** If any provision on 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. Set-Off Clause:

“ In the event of a default or breach in payment of license fee or interest amount or any other amount 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 fullest extent, with prior notice of 7 (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 contract 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 of 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 / Airport premises.

13. All the above guidelines will form part & parcel of the Notice inviting E-Tender (NIET).
14. 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.
15. 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”.

ANNEXURE: A**Draft License Agreement**


**Photo of the
licensee**

SUBJECT: Grant of License for _____ at _____ AIRPORT,

THIS CONCESSION AGREEMENT ("Agreement") made and executed at _____ on this _____ day of _____ Two Thousand _____ 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, _____, here in after 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 _____ (here in after 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 _____ () from _____ to _____, unless terminated earlier on account of following;

- a. By giving _____ 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.
2. That in consideration, Licensee shall pay the Authority every month in advance by way of license fee on or before 10th day of English calendar month as under:

Year	Amount of Monthly License Fee
1 st Year	_____ + GST applicable on time
2 ND YEAR	_____ + GST applicable on time
3 RD YEAR	_____ + GST applicable on time
4 TH YEAR	_____ + GST applicable on time
5 TH YEAR	_____ + GST applicable on time

3. Rate of Escalation:

- a. License Fees shall be subject to annual escalation of 10% (if applicable).
 - b. The first annual escalation will be applicable after completion of one year + 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 NIT, for the purpose of calculation of date on which 18 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 NIT.
4. AAI shall raise bill on or before 10th of every month. The licensee has to make the payment of License Fees etc. by 25th 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 up to 30 days and if delay is for more than 30 days, then interest at the rate of **18%** per annum shall be charges from the due date, for entire delay period, without prejudice to Authority's other rights and remedies.
5. That in addition to the above said license fee, Licensee is also liable to Rs. _____ /- per sqmtr/month towards AC Space rent and Rs. _____/- per sqmtr/month towards Non-AC space rent (if applicable) or as may be decided by AAI from time to time. 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/Utility/Facilitation charges/CAM charges are subject to 10% compound annual escalation on 1st of every financial 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 cheque/demand drafts drawn on local banks or through RTGS/NEFT. No outstation cheque shall be accepted in payment of license fee etc.
9. That the licensee shall deposit a sum of Rs. _____/- (Rs. _____ 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 Airport Director, AAI, _____ Airport. Bank Guarantee should be valid for the entire period of license plus six (06) months. 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
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, 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 01 (one) 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 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 ____ 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 ____ 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 the 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 _____ 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/MMG to be forfeited (in months)
		For Contract period of 5 years
(i)	Before 50 % contract period	6 (Six) months
(ii)	between 50% 75%	4 (Four) months
(iii)	between 75% 100%	2 (Two) months

NOTE: If the licensee does not operate the license up to 50% of the contract period, then the party is liable to be debarred for one 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 deemed to be closed from the date of such enactment.

24. Set-Off Clause:

“ In the event of a default or breach in payment of license fee or interest amount or any other amount 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 fullest extent, with prior notice of 7 (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 contract 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 of 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 / Airport premises.

- 25.No compensation is payable by AAI. 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.
- 26.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.
- 27.Acceptance of award letter and NIT conditions shall form part and parcel of the license agreement.
- 28.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 _____ Airport Director, Airports Authority Of India,
 _____ Airport, for and on behalf of The Airports Authority of India, in the
 presence of:

WITNESS:

1. _____

2. _____

Signed by _____ for and on behalf of
_____ in the presence of:

Witness:

1. _____

2. _____

APPENDIX: 1 of Annexure-A**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 license 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 is 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.____/- per day for each default up to _____ days & there after Rs.____/- 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 (c), 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 CO₂ 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 and due to natural calamities and due to 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 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 07 days to vacate the premises (after settlement of dues). The onus of clearing all the dues and vacating the premises within 07 days lies on the licensee. If the agency fails to vacate the premises within 07 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 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 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 years from the date of making reference to DRC 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)

APPENDIX:2 of Annexure-A**SPECIAL TERMS & CONDITIONS*****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.
- 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:

1. Comply with current legislation and any agreements voluntarily on their significant environmental impacts;
2. 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;
3. Adopt a plan for the prevention and management of environmental emergencies;
4. Carry out continuous monitoring of the production process and monitor the related environmental aspects/impacts;
5. Raise awareness among suppliers of goods and services on the content of environmental policy;
6. Seamlessly communicate their environmental performance to the local community and customers to obtain and consolidate confidence in the activities and products/services offered;
7. Rationalize the use of energy and natural resources;
8. Commit to manage the waste so as to favour, where possible, recovery and recycling rather than disposal.

PART – III**SPECIAL TERMS AND CONDITIONS FOR OPERATING OF MASSAGE CHAIR FACILITY**

- 1) The bidder should place maximum five (05) Nos. Massage Chairs within the allotted area. 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 of 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 misbehavior 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 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**

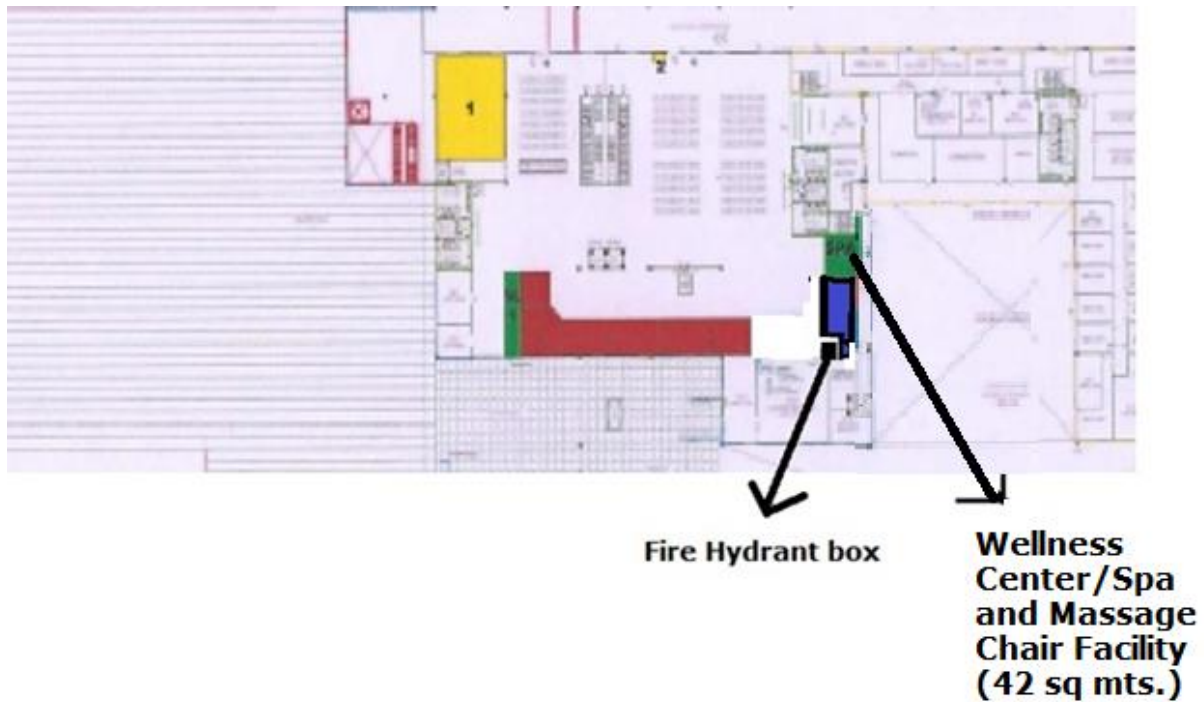
1. The Wellness Centre / SPA and Massage Chair Centre shall be designed, developed and setup by the licensee inside the space handed over by AAI. The licensee will submit the layout, design, drawing including signage, display details etc.
2. The facility should be operated within the allotted built-up 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.) & UP I 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. The successful bidder/licensee has to obtain prior permission from BCAS for operating the facility at restricted area in NITB of Airport by acquiring Security Clearance from BCAS before commencement of operations/ within gestation period. The successful bidder has to apply through e-SAHAJ (Security clearance online portal) and AAI, Visakhapatnam will not responsible for delay in getting security clearance from BCAS. Security programme to Regional BCAS through Airport operator is also to be submitted promptly (if so required).
7. Licensee shall provide proper furniture suitable for Airport environment and maintain good aesthetic.
8. As per the orders of Govt. of India, plastic free environment is to be developed in and around Airport premises. Accordingly, the licensee shall not be permitted to carry / use any kind of plastic items like spoons/forks/packing/cups/bags/wrappers etc., and also services to passengers by using plastic bags. The licensee shall use only bio-degradable products for packing and service to passengers inclusive of all items. In case if it found to be violated a penalty of Rs.500/- per violation will be charged.
9. The Licensee and his agents and servants shall observe, perform and comply with the provision of any law including any rules and regulations of any local authority in force time to time.
10. The licensee shall strictly comply with the rules and regulations of the various labour enforcement officials.
11. That the authority shall not be responsible in any way for the loss or damage by any means caused to the licensee's men or property. Licensee shall be responsible for all safety devices for his service. AAI shall not be responsible for any claim from any one on account of loss, injury etc., caused due to incident/accident or malfunctioning of their materials. Licensee shall be solely responsible for any such losses/claims.
12. Licensee shall fix the Electricity Meter at his/her own cost.
13. The licensee shall indemnify and keep harmless the Authority from any loss liability claim or damaged that may be sustained by any person or cause to any property or which may otherwise occur, in connection therewith by reason of operating this licence.

14. No structural alternation and addition are to be made in the space allotted without prior written consent from Authority.
15. As per the terms and conditions of this agreement, The Licensee shall be responsible for any infringement of copy right/trade mark rights and the Authority shall not be responsible for any liability of this account.
16. Any aerial / ground occupation in addition to the allotted space is chargeable on pro-rata license fee, apart from action as per agreement for unauthorized occupation. In case of reduction / increase in area due to change of location / operational needs (as per requirement of AAI) during the currency of license, additional license fee shall be reduced / increased proportionately.

(SIGNATURE OF THE LICENSEE)

APPENDIX: 3 of Annexure-A**CONCESSION AREA LAYOUT**

Wellness Centre/SPA and Massage Chairs facility at 1st floor, DSHA

Visakhapatnam International Airport Layout

S. No	Facility	Location	Area
1	Wellness Centre/SPA and Massage Chairs	DSHA, First floor	42.00 sqm

APPENDIX: 4 of Annexure-A

SCHEDULE OF PREMISES

**OPERATING WELLNESS CENTRE/SPA AND MASSAGE CHAIRS Facility AT 1st
FLOOR, DOMESTIC SHA OF VISAKHAPATNAM AIRPORT**

- | | | | |
|----|---------------------|---|---|
| 1. | AREA ALLOTTED | : | 42.00 Sq. Mtrs. |
| 2. | LOCATION | : | 1 st Floor, Domestic SHA |
| 3. | PURPOSE
Facility | : | <u>Wellness Centre/SPA and Massage Chairs</u> |

SIGNATURE OF THE LICENSEE

ANNEXURE: B

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 ofagedyears and presently residing at, who is presently employed with us/ the Lead Member of our Consortium 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 theAAI.

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 2.....

For
 (Signature, name, designation and address)

Witnesses:

1.

(Notarised)

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 not arised 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.*

ANNEXURE: C

**ACCEPTANCE LETTER
(To be submitted in applicant letter head)**

To,

Date: _____

Airport Director,
Airports Authority of India
Visakhapatnam Airport

Subject: Acceptance of AAI's Tender Conditions

Sir,

The tender documents for the operation of Wellness Centre/SPA and Massage Chairs Facility at 1st Floor, Domestic SHA of Visakhapatnam Airport have 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 forms 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 21 of Notice inviting 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 hereto.
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 a penalty or a judicial pronouncement or arbitration award, nor been expelled from any contract nor have had any contract terminated for breach on our part nor 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 the 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 Clauses 1 to 23 of NIT and clauses 1 to 15 of General Information and Guidelines of the 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 the 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.10,000/- (Rupees Ten Thousand 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.1,64,000/- (Rupees One Lakh Sixty-Four Thousand 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....., 20__.

Name & Address of the Applicant:	
Name, Signature & Seal of the Authorized Representative	

ANNEXURE: D**Details of Bidder**

1.	Details of Bidder/Lead Member	
(a)	Name:	
(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:	
2	Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Concession:	
3	Details of individual(s) who will serve as the point of contact/ communication for the AAI:	
(a)	Name & Designation	
(b)	Correspondence Address	
(c)	Email	
(d)	Tel / Fax No	
4	Particulars of the Authorised Signatory of the Bidder:	
(a)	Name & Designation	
(b)	Correspondence Address	
(c)	Email	
(d)	Tel / Fax No	

(Signature of Authorized Signatory)

Name: [.]

Designation: [.]

Date:

Seal or Stamp of Bidder

ANNEXURE: E**Certificate from Chartered Accountant/Statutory Auditor in respect of
Technical Capacity & Experience**

Based on the audited records of the company, this is to certify that..... (*Name of Bidder/Lead Member of Consortium*) has an Operating experience of at least _____ () years in _____ business and has presence in the _____ in the following locations.

No	Location	Location	Date of commencement of Business

We further certify that, based on the audited accounts ... (*name of Bidder/ Member of Consortium*) has a turnover from _____, as per details below.

Financial Year	Turnover (in INR lakh)
Total	Rs lakh

Average annual turnover during the above three financial years from _____ is INR _____ lakhs.

Signature

Name & Membership No of Chartered Accountant/Statutory Auditor

Seal of the audit firm:

Date

ANNEXURE: F

FORMAT FOR LETTER OF UNDERTAKING

[SELF-DECLARATION OF THE BIDDER THAT THE FURNISHED INFORMATION FOR
EXPERIENCE IS TRUE, TO BE SUBMITTED ON COMPANY 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 _____ can be barred and legal action may be taken as per
the relevant provisions of law.

Yours faithfully,

Signature of the licensee

Name _____

Designation (with seal) _____

ANNEXURE: G**DECLARATION**

I

 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, 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 of general terms and conditions 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**

Sl.No.	Name of the employee	Designation	Relationship with tenderer(s)	Place of Posting

SIGNATURE OF TENDERER

- NB:** 1. In case of NIL report, Performa must 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 :
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 up to mm/dd/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

ANNEXURE: J

For all refunds, following is to be submitted by the bidders /tenderers:-

BENEFICIARY DETAILS FOR RTGS FUNDS TRANSFER

Sr. No.	Particulars	Information Required
1.	Name of the Account Holder i.e. Bidder	
2.	PAN/TAN No. of the Party i.e. Bidder	
3.	Name of the Bank	
4.	Address of the Bank	
5.	Bank Account No.	
6.	Type of the Bank Account	
7.	MICR Code of the Bank	
8.	IFSC Code of the Bank	

Note:-In addition to above scanned copy of cancelled cheque may please be provided.

(Beneficiary's i.e. Bidder's Name & Signature)

Place:

Date:

ANNEXURE: K**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 _____ (here in after 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 we sole judge for this demand: PROVIDED that our liability under this Guarantee shall be limited to a sum of (Rupees...../USD.....) 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 up to _____ 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 _____ during the currency of the contract and 6 months (180 days) thereafter.
- ii. This bank guarantee shall be valid upto _____ and you have the right to encash this guarantee up to 180 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:

ANNEXURE: L

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 s 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:

Appendix I of Annexure L**Guidelines for BG Verification through SFMS of ICICI Bank**
(For successful bidders only)

1. Prospective successful bidder has to submit BG(PBG/BG-SD/FBG) in accordance with the following bank details.

CORPORATE NAME	AIRPORTS AUTHORITY OF INDIA
BANK NAME	ICICI BANK
IFSC CODE	ICIC0000007
BG ADVISING MESSAGE	IFN 760COV (BG ISSUE) IFN 767COV (BG AMENDMENT)
UNIQUE IDENTIFIER CODE	AAIVISAKHAPATNAM

2. While submitting the documents to BG issuing bank, the vendor/ customer/ concessionaire will also submit letter to the issuing bank as per the format mentioned in the Annexure M, Appendix- II.
3. Based on the above inputs from the vendor/ customer/ concessionaire, the BG confirmation message through SFMS will be triggered to the beneficiary bank i.e. ICICI bank and on the basis of unique identifier code, the BG confirmation mail will be received at AAI, Visakhapatnam.
4. While submitting the original BG document, the vendor/customer/concessionaire has to compulsorily attach copy of the SFMS BG confirmation message sent by the BG issuing bank to ICICI bank.

Advisory: For Applicant and its BG issuing Bank Branch

It is to be noted that along with physical BG; AAI has also activated an online facility to view the issued BG cover message transmitted to ICICI Bank through SFMS platform.

- For availability of BG in this platform, it is necessary that BG issuing/ amending bank send the BG advice in the form of message format **IFN 760COV** (BG issuance) / **IFN 767COV** (BG Amendment) via SFMS (Structured Financial Messaging System) as provided by RBI.
- In the event of BG issuing/ amending bank not sending the message IFN 760COV/ IFN 767COV or committing any error while capturing the details at least in the below field, BG confirmation through online portal would not be updated.

Request you to notify your bank (BG issuing bank) to update below details at time of submission of BG issuance/ amendment request to their respective banks:

BG Advising message – **IFN 760COV/IFN 767COV via SFMS**

IFSC CODE: **ICIC0000007**

Corporate Name – **Airport Authority of India**

Email: **bgv.visakhapatnam@aai.aero**

Field Number	Particulars (to be mentioned in Row
1)	
7037	AAIVISAKHAPATNAM

Note: Please note that the issuing bank while issuing/amending the BG, should ensure that the above information is correctly captured in the message i.e. IFN 760COV/ IFN 767COV.

Appendix II of Annexure L

Request Letter: Transmission of Bank Guarantee Cover Message <to be submitted by applicant to BG issuing bank>

Date: _____

The Manager,

(Bank),

(Branch)

Sub: Inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC – ICIC00000007).

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- ICIC00000007).

Thanking You,

(Vendor/Customer/Concessionaire)

ANNEXURE: M**A. Checklist1:**

Documents to be submitted along with the Tender	Serial No.	List of Documents
	1.	Proof of Tender Fee submission
	2.	Proof of EMD Submission
	3.	Form of unconditional acceptance as per Annexure - C
	4.	PAN Card, GST certificate & Experience Certificate
	5.	Legal Status
	6.	Power of Attorney as per Annexure-B
	7.	List of near Relatives as per Annexure – H
	8.	No Dues Certificate as per Annexure - I
	9.	Self-Declaration as per Annexure – G
	10.	Profit & Loss Account, Balance Sheet and Turnover Certificate
	11.	Annexures– D, E & F along with signed NIT document.

B. Checklist2:

Documents to be submitted by successful bidder after issuance of LOIA	Serial No.	List of Documents
	1.	Acceptance of Award
	2.	Performance Security Deposit (Bank Guarantee as per Annexures- K& M)
	3.	Electricity Security Deposit
	4.	Letter of Understanding as per Annexure - L
	5.	Execution of Agreement

Annexure-N**Major Airlines**

1. Indigo
2. Air Asia
3. Spicejet
4. Air India
5. Fly Scoot

Traffic Data for 2021-22

AIRPORTS AUTHORITY OF INDIA VISAKHAPATNAM AIRPORT												
2021-2022												
MONTH	A/c Movements				PASSENGERS							
	SKED		NON - SKED		SKED				NON - SKED			
	DOM	INT'L	DOM	INT'L	DOM		INT'L		DOM		INT'L	
					ARR	DEP	ARR	DEP	ARR	DEP	ARR	DEP
Apr-2021	1188	0	134	0	62934	51773	0	0	243	193	0	0
May-2021	622	0	98	0	26214	19211	0	0	146	149	0	0
June-2021	610	0	44	0	30902	33733	0	0	55	42	0	0
July-2021	932	0	32	0	51865	52053	0	0	54	72	0	0
August-2021	1244	0	48	0	74616	73508	0	0	68	57	0	0
September-2021	1260	0	28	0	64103	68045	0	0	61	32	0	5
October-2021	1400	0	23	1	86257	85024	0	0	27	29	0	0
November-2021	1628	0	41	1	90352	91562	0	0	145	69	0	0
December-2021	1758	4	48	4	107878	98050	39	26	58	57	1	0
January-2022	1510	26	50	0	70693	67197	296	234	53	57	0	0
February-2022	1292	24	56	0	70526	74508	419	314	101	109	0	0
March-2022	1686	28	43	1	88438	86858	1036	605	73	69	4	0
TOTAL	15130	82	645	7	824778	801522	1790	1179	1084	935	5	5