

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

AIRPORTS AUTHORITY OF INDIA

SAFDURJUNG AIRPORT  
IT DIVISION



**Expression of Interest (Eoi)**

**Tender ID: 2025\_AAI\_248294\_1**

**Title: “Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports”**

Date: 12<sup>TH</sup> September, 2025

**Notice Inviting EoI**



**AIRPORTS AUTHORITY OF INDIA**

**Notice Inviting EoI**

**Tender ID: 2025\_AAI\_248294\_1**

**E.O.I (Expression of Interest) are invited by Executive Director (IT) on behalf of Chairman, Airports Authority of India (AAI) for “Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports”.**

**Last date and time of submission of bids is 03-10-2025 up to 1600 Hrs. For further information please log on to website <https://etenders.gov.in/e procure/app>; [www.aai.aero](http://www.aai.aero) – E-tender – CPP PORTAL. Contact No. of Bid Manager, Information Technology Directorate, Tele +91- 011-24632950 extn. 3518, E-mail: [skmit@aai.aero](mailto:skmit@aai.aero).**

**Executive Director (IT)**

**DISCLAIMER**

This EoI is neither an agreement nor an offer by the Airports Authority of India (AAI) but an invitation to submit Expression of Interest by the prospective bidders. **The purpose of this EoI is to validate Pre-Qualification of bidders for the project “Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports”.** This EoI is being published at NIC CPP portal by AAI, to carry out the Pre-Qualification Eligibility verification of participating bidders as **Stage I** for evaluating proposed solution(s) in compliance to ‘Make in India’ Policy of Government of India (GoI). **A separate Limited Tender at NIC CPP portal shall be published by AAI for shortlisted eligible bidders from this EoI as Stage II.** Under Stage II, Bureau of Immigration (BoI) will carry out Technical Qualification in the form of PoC conducted at BoI Office/ Facility among the Eligible Bidders from Stage I. **Financial bid shall be evaluated by AAI for such bidders technically qualified by BoI in Stage II, followed by reverse auction.**

AAI, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Entity, 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 EoI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EoI and any assessment, assumption, statement or information contained therein or deemed to form part of this EoI.

AAI, 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 EoI. **Information provided in this document is indicative and not exhaustive.**

The issue of this EoI does not confer any right, interest or obligation on part of AAI to accept and/ or consider the submitted information and/ or claim any right for consideration in the NITs which shall be considered strictly in accordance with the terms and conditions of the NIT to be invited subsequently, as the case may be, for the Project.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its EoI including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AAI and / or BoI or any other costs incurred in connection with or relating to its EoI. All such costs and expenses will remain with the Bidder and AAI and / or BoI shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the Bidder in preparation or submission of the EoI. No mobilization advance shall be given to any bidder.

The Bidder shall be wholly responsible for any statements/ documents/ records, etc. submitted pursuant to this EoI and ensure accuracy thereof. AAI or its employees or its advisors shall accept no responsibility or liability for any deficiency that may be made by the Bidder. The Bidder shall also indemnify AAI, its employees and its advisors from actions arising out of this EoI.

**Only those bidders whose submissions are found compliant with the Pre-Qualification criteria and accepted by AAI through this EoI shall be eligible to participate in the subsequent Limited Tender for Technical and Financial evaluation.**

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## SECTION – I

### **NOTICE INVITING EXPRESSION OF INTEREST (Eoi)**

Executive Director (IT), Airports Authority of India, New Delhi on behalf of Chairman, AAI, invites Expression of Interest (Eoi) from interested **bidders\*** for **“Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports”**

**Note:** Bidders\* means

- (i) OEM (Original Equipment Manufacturer).
- (ii) Authorized Distributor of OEM.
- (iii) System Integrator

This **Expression of Interest (Eoi)** is called through the electronic tendering process and can be downloaded from the NIC CPP Portal <https://etenders.gov.in/eprocure/app>. A copy of the Eoi is also available on AAI website [www.aai.aero](http://www.aai.aero). Please note that the submission of the Eoi is only through the NIC CPP Portal <https://etenders.gov.in/eprocure/app>. The Eoi will not be accepted in any other form. Further, it may be noted that Eoi which is duly submitted on NIC CPP portal shall only be final and Eoi just saved without submission will not be available to the evaluation committee. Vendors are requested to go through “Guidelines to Bidders”, “Self-help files” & “FAQ’s & system setting” links available on the login page of the Eoi portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact on the help desk numbers & email ids shown at Para 1.6 of this Section

1. **Instructions to the Bidders**

for the submission of the Eoi online through NIC CPP Portal <https://etenders.gov.in/eprocure/app>.

- a) The Eoi document has been published on the Central Public Procurement Portal (URL NIC CPP Portal <https://etenders.gov.in/eprocure/app>).
- b) The Bidders are required to submit soft copies of their Eoi electronically on the CPP Portal, using valid Digital Signature Certificates.
- c) The instructions given below are meant to assist the Bidders in registration on the CPP Portal, prepare their Eoi in accordance with the requirements and submitting their Eoi online on the CPP Portal.
- d) More information useful for submitting online Eoi on the CPP Portal may be obtained at <https://etenders.gov.in/eprocure/app>.

1.1. **Registration**

- a) Bidders are required to register on the e-Procurement Module of the Central Public procurement Portal (URL NIC CPP Portal <https://etenders.gov.in/e procure/app>) by clicking on the “Click here to Enroll” on the CPP Portal Enrolment which is free of charge.
- b) As part of the enrolment process, the Bidders will be required to choose a unique user name and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the Bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/TCS/nCode/eMudra etc.) with their profile.
- e) Only one valid DSC should be registered by a Bidder. Please note that the Bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- f) Bidders then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC/e- Token.

1.2. **Searching for Eol document**

- a) There are various search options built in the CPP Portal, to facilitate Bidders to search active Eol by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of advanced search for Eol, wherein the Bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a Eol published on the CPP Portal.
- b) Once the Bidders have selected the Eol they are interested in, they may download the required documents/Eol schedules. These Eol can be moved to the respective 'My Tenders folder. This would enable the CPP Portal to intimate the Bidders through SMS/e-mail in case there is any corrigendum issued to the Eol document.
- c) The Bidders should make a note of the unique Eol ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

1.3. **Preparation of Eol**

- a) Bidder should consider any corrigendum published on the Eol document before submitting their Eol. Please go through the Eol advertisement and the Eol document carefully to understand the documents required to be submitted as part of the Eol. Please note the number of covers in which the Eol

documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted.

- b) Bidder, in advance, should get ready the Eol documents to be submitted as indicated in the Eol document/schedule and generally, they can be in PDF/ RAR formats. Eol documents may be preferably scanned with 100 dpi with black and white option.
- c) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every Eol, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Bidders. Bidders can use “My Space” area available to them to upload such documents. Those documents may be directly submitted from the “My Space” area while submitting a Eol, and need not to be uploaded again and again. This will lead to a reduction in the time required for Eol submission process.

#### 1.4. **Submission of Eol**

- a) Bidders should log into the site well in advance for Eol submission so that he/she upload the Eol in time i.e. on or before the Eol submission time. Bidder will be responsible for any delay due to other issues.
- b) The Bidder has to digitally sign and upload the required Eol documents one by one as indicated in the Eol document.
- c) The Eol Inviting Authority (EIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of Eol online by the Bidders. The Bidder should see that the Eol documents submitted should be free from virus and if the documents could not be opened, due to virus, during Eol opening, the Eol is liable to be rejected.
- d) The server time (which is displayed on the Bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the Eol by the Bidders, opening of Eol etc. The Bidders should follow this time during Eol submission. The Bidders are requested to submit the Eol through online e-tendering system to the TIA well before the Eol submission end date & time (as per Server System Clock).
- e) All the documents being submitted by the Bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of Eol opening. The confidentiality of the Eol is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done.
- f) The uploaded Eol documents become readable only after the Eol opening by the authorized Eol openers.
- g) Upon the successful and timely submission of Eol, the portal will give a successful Eol submission message & a Eol summary will be displayed with the Eol no. and the date & time of submission of the Eol with all other relevant details.

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- h) The Eol summary has to be printed and kept as an acknowledgement of the submission of the Eol. This acknowledgement may be used as an entry pass for any Eol opening meetings.

**1.5. NIC- CPP Help Desk Services**

1.5.1. For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4711 508, 0120- 4001 002, 0120-4001005, 0120-6277 787. International Bidders are requested to prefix 91 as country code. Note-Bidders are requested to kindly mention Tender Id in the subject while in the mail details ofy issue along with the Contact details. For any issues/clarifications relating the tender(s) published kindly contact the respective Tender Inviting Authority.

Tel: 0120-4711 508, 0120-4001002, 0120-4001005, 0120-6277 787 E-Mail: [support-eproc@nic.in](mailto:support-eproc@nic.in)

1.5.2. For any queries related to bid submission date extension, EMD, eligibility criteria, technical specifications etc. The bidder may please contact the concerned Bid Manger as mentioned in the tender document

1.5.3. For any technical 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 Holidays) 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".

**1.6. Escalation Matrix**

- a) In case of any technical Issues faced, the escalation matrix is as mentioned below:

SL No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1	Technical Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	011-24632950 Ext. 3512	0800-2000 Hrs. (MON-SAT)

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SL No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
2	Mr. Gamit Vaibhav Manekjibhai JE(IT)	After 4 Hrs. of Issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a> or <a href="mailto:vaibhav@aai.aero">vaibhav@aai.aero</a>	011-24632950 Ext. 3523	0930–1800 Hrs. (MON-FRI)
3	Sh. Amit Mishra, Sr. Manager (IT)	After 12 Hrs.	<a href="mailto:amitmishra@aai.aero">amitmishra@aai.aero</a>	011-24632950 Ext. 3509	0930–1800 Hrs. (MON-FRI)
4	Sh. Sunil Kumar, Jt. GM (IT)	After 24 Hrs.	<a href="mailto:sunil.km@aai.aero">sunil.km@aai.aero</a>	011-24632950 Ext. 3506	0930–1800 Hrs. (MON-FRI)
5	General Manager (IT)	After 3 Days	<a href="mailto:gmit@aai.aero">gmit@aai.aero</a>	011-24657900	0930–1800 Hrs.

\*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays. The above-mentioned help desk numbers are intended only for queries related to the technical issues on e-procurement portal and help needed on the operation of the portal.

- b) AAI may at its discretion, extend /change the schedule of any activity by issuing an addendum /corrigendum on the e-procurement portal <http://etenders.gov.in/eprocare/app>. In such cases, all rights and obligations of AAI and the Bidders previously subject to the original schedule will thereafter be subject to the schedule as extended/changed.
- c) In order to provide reasonable time for Bidders to account for any amendments in preparing their EoI, AAI may, at its sole discretion, extend the deadline for the submission of EoI suitably. AAI will notify all registered Bidders of any extension via the Central Public Procurement Portal.

**NOTE:** Bidders are advised to upload their EoI submission well in advance of the Closing date to avoid any last-minute issues. Uploaded EoI may be modified at a later date and time, until the Closing date and time.

- d) EoI once uploaded and at the Closing date and time shall be final, and no amendment thereto shall be permitted after the submission date.
- e) Each Bidder shall submit only one EoI.
- f) Central Public Procurement Portal shall not allow Bidders to submit their EoI after the scheduled Closing date and time. The AAI will not entertain any post-Closing date confirmation of compliance.

**2. Critical Dates of EoI**

S. No.	Activity	Date and Time (IST)
1	Publish Date	12.09.2025 @ 18:00 Hrs

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2	Eol Document Download Start Date	12.09.2025 @ 18:00 Hrs
3	Clarification Start Date	12.09.2025 @ 18:00 Hrs
4	Clarification End Date	19.09.2025 @ 17:00 Hrs
5	Eol Submission Start Date	12.09.2025 @ 18:00 Hrs
6	Eol Submission End Date	03.10.2025 @ 18:00 Hrs
7	Eol Opening Date	06.10.2025 @ 11:00 Hrs

3. **Amendment to Eol document**

At any time, prior to scheduled date of submission of Eol, AAI, if it deems appropriate to revise any part of this Eol or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated in this Eol and binding on the Bidders. Addendum / corrigendum will be notified through eProcurement Portal at <https://etenders.gov.in/eprocure/app>.

4. **Clarifications of Eol Documents**

Bidder, requiring any clarification of the Eol Document, may submit their queries, if any, through provision of e-Procurement Portal at <https://etenders.gov.in/eprocure/app>

5. **Worksite Details**

Worksite for the project will be at 05 Identified airports i.e. Chennai, Calicut, Kolkata, Trichy and Amritsar. Details are tabulated under Para 1 of Section IV.

6. **Implementation of Integrity Pact**

- i. Signing of Integrity Pact (as per Annexure – XI) is mandatory for every Bidder in this procurement / bid process, the signed copy of the same shall be uploaded on the CPP Portal.
- ii. The Bidder shall commit itself to ensure taking all measures necessary to prevent corrupt practised, unfair means and illegal activities during any stage of its bid or during any pre-contract or post contract stage as specified in the Integrity pact.
- iii. Any breach of the aforesaid provision by the Bidder or any one employed or action on his behalf (whether with or without the knowledge of the Bidder) shall entitle the authority to take all or any one of the actions as specified in the Integrity pact.

6.1. **Independent External Monitor (IEM)**

- i. The Independent External Monitor (IEM) for this work will be:

Shri Kuldip Kumar Peshin, CE & MES (Retd.)  
Email Id- kkpeshin@yahoo.com  
C/o Chairman,  
Airports Authority of India,  
Rajiv Gandhi Bhawan,  
Safdarjung Airport,  
New Delhi-110003

- ii. All correspondences regarding implementation of Integrity Pact, shall be addressed to Shri Kuldip Kumar Peshin. Mobile number of IEM is 9810922190 and Email id of IEM is kkpeshin@yahoo.com.

7. **Benefits for Micro & Small Enterprises (MSEs)**

As per MSMED Act 2006 & provision (para 10) of Public Procurement Policy order 2012 & amendment till date

7.1. **Documentary Evidences**

- I. Benefits to MSE's will be considered in terms of exemption of Past Experience and Prior Turnover Criteria.
- II. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption. Traders are excluded from the purview of this Policy.
- III. MSEs seeking exemption and benefits shall upload a self-attested copy of valid registration certificate for MSE like NSIC, Udyog Aadhar etc as mentioned above on the CPP Portal, failing which their bid shall be rejected, as ineligible for the benefits applicable to MSEs.

8. **Public Procurement (Preference to Make in India)**

The Bid is reserved to be procured from 'Class-I local supplier' or 'Class-II local supplier' only as defined in the GoI Order No P-45021/2/2017-PP (BE-II) Dated 04.06.2020, Dated 16.09.2020 & subsequent notification issued by GoI.

- I. Purchase Preference shall be given to Class-I local supplier over Class-II local supplier as well as Non-local supplier as per following procedure: -
  - a. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contractor will be awarded to L1.
  - b. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.

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- c. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- d. The margin of Purchase preference shall be 20%.
- e. The buyers are advised to refer the DoE OM No. F.1/4/2021-PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

**Note1:-** Bidders offering imported products cannot claim services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc as local value addition.

**Note2:** - If it comes to the notice of AAI that, any suppliers of an item are not allowed to participate and/ or compete in procurement by any foreign government, AAI may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item and / or other items.

- II. For this purpose, a supplier or bidder shall be considered to be from a country if;
  - a. The entity is incorporated in that country; or
  - b. A majority or its shareholding or effective control of the entry is exercised from that country; or
  - c. More than 50% of the value of the item being supplied has been added in that country.

9. **Benefits for Start-Up(s)**

- I. Start-Up benefits will be considered in terms of exemption of Past Experience and Prior Turnover Criteria.
- II. Start-ups shall be considered for relaxation only for those items/ products for which they are recognized as a "Start-up". Otherwise, they shall need to meet the required technical/ experience and Financial criteria.
- III. **All Start-up must have valid Department of Industrial Policy and Promotion (DIPP) number. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.**

Clarification needed if any may be sent through NIC-CPP portal only.

**AGM (IT), Airports Authority of India**

Email: [skmit@aai.aero](mailto:skmit@aai.aero)

Tele: +91 11 24632950 Extn. 3518

## **SECTION – II**

### **1. Objective of EoI**

- 1.1 The objective of this Project is to identify and develop the most appropriate solution that fulfils AAI's requirements for “**Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports**”, by leveraging the best available technology, encompassing the entire scope of work.
- 1.2 **The EoI aims to evaluate bidders based on the Pre-Qualification Criteria defined under Section 3 of this EoI.** Only those bidders whose submissions are found compliant with the Pre-Qualification criteria and accepted by AAI through this EoI shall be eligible to participate in the subsequent Limited Tender for Technical and Financial evaluation.
  - 1.2.1 The Bidder(s) shall bear all its costs associated with or related to the preparation and submission of its EoI including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations, if required by AAI and / or BoI, or any other costs incurred in connection with or relating to this EoI.
  - 1.2.2 All such costs and expenses will remain with the Bidder and AAI and / or BoI shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the Bidder in preparation or submission of the EoI.
- 1.3 Post EoI, Bureau of Immigration (BoI) will carry out Technical Qualification in the form of PoC conducted at BoI Office/ Facility with the shortlisted eligible Bidders from this EoI.

### **2. Executive Summary**

- 2.1 Airports Authority of India (AAI) proposes to undertake the Supply, Installation, Testing, and Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) at 5 identified AAI airports (detailed at Point 1 Section IV).
- 2.2 Core Objective of the project is to implement a fully automated Biometric Kiosk for Immigration (BKI) solution across 5 identified airports, capable of pre-immigration biometric enrolment and authentication to assist the Bureau of Immigration (BoI) in passenger facilitation and data capture, ensuring high security and integrity of sensitive passenger data.
  - 2.2.1 Depending upon load of eligible category of travellers the quantity for each airport will be decided by respective Foreigners Regional Registration Office (FRRO).

- 2.2.2 The aim is to develop a System/Software to pre-enrol the first-time visitors (foreign nationals) arriving at airport using Immigration Kiosk so that the time taken for immigration check at Immigration Counters can be reduced.

3. **Scope of Work**

- 3.1. An Immigration Kiosk shall be a fully automated system, that undertakes pre-immigration capturing of biometrics and authentication operations. The equipment shall be self-sufficient and shall have the capability to undertake passenger registration process as required by Bureau of Immigration. Further, it could be used for pre- Immigration Biometric Registration processes for foreign nationals arriving First-Time in India, to expedite the immigration clearances at airport Immigration counters. The kiosks shall include a Touch Screen Monitor, Fingerprint enrolment device, Camera and a Passport reader.
- 3.2. The basic functions of the system shall be to capture passport data, enrol photo and fingerprints for foreign nationals arriving First-Time in India. The overall system will be required to integrate with existing Bol systems to enable authentication of the traveller and submit captured information to Bol systems.
- 3.3. The successful Bidder/Contractor will supply, install, integrate, commission & maintain the system in line with guidelines issued by Bol.
- 3.4. **The Bidder shall provide their compliance and details as per Broad Technical Specifications provided in Annexure- V.**
- 3.5. The Biometric Kiosk for Immigration (BKI) should be manufactured in accordance with "Make in India" policy promulgated by the Government of India and subsequent amendments if any, thereof issued from time to time.
- 3.6. The suitable space for storing and installing the equipment will be provided by the AAI. However, the Bidder shall take necessary rodent control measures for the safety of the equipment at his own risk during the storing of equipment at respective stations.
- 3.7. The equipment should be fully / comprehensively insured by the Bidder at his own cost for all risk including transit insurance, water damage, fire, strike, riots and for commercial use etc. All liability whatsoever arising out of the accident of the equipment shall rest upon the Bidder only and AAI shall fully stand indemnified. The Bidder shall also ensure all necessary precautions for the safety of the equipment during, transportation, storage and operation.
- 3.8. The Bidder will be fully and exclusively responsible for any damages to his equipment / property / death/ bodily injury to his crew members or any other person

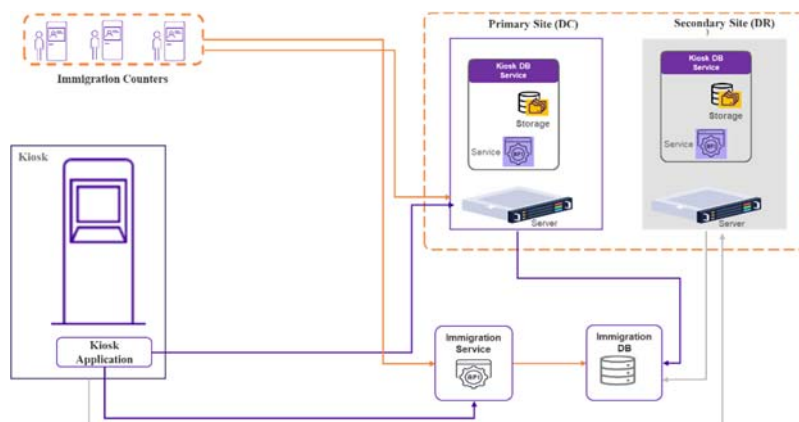
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in his employment, including any third party claim. The Bidder shall indemnify AAI against any such claim / compensation.

- 3.9. The warranty period shall be for one year from the date of Go-Live, for respective site.
- 3.10. The supplier shall provide Operation & Comprehensive Annual Maintenance Contract (CAMC) for a period of 04 years after expiry of warranty period. CAMC shall include all consumable including repair/replacement of faulty spare parts during the period of CAMC.
- 3.11. CAMC charges for five years shall be pre-determined which shall be worked based on the details estimate prepared. Pre-determined fixed % shall be formulated on Basic Capital cost.

4. **High-Level Architecture**

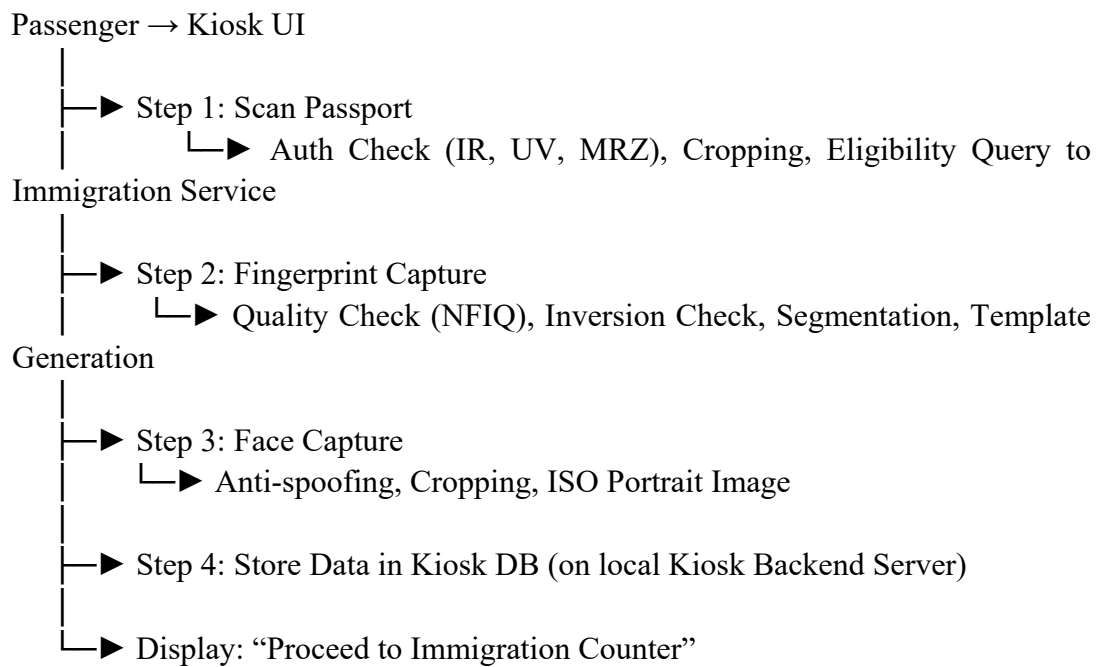
- 4.1. Each Immigration Kiosk is a self-contained unit connected to a centralized local server at the airport, linked securely with the Bol's backend systems through a secured, private network. The architecture ensures on-premise processing with end-to-end encryption, biometric standard compliance (ISO/ICAO), and centralized monitoring. The High-Level architecture and workflow are indicative and bidder must prepare the final architecture in consultation with Bol during Stage – II Limited Tender.
- 4.2. The solution provider is responsible to deliver:
  - i Self-service Biometric Registration Kiosk
  - ii Biometric Registration Application Software
  - iii Backend services, including but not limited to, Biometric Database Management Service integrated with Bol Immigration System.
- 4.3. High level architecture diagram is appended below:



**5. High-Level Workflow**

- Step 1)** Passenger arrives at Pre-Registration kiosk.
- Step 2)** Message is displayed on kiosk to scan their passport data page. Passport details of passenger is captured by kiosk application.
  - i. Perform passport authenticity check (IR, UV, MRZ and portrait cropping).
  - ii. Query Immigrations service at backend to check pax eligibility.
- Step 3)** Message is displayed to capture fingerprints (4+4+2). Fingerprint images & digital template are captured by kiosk application.
  - i. Perform fingerprint capture quality check (NFIQ validation)
  - ii. Perform hand inversion check.
  - iii. Perform fingerprint segmentation.
  - iv. Return fingerprints (ISO complaint FP images).
- Step 4)** Message is displayed to capture passenger photo (frontal face). Face photo is captured by Kiosk application.
  - i. Perform anti spoofing check.
  - ii. Perform image cropping around face.
  - iii. Return live capture (ISO complaint portrait image)
- Step 5)** All the information captured by kiosk application (Passport+ Fingerprint + Face) is stored locally in kiosk database service at backend.
- Step 6)** Message is displayed on kiosk to proceed to Immigration counter for further processing.

**5.1. Diagrammatic flow Biometric Enrolment at Kiosk**



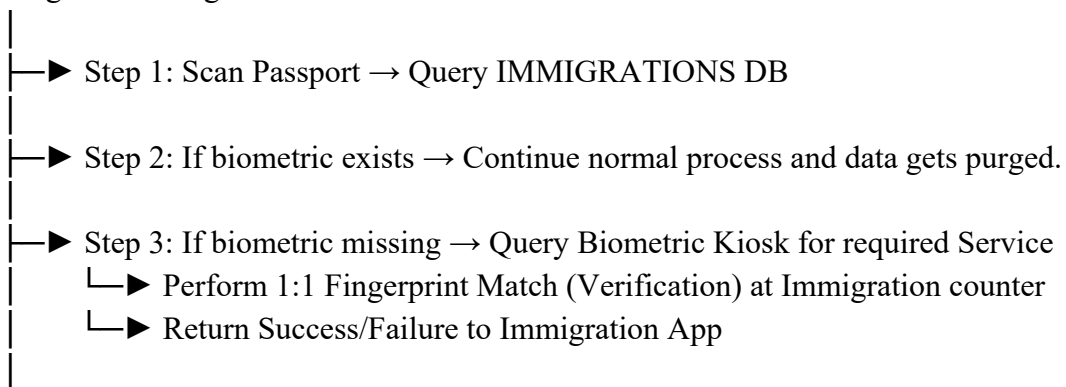
6. **Step by Step flow at Immigration Counter**

- Step 1)** Passenger arrives at Immigration counter and handover his/her passport to the officer at counter.
- Step 2)** Officer scans passport, Immigration application captures passport information.
- Step 3)** Application checks if passenger biometric is already present in the IMMIGRATIONS database.
- Step 4)** If biometric data exists in IMMIGRATIONS database existing workflow of immigration application will continue.
- Step 5)** If biometric data do not exist in IMMIGRATIONS database, Immigration application will connect to kiosk service to search if passenger biometric present in kiosk database.
- Step 6)** Perform 1:1 Fingerprint match (verification at kiosk service)
- Step 7)** Kiosk service returns fingerprint verification result as success to immigration application in case biometric data is present in kiosk database.
- Step 8)** Kiosk service updates IMMIGRATIONS database with biometric data.
- Step 9)** All other biometric records remaining at kiosk service is purged at specific time intervals (configurable as per Bol requirement)

6.1. **Diagrammatic flow at Immigration Counter**

[NOTE] *At Immigration Counter, the scope of this contract is only to provide the API to Query Kiosk Service in Aircraft Information Data Exchange (AIDX) format. Upon successful match, data must be pushed to Immigration DB, else data will be purged, as per operational requirement. All other remaining Hardware and Software for Immigration Counter will be provided by Bureau of Immigration (BoI).*

Passenger → Immigration Officer



- ▶ Step 4: If matched, Push biometric to IMMIGRATIONS DB
- ▶ Step 5: Purge biometric from Kiosk DB (as per policy)

7. **General Design of Immigration Kiosk**

- 7.1. The use of the Kiosk shall be self-explanatory and easy to operate.
- 7.2. The operation undertaken by the operator using this system shall be simple and efficient. The system shall provide step-by-step guidance via text/GUI animation means of communication, at each step from initiation to completion of immigration process, to the traveller.
- 7.3. The system shall be modular such that addition/ upgradation of new workflows/ validations shall be possible in future, without major modifications to the existing system.
- 7.4. The kiosk should have a contemporary design.
- 7.5. All electronic components of the Kiosks shall be meet Indian Standards and should be CE and CB certified. All peripherals used in Kiosks should be BIS certified.
- 7.6. The Kiosk shall contain following components:
- 7.7. Travel Document (Passport) Reader.
- 7.8. Biometric Fingerprint Scanning.
- 7.9. Facial Image capture.
- 7.10. The provider should preferably use latest versions of OEM software (e.g. Windows etc.). No End of Life (EO) versions will be permitted.
- 7.11. Software, APIs SDKs and any other necessary integration shall be provided, implemented, and maintained by successful Bidder and shall be compatible with existing BoI systems for API based integration.
- 7.12. System supplied should be 230V AC as per Indian power supply.
- 7.13. The self-service Kiosk shall have a panel to enable easy access to internal components for maintenance & repairs. This access panel should have a lock.
- 7.14. All software licenses shall remain valid for the duration of the warranty and support period.
- 7.15. Kiosk shall have AAI & BoI logo on the front. Further technical specifications are available at Annexure – V.

8. **Full Page Travel Document Reader**

- 8.1. Should be capable of reading multiple ICAO Doc 9303 compliant Travel Documents (issued by any country across the world) under multiple wavelength illumination, i.e. visible, UV and near IR (Infrared) for passports printed in ICAO Document 9303 specified ink.
- 8.2. Machine Readable Passports (MRP): Key details are detailed below:
  - 8.2.1. Two (02) lines of 44 Characters, or Three (03) lines of 30 Characters.

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- 8.2.2. Machine Readable VISA (MRV): 2 lines of 44 Characters, or 2 lines of 36 Characters. If this become required in future, then the reader should be able to support the same.
- 8.2.3. Other Travel Documents: 2 lines of 36 Characters, or 3 lines of 30 Characters.
- 8.2.4. Shall be capable of RF reading of contactless chips of multiple passports that are ICAO Document 9303 compliant.
- 8.3. Support for multi- functions: full page scan, certain image extraction, OCR, Character recognition, IR and UV Illumination, and RFID reading.
- 8.4. Shall be able to support and read RFID Chip type documents as mentioned below:
  - 8.4.1. ISO 14443 Type A&B with as per ICAO Doc 9303 requirements: It refer to a standard for contactless smart cards, which operate at 13.56 MHz and are used in electronic passports (e-Passports), typically for reading biometric data (e.g., facial image, fingerprints) stored in the chip of e-Passports.
  - 8.4.2. ICAO 9303 LDS 1.7 AND 1.8: It specifies how data is organized on the chip embedded in ePassports for enhanced security features, better encryption, and data grouping and robust against cloning and unauthorized access.
  - 8.4.3. ISO 18013: International standard for electronic driving licenses (eDLs) and mobile driver's licenses (mDLs).
  - 8.4.4. Public Key Infrastructure (PKI): To digitally sign and verify the data stored on the chip of a passport and ensures that the biometric and personal data has not been tampered.
  - 8.4.5. Biometric Authentication Certificate (BAC): Used for verifying identity using biometric data during immigration/passport control.
  - 8.4.6. Extended Access Control (EAC): A security protocol in electronic passports for accessing sensitive biometric data like fingerprints.
  - 8.4.7. Electronic Automated Security Clearance 2.0 (EASC): May refer to the upgraded version of a digital/automated immigration security system.
  - 8.4.8. Supplemental Access Control (SAC): Security feature in e-passports to protect data stored in the chip, especially post-ICAO 9303 updates.
  - 8.4.9. Password Authenticated Connection Establishment – Chip Authentication Mapping (PACE-CAM): A method used in electronic travel documents for secure chip authentication and data reading.
  - 8.4.10. Active Authentication (AA): A cryptographic method to detect cloned electronic passports by verifying the chip's authenticity)
  - 8.4.11. Passive Authentication (PA): The basic level of e-passport authentication by verifying the digital signature on the data stored in the chip.
  - 8.4.12. Terminal Authentication (TA): Allows inspection systems to access sensitive data on the chip if they are authorized terminals.

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- 8.4.13. Chip Authentication (CA): A mechanism to ensure the chip in an e-passport is genuine and has not been cloned or altered.
- 8.5. The reader should be able to read the printed MRZ data as well as the MRZ data on the chip in the passport in a single pass operation.
- 8.6. Complete access to OCR data and images captured via Software Development Kit (SDK) facilitation to enable images to be accessed in multiple formats such as BMP, PNG etc.
- 8.7. Capable of Active, Passive, Terminal & Chip authentication & PACE- CAM OF E-Passports.
- 8.8. Should be capable of reading the following if required in future for 2D Barcode reading:
  - 8.8.1. PDF 417, Data Matric, QR Code, Aztec Code.
  - 8.8.2. 1D Barcode reading: EAN13, Code 39, Code 128, Interleaved 2 of 5.
- 8.9. After biometric travel documents have been read, the following security checks shall be possible via the reader system:
  - 8.9.1. Correctness of MRZ
  - 8.9.2. Comparison of data from MRZ with data from RFID chip
  - 8.9.3. Checking the correctness of security elements of certain types of travel document under IR or UV light.
  - 8.9.4. Implementation of PA, BAC, AA, EAC, SAC reading and verification in accordance with the type of travel document read and available corresponding security keys and certificates.
- 8.10. Further technical specification is available at Annexure – V. All integration required for information exchange with external services across airports must comply to IATA Airport Information Data Exchange (AIDX) standard.

**9. Tentative requirement of Host Application System**

- 9.1. Connection between the Host Application System and external systems must be client- server authentication based on TLS/SSL V3.
- 9.2. Data exchange between the system and external applications/systems must be data encryption based on TLS/SSL having at-least AES-256 Bit encryption.
- 9.3. In-built logging application to be present for recording of all the activities undertaken in the Host Application System.
- 9.4. The Host Application System should have a modern and user-friendly graphical user interface, minimizing the required training for operations. The system shall provide step- by- step guidance via GUI and text animation means of communication, at each step from initiation to completion of registration process to the passenger.
  - 9.4.1. The GUI must display in multiple languages. In addition to English, 8-10 other international languages as per Operational requirement of AAI, with no financial impact of AAI.

9.4.2. The Kiosk should have minimum of 18-inch touch screen for passenger interaction and support RH45 cabling for local LAN connectivity to Bol network.

9.4.3. Reports on Kiosk utilization should be available.

## 10. **Connectivity requirement for Integration & Data Purging**

10.1. The system should support LAN/WAN via RJ45 LAN cabling.

10.2. These systems could be on Linux/Unix/ Windows platform.

10.3. Data shall be maintained in databases like Oracle, Postgres, DB2, SQL Server or MS-Access.

10.4. Entire information of traveller, captured during the process must be stored into Bol system.

10.5. Technical details for integration & workflows required will be provide only to vendor that is approved and selected.

10.6. Bidder shall adapt to agile software practice and must design the solution to adapt software and hardware changes, as advised/recommended by Bol.

10.7. Further, Bol expects to purge data in the following manner:

10.7.1. Data provided by international passenger, if processed immediately by Immigration system, then data should be purged instantly.

10.7.2. Data provided by international passenger but not consumed by immigration system, should be purged within 6 to 24 hrs of data collection (on configurable basis).

## 11. **Security & Compliance Guidelines**

### 11.1. **Data Encryption:**

11.1.1. AES-256 encryption at rest (in kiosk DB & servers)

11.1.2. TLS 1.3 encryption for all inter-component communication

### 11.2. **Access Controls:**

11.2.1. Role-based authentication for kiosk services & counters

11.2.2. Audit trail logging on all verification and access events

### 11.3. **Data Lifecycle Control:**

11.3.1. No biometric stored post-verification. Data must be purged with 24 hours of access of data.

11.3.2. Configurable purge intervals enforced via policy engine

### 11.4. **Compliance:**

11.4.1. Configure, Update and Upgrade ICAO, ISO/IEC, and CERT-In guidelines, as applicable from time to time by Gol.

11.4.2. Interfaces secured via certificates & mutual Authentication.

12. **Technical Support & Promotional Service**

- 12.1. Dedicated support service on round the clock (24X7) basis is required for maintenance of Immigration Kiosk and associated ecosystem.
- 12.2. A qualified Level-1 support service is required 24X7 at each airport to maintain an SLA of 99.5%.
- 12.3. Bidder should provide training to passenger facilitation service for guidance and required promotional activities from time to time and encourage usage of the system by International passengers, deployed locally by airport.

13. **General Requirements**

- 13.1. The Bidder shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provisions Act, 1952, the Employees State Insurance (ESI) Act, 1948, the Contract Labour (Regulation & Abolition) Act, 1970 the Inter-State Migrant workmen (Regulation of employment & conditions of Service) Act, 1979, the Minimum Wages Act, 1948, the
- 13.2. Child Labour (Prohibition and Regulation) Act 1986, the Payment of Wages Act, 1936 the Workmen's Compensation Act, 1923, Employees Liability Act 1938 and other relevant Act, Rules and Regulations, instructions etc. issued / enforced from time to time.
- 13.3. All taxes, duties, licenses, levies, Aerodrome Entry Permit and its fee, Comprehensive Insurance, etc., for the Equipment and insurance for Bidder's workmen will be paid/obtained and kept alive throughout the contract period by the Bidder at his own expenses.
- 13.4. If AAI observes that the performance of the Bidder is unsatisfactory or not up to the expected standard, the AAI shall notify the same to Bidder in writing and specify in detail the cause of such dissatisfaction. In the event, the Bidder fails to comply with the requisitions contained in the said written notice issued by the AAI, the AAI shall have the option to terminate the contract by giving 30 days' notice in writing to the Bidder and the decision of the AAI shall be final and binding on the Bidder.
- 13.5. It would be the responsibility of the Bidder to obtain all necessary security clearance from BCAS through <https://esahaj.gov.in> or any other way or any other regulatory agency as required, before commencement of work in AAI Airport.

14. **Integrity Pact**

The bidder must submit Integrity Pact as per Annexure – XI. All pages of Integrity Pact are to be signed by the same signatory who signed the bid, i.e. who is duly authorized to sign the bid and to make binding commitments on behalf of his company.

The Bidder shall commit itself to ensure taking all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post contract stage as specified in the Integrity pact.

Any breach of the aforesaid provision by the Bidder or any one employed or action on his behalf (whether with or without the knowledge of the Bidder) shall entitle the authority to take all or any one of the actions as specified in the Integrity pact.

**Any Bid not accompanied by Integrity Pact duly signed by the bidder shall be considered to be a non-responsive bid and shall be rejected straightaway.**

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**SECTION – III**

**1. Pre-Qualification Criteria**

Objective of Pre-Qualification Criteria of this EoI shall be unrestrictive enough to allow maximum competition and at the same time restrictive enough so as not to allow even one incapable vendor/contractor and thus vitiate fair competition for capable vendors/contractors.

The Bidder's pre-qualification bid will be evaluated as per the criteria tabulated below:

S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
<b>Integrity Pact</b>		
1.1	<ul style="list-style-type: none"> <li>The bidder is required to submit Integrity Pact along with the bid submission. All pages of Integrity Pact are to be signed by the same signatory who signed the bid, i.e. who is duly authorized to sign the bid and to make binding commitments on behalf of his company.</li> </ul> <p><b>Any Bid NOT accompanied by Integrity Pact duly signed by the bidder shall be considered as a non-responsive bid and shall be rejected outrightly.</b></p>	<ul style="list-style-type: none"> <li>Integrity Pact as per Annexure – XI on a ₹ 100/- (Rupees One Hundred Only) Non-Judicial Stamp Paper,</li> <li><b>Date of signing of Integrity Pact shall not be later than the date of submission of bid.</b></li> </ul>
<b>Registered Legal entity</b>		
1.2	<p>The Bidder must be -</p> <ul style="list-style-type: none"> <li>i. A Company registered in India under the Companies Act, 2013 or amendments thereof, or Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008), or partnership registered under the Indian Partnership Act 1932 or Proprietorship Deed.</li> <li>ii. Registered with the GST Authorities</li> <li>iii. Company must have a valid PAN number</li> </ul> <p><b>Note:</b> Consortiums/ Joint Ventures (JV) are not eligible to participate in this Bid.</p>	<ul style="list-style-type: none"> <li>i. Certificate of Incorporation or Memorandum of Association or Partnership Deed or Proprietorship Deed, as the case may be.</li> <li>ii. Self-attested copy of GST Registration certificate issued by GSTIN authorities</li> <li>iii. Self-attested copy of PAN Card</li> </ul>

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S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
<b>OEM or SI</b>		
1.3	<p>i. The bidder shall be either Original Equipment Manufacturer (OEM) or OEM Authorized Representative (AR) or System Integrator (SI).</p> <p>ii. List of items for which Manufactures Authorization Forms (MAFs) are required on OEM letterhead <b>as per Annexure- III -</b></p> <p>a) Kiosk Hardware (refer Point 2 of Section IV 'BoQ' no 1.1, 1.5, 1.6 &amp; 2.1)</p> <p>b) Passport Reader and Verification (refer Point 2 of Section IV 'BoQ' no 1.4)</p> <p>c) Fingerprint (FP) Scanning and Verification (refer Point 2 of Section IV 'BoQ' no 1.2)</p> <p>d) Facial Capture and Verification system (refer Point 2 of Section IV 'BoQ' no 1.3)</p> <p>e) Kiosk/ Host Application System (refer Point 2 of Section IV 'BoQ' no 3.1 &amp; 4.1)</p> <p>f) Backed System Integration (refer Point 2 of Section IV 'BoQ' no 3.2, 4.2 &amp; 4.3)</p>	<p>i. Proof of being Original Equipment Manufacturer (OEM) for the offered equipment/ product shall be submitted on OEM letterhead.</p> <p>ii. OEM or OEM Authorized Representative (AR) or System Integrator (SI) firm shall also submit a Manufacturers Authorization Form (MAF)/ undertaking on OEM letterhead <b>as per Annexure- III.</b></p>
1.4	<p>Compliance of Technical Specifications, as per <b>Annexure-V</b>, duly signed &amp; stamped for the following:</p> <p>a) General Design</p> <p>b) Kiosk Norms, Standards and Regulations</p> <p>c) e-Full Page Travel Document Reader and Verification system</p> <p>d) Fingerprint (FP) scanning and verification system</p> <p>e) Facial capture and verification system</p> <p>f) Host Application System</p> <p>g) Technical Environment</p>	<p>Bidder to submit technical compliance statement as per <b>Annexure- V.</b></p> <p>i. For (a) and (g), Technical compliance to be submitted by bidder on their letterhead.</p> <p>ii. For (b), (c), (d), (e) &amp; (f) from OEM on their respective letterhead, duly signed and stamped.</p>

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S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
1.5	The Bidder must submit a certificate for ' <b>Acceptance of terms and Conditions of EoI</b> '.	Bidder must submit acceptance as per <b>Annexure - IV</b> , duly signed and stamped.
<b>Prior Turnover</b>		
1.6	<p>Bidder must have annualized average financial turnover of at least 30% (i.e. <b>INR 5,63,87,319/-#</b>) of the <b>estimated cost (i.e. INR 18,79,57,730/-#)</b> during last 3 years ending 31st March of previous financial year i.e. 31st March 2025.</p> <p># All values are excluding GST.</p> <ul style="list-style-type: none"> <li>Bidder(s) that are eligible for waiver of prior turnover for MSE's/startups in valid category with valid document, for relevant items, have to upload scanned copy of documents in support of this exemption.</li> </ul>	<ol style="list-style-type: none"> <li>As a proof of financial turn over, copy of abridged Balance Sheet along with profit &amp; loss account <b>or a turnover certificate from the Chartered Accountant indicating the turnover details (as per Annexure – II)</b> of the bidder for the last three years (i.e. FY 22-23, 23-24 and 24-25) must be submitted. The documents submitted must be certified by the Chartered Accountant with valid UDIN.</li> <li>If provisional balance sheet with profit &amp; loss account of the bidder is submitted for FY:24-25, it must be certified by Chartered Accountant with valid UDIN.</li> <li>Submission of Documentary evidence from MSE's/startups in valid category for exemption.</li> </ol>
<b>Past Experience in similar work</b>		
1.7	<ul style="list-style-type: none"> <li>Bidder must have successfully completed similar project for Government Department/ PSU or private companies: <ol style="list-style-type: none"> <li>One (1) work order of value equal to 80% or more of the estimated cost <b>i.e. INR 15,03,66,184/-# (Rupees Fifteen crore three lakh sixty-six thousand one hundred</b></li> </ol> </li> </ul>	Bidder shall submit Performance/ Experience Certificate in respect of the works claimed against experience as per <b>Annexure - I</b> . These certificates may be duly attested and issued by the end-user agencies for whom the works have been carried out

S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
	<p>and eighty-four only) OR</p> <p>2. Two (2) separate work orders, each for a value equal to 50% or more of the estimated cost i.e. <b>INR 9,39,78,865/-# (Rupees Ninety-three crore ninety-seven lakh eighty-eight thousand eight hundred and sixty-five only)</b> OR</p> <p>3. Three (3) separate work orders, each for a value equal to 40% or more of the estimated cost i.e. <b>INR 7,51,83,092/-# (Rupees Seventy-five crore eighteen lakh thirty thousand and ninety-two only)</b></p> <p># All values are excluding GST.</p> <ul style="list-style-type: none"> <li>• During the last seven (7) years from the last date of submission of bid.</li> <li>• <b>Similar project</b> shall mean 'SITC of Project/ Work in the field of Immigration/ IT/ Airport Operations, in Indian Airport(s)'.</li> <li>• In this context, '<b>completed</b>' shall mean that the capital part of the cited project(s) must be completed, i.e. Go-Live of all phases, during the last seven (7) years from the last date of submission of bid.</li> <li>• It must be noted that project(s) that was executed by the bidder as a part of Joint Venture/consortium will not be considered as prior experience.</li> <li>• Bidder(s) that are eligible for waiver of past experience for MSE's/startups in valid category with valid document, for relevant items, have to upload scanned copy of documents in support of this exemption.</li> </ul>	<p>and shall be endorsed by the bidder, clearly indicate and submit the following:</p> <ol style="list-style-type: none"> <li>i. Copy of work order &amp; completion certificate from client as documentary proof for the stated project and implementation status.</li> <li>ii. Client reference with contact details including Email Ids.</li> <li>iii. In case of experience in private sector, Bidder has to submit TDS certificate issued by Customer in support of payment received and execution of works.</li> <li>iv. Submission of Documentary evidence from MSE's/startups in valid category for exemption.</li> </ol>

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S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
<b>Unconditional Acceptance Letter</b>		
1.8	<ul style="list-style-type: none"> <li>Bidder is required to submit an unconditional acceptance of all Bid conditions as per AAI Format.</li> </ul>	<ul style="list-style-type: none"> <li>Unconditional acceptance as per <b>Annexure - VI</b>, on company letter head</li> </ul>
<b>Undertaking regarding debarment/Blacklisting</b>		
1.9	<ul style="list-style-type: none"> <li>Bidder is required to submit an Undertaking regarding debarment/ Blacklisting.</li> <li>If the claim of the bidder is found to be wrong during the bid evaluation process, or during the currency of the contract, his bid/ the contract, as applicable, is liable to be rejected/ cancelled.</li> </ul>	<ul style="list-style-type: none"> <li>Undertaking regarding debarment/ Blacklisting, as per <b>Annexure- VII</b>, on company letter head</li> </ul>
<b>Power of Attorney</b>		
1.10	<ul style="list-style-type: none"> <li>Bidder is required to submit Power of Attorney authorizing the designated executive to sign all documents on behalf of the company or firm, if the bid is not signed by the Director of the Company or Partner / Proprietor of the Bidder.</li> <li>In case of Companies, Board Resolution authorizing the designated executive to sign all documents on behalf of the company, duly certified by the Company Secretary, to the effect that the said Board Resolution is valid on the last date of bid submission, if the bid is not signed by the Director of the Company, must be submitted.</li> </ul>	<ul style="list-style-type: none"> <li>Power of Attorney on a Non-Judicial Stamp Paper of ₹ 100/- (Rupees One Hundred Only) as per <b>Annexure – VIII</b>, or</li> <li>Board Resolution duly certified by the Company Secretary.</li> </ul>
<b>Bidder Firm/ Company</b>		
1.11	<ul style="list-style-type: none"> <li>Bidder is required to submit details of the Bidder Firm/ Company</li> </ul>	<ul style="list-style-type: none"> <li>Details of the Bidder Firm/ Company, as per <b>Annexure- II</b>, on company letter head.</li> </ul>

S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
<b>Local Content Certificate</b>		
1.12	<ul style="list-style-type: none"> <li>• Only “Class-I local supplier” and “Class –II local supplier” as defined under Public Procurement (Preference to Make in India), Order 2017 with up to date amendment shall be eligible to bid in this tender.</li> <li>• Bidder must submit the Certificate of Local Content from a Statutory Auditor or Cost Auditor of the Company (in case of Companies) or from a practicing Cost Accountant or practicing Chartered Accountant (in respect of Suppliers other than Companies). In case the Local content certificate is obtained from practicing Chartered Accountant, then the Local content certificate must bear the UDIN generated against the document.</li> <li>• Certificate of Local Content must be supported by Local Content % (percentage) declaration by the OEM, on OEM letterhead, having the address of the Factory location where the value addition is being made by the OEM, for the applicable list of tools/ software’s proposed by the bidder.</li> <li>• False declaration will be breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred up to two years as per Rule 151 (iii) of the General Financial Rules along with such others actions as may be permissible under law. The Supplier / OEM who has been debarred by any procuring entity for violation for aforesaid clause, shall not be eligible for preference for the duration of the debarment.</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate of Local Content as per <b>Annexure – IX</b>, on company letterhead.</li> </ul>

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

S. No.	Criteria	Documentary proof to be submitted by the bidder along with the Bid Document
<b>Land Border share Compliance Certificate</b>		
1.13	<ul style="list-style-type: none"> <li>Bidder is required to submit signed &amp; Stamped copy of Land Border share Compliance Certificate.</li> </ul>	<ul style="list-style-type: none"> <li>Land Border share Compliance Certificate on company letterhead as per <b>Annexure -X</b>.</li> </ul>
<b>Notarized Translation</b>		
1.14	<ul style="list-style-type: none"> <li>Bidder is required to submit notarized translation in English, if language of any of the above documents is any language other than English.</li> </ul>	<ul style="list-style-type: none"> <li>Notarized translation, if applicable.</li> </ul>
<b>Malicious Code Certificate</b>		
1.15	<p>The seller should upload following certificate in the bid: -</p> <ul style="list-style-type: none"> <li>This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to:               <ul style="list-style-type: none"> <li>Inhibit the desires and designed function of the equipment.</li> <li>Cause physical damage to the user or equipment during the exploitation.</li> <li>Tap information resident or transient in the equipment/network.</li> </ul> </li> <li>The Bidder will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software</li> </ul>	<ul style="list-style-type: none"> <li>Bidder must submit certificate for Malicious code, on company letter head, duly signed and stamped.</li> </ul>

**2. List for Submission of Documents**

Each bidder is mandated to submit their details as per the prescribed format of respective Annexures and Pre-Qualification Criteria. Bids which does not submit all information will be directly rejected. Following information shall be submitted by bidders:

- 2.1. Annexure - I: Details on experience during last 07 years
- 2.2. Annexure - II: Prior Turnover
- 2.3. Annexure – III: OEM Authorization

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

- 2.4. Annexure – IV: Acceptance of Terms and Conditions of EoI
- 2.5. Annexure – V: Technical Specification of Biometric Kiosk for Immigration
  - 2.5.1. General Design
  - 2.5.2. Norms, Standards and Regulations
  - 2.5.3. Full Page Travel Document Reader
  - 2.5.4. Fingerprint (FP) scanning and verification system (4+4+2)
  - 2.5.5. Facial capture and verification system
  - 2.5.6. Host Application System
  - 2.5.7. Technical Environment
- 2.6. Annexure – VI: Proforma of Unconditional Acceptance of AAI's Bid Conditions
- 2.7. Annexure – VII: Proforma of Undertaking regarding Debarment/ Blacklisting
- 2.8. Annexure – VIII: Power of Attorney Format for The Authorized Person(s)
- 2.9. Annexure – IX: Proforma of Certification for Local Content
- 2.10. Annexure – X: Proforma of Land Border Share Compliance Certificate
- 2.11. Annexure – XI: Integrity Pact
- 2.12. Malicious Code Certificate
- 2.13. Documentary Evidence from MSME/ MSE/ Startup(s)

3. **Outright Bid Rejection Criteria**

Non-Compliance to the following criteria by the bidder shall lead to the Outright rejection of their offer submitted on the CPP Portal:

- 3.1. **Bids not accompanied by Integrity Pact as per Annexure –XI duly signed by the bidder shall be considered to be a non-responsive bid and shall be rejected straightaway.**

4. **Methodology for Evaluation of Bidders**

- 4.1. This EoI is Stage – I of two stage Tender Process at NIC CPP Portal.
  - 4.1.1. Stage – I (This EoI) will constitute Pre-Qualification of bidders through Expression of Interest.
  - 4.1.2. In Stage – II, Limited tender will be called for the eligible bidders shortlisted in Stage – I for Technical Qualification and Financial Evaluation, followed by reverse auction.
- 4.2. In Stage - I, bidders shall submit the documentary detail(s) to meet the Pre-Qualification criteria given in this EoI. offer **except Budgetary offer** and as per technical requirement given in the EoI.
  - 4.2.1. On evaluation of the Pre-Qualification criteria by AAI, eligible shortlisted bidders shall be accepted for Stage – II Limited tender.

- 4.2.2. **It must be noted that budgetary offer or any other financial offer has not been sought in this EoI and must not be submitted by the bidder.** If any such information is submitted by the bidder, the same shall not be considered by AAI during evaluation of Pre-Qualification criteria.
- 4.3. In Stage – II, the bidders who are declared qualified at the Pre-Qualification (PQ) in Stage – I, shall be duly notified by Airports Authority of India (AAI).
- 4.3.1. Only the shortlisted eligible bidders, who have been duly notified by AAI, shall be allowed to participate in Limited Tender (Stage – II).
- 4.3.2. Participating bidders of Stage – II Limited tender, shall be required to undertake PoC at Bol facility/ office and submit the financial offer in detail BoQ, for carrying out the above-mentioned scope of work.
- 4.4. Following are the conditions for **Stage – II evaluation:**
- 4.4.1. **Proof of Concept (PoC):** Each bidder shall, at its own cost and risk, deploy its proposed system at the Bureau of Immigration (Bol) facility/ Office, to conduct Proof of Concept (PoC), for the purpose of technical evaluation and compliance verification by Bol.
- 4.4.2. **Timeframe:** A total period of fifteen (15) calendar days shall be allocated for completion of the PoC activity. It shall be the sole responsibility of the bidder to coordinate with Bol and ensure validation of its system within the stipulated timeframe. Bidders are required to have the unit, software, and all associated components ready in advance to enable Bol to undertake and complete evaluation within the said period.
- 4.4.3. **Delays:** Any request from the bidder(s) for extension of the stipulated timeframe for PoC shall not be entertained. AAI will not be responsible for any delay.
- 4.4.4. **Evaluation by Bol:** Upon completion of the PoC, Bol shall evaluate the deployed system with reference to its applicable standards, regulations & framework and shall communicate its findings to AAI. A bidder shall only be deemed technically qualified upon receipt of Bol's confirmation of compliance.
- 4.4.5. **Financial Evaluation:** Only those bidders who are declared technically qualified in accordance with the foregoing provisions shall be eligible to participate in the subsequent stage of Financial Evaluation – followed by reverse auction.

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**SECTION – IV**

1. **Airport-wise Immigration Kiosk Deployment Plan**

The list of Immigration kiosk quantities against each identified AAI airport is provided below for reference. Bidders are requested to refer to the table for details regarding the scope and extent of deployment at the respective locations:

S. No.	Airport	State	Airport Code	No. of Kiosks
1	Chennai	Tamil Nadu	MAA	6
2	Calicut	Kerala	CCJ	4
3	Kolkata	West Bengal	CCU	4
4	Trichy	Tamil Nadu	TRZ	4
5	Amritsar	Punjab	ATQ	4
<b>Total</b>				<b>22</b>

2. **Bill of Quantity (BoQ)**

The Bill of Quantities (BOQ) line items are provided below for reference. Bidders are advised to review the details carefully, as they form the basis for submission of bids and execution of the work. **However, the bidder(s) must not submit any offer price and/ or other financial offers against this BoQ under this EoI.**

Sl. No.	Item Description	Qty	Unit
<b>1. Hardware Supply</b>			
1.1	Supply of Kiosk Enclosure with integrated industrial touchscreen monitor	22	Lot
1.2	Supply of Fingerprint Scanner (4+4+2 slap capture with NFIQ validation)	22	Nos.
1.3	Supply of Face Camera with anti-spoofing & ISO portrait capture support	22	Nos.
1.4	Supply of Passport Reader (MRZ, RFID, IR/UV) for e-passport verification	22	Nos.
1.5	Supply of Embedded PC/Controller with SSD storage & TPM encryption support	22	Nos.
1.6	Supply of UPS with minimum 15 minutes battery backup for each kiosk for safe shutdown.	22	Nos.
<b>2. Hardware Installation &amp; Integration</b>			

***Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports***

<b>Sl. No.</b>	<b>Item Description</b>	<b>Qty</b>	<b>Unit</b>
2.1	Installation & Integration of supplied hardware into operational kiosk unit, including any additional accessories, wearing etc.	22	Nos.
<b>3. Software Supply</b>			
3.1	Development of Integrated application software of Kiosk including biometric SDK (Fingerprint), biometric SDK (Face) and SDK (Passport/ e-Passport) - Compliant with Bol specifications.	22	Lot
3.2	Backend Software Services (Kiosk Database Management Service, Server, APIs) for integration with Immigration backend - Installed on airport on-premise LAN	05	Lot
<b>4. Software Installation &amp; Integration</b>			
4.1	Installation and functional configuration of Kiosk Software - Includes biometric workflow testing	22	Nos.
4.2	Configuration of Backend Software and APIs	05	Lot
4.3	Integration of Backend Software with External System through APIs	05	Lot
<b>5. Airport Enablement &amp; Commissioning</b>			
5.1	Touchpoint wise Site Preparation including local server, switches, racks, LAN provisioning, electrical points, conduiting earthing, and installation readiness.	22	Nos.
5.2	User Acceptance Testing (UAT) and Go-Live	05	Lot
5.3	Touchpoint wise Shifting/ Transfer/ Extension of Solution Enablement, Integration, Connectivity & associated Network Infrastructure, including dedicated dual network link for bi-directional data exchange, including 1- Year Warranty from Date of Commission **(to be executed on demand by AAI only)	22	Nos.
<b>6. Post-Warranty CAMC (Annualized, Year-wise)</b>			
6.1	Comprehensive Hardware AMC – Year 1	22	Nos.
6.2	Comprehensive Hardware AMC – Year 2	22	Nos.
6.3	Comprehensive Hardware AMC – Year 3	22	Nos.

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

Sl. No.	Item Description	Qty	Unit
6.4	Comprehensive Hardware AMC – Year 4	22	Nos.
6.5	Annual Kiosk Software Support & Updates – Year 1	22	Lot
6.6	Annual Kiosk Software Support & Updates – Year 2	22	Lot
6.7	Annual Kiosk Software Support & Updates – Year 3	22	Lot
6.8	Annual Kiosk Software Support & Updates – Year 4	22	Lot
6.9	Annual Back End Software Support & Updates – Year 1	05	Lot
6.10	Annual Back End Software Support & Updates – Year 2	05	Lot
6.11	Annual Back End Software Support & Updates – Year 3	05	Lot
6.12	Annual Back End Software Support & Updates – Year 4	05	Lot
<b>7. Provisions for Change Request</b>			
7.1	Implementation of change request on need basis, as approved by CCB, (Considering 8 Working Hrs per Day, per person)	1800	Person Days
<b>8. Training Cost &amp; Promotional Video</b>			
8.1	Executive Training and Documentation (2 Days)	05	Lot
8.2	Promotional Video	01	Lot
<b>9. Technical Support</b>			
9.1	Technical Support Service – Warranty Period	60	Person Month
9.2	Technical Support Service – Year 1	60	Person Month
9.3	Technical Support Service – Year 2	60	Person Month
9.4	Technical Support Service – Year 3	60	Person Month
9.5	Technical Support Service – Year 4	60	Person Month

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*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

**Annexure - I: Details on experience during last 07 years**

[To be given on OEM Letter Head]

To,

The Executive Director (IT)  
Airports Authority of India  
Safdarjung Airport, New Delhi - 110003

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Name & full Address of the Supplier- -----

**Sir,**

I/We hereby solemnly affirm and undertake that the documentary evidence (i.e. Work Order along with Work Completion Certificate from clients) and summary of work submitted herewith pertain to projects executed by our firm and successfully completed for Government Departments, Public Sector Undertakings (PSUs), or private entities, in accordance with the requirements specified in Para 1.6 of Section – III.

A Tabular summary for all the completed Work/ Projects submitted in this EoI (along with Work Order and Work Completion Certificate from clients) is as under:

Sl. No	Particular(s)	Value(s)/ Detail(s)
<b>Work/ Project Citation – 1</b>		
i.	Name of client / Organization Name:	
ii.	Name of the Concerned Official:	
iii.	Client / Official Contact Number:	
iv.	Client Official Email Address:	
v.	Client Postal Address:	
vi.	Name of work:	
vii.	Awarded Work Order Value excluding GST or any taxes:	
viii.	Work Completion Value excluding GST or any taxes:	
ix.	Date of Start of Work:	
x.	Date of Work Completion as per agreement/ Work order:	
xi.	Actual Date of completion of work.	

**NOTE:** For (Point No i to xi) to be repeated for all the all the work citation made by the bidder in this EoI.

Authorized Signature and Stamp

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*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

**Annexure - II: Prior Turnover**

To,

The Executive Director (IT)  
Airports Authority of India  
Safdarjung Airport, New Delhi - 110003

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Sir,

The details of our firm along with the turnover for the financial years 2022-23, 2023-24, and 2024-25 are provided in the table below:

<b>S. No.</b>	<b>Description</b>	<b>Details</b>			
1.	Name of the Company / Firm:				
2.	Name of the Directors as per MOA (Memorandum of Association) / Name of Proprietor:				
3.	E mail Address:				
4.	Mobile/Phone / Fax. No:				
5.	Address for correspondence:				
6.	Date of incorporation of the Company as per MOA / Certificate of incorporation <b>(Copy attached / uploaded)</b>				
7.	GST No.				
8.	PAN				
9.	Annual Turn Over of the Company / Firm for last three years.	FY 2022-23	FY 2023-24	FY 2024-25	Annualized Average Turnover

**Remarks:**

1. All the documents in support of information given above should be uploaded in PDF file format.
2. To be certified by a **Chartered Accountant (CA) with a valid UDIN.**

Authorized Signature & Stamp-----

Name of the Signatory-----

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**Annexure – III: OEM Authorization**

[To be given on OEM Letter Head]

To,

The Executive Director (IT)  
Airports Authority of India  
Safdarjung Airport, New Delhi - 110003

**Sub:** Declaration/Undertaking regarding Original Equipment Manufacturer (OEM) or OEM Authorized Representative (AR) or System Integrator (SI).

**CPP Tender ID:** 2025\_AAI\_248294\_1

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Sir,

I/We, \_\_\_\_\_ (Manufacturer Name with Address), who are established and reputed manufacturer of \_\_\_\_\_ (equipment/product name), for the project **Biometric Kiosk for Immigration (BKI)**, having factory at \_\_\_\_\_ (Address), hereby confirm that:

1. I/We are participating in this tender as OEM. OR
2. I/We do hereby authorize \_\_\_\_\_ (Bidder Name with complete Address) to participate in this tender as OEM Authorized Representative (AR) or System Integrator (SI) of M/s. \_\_\_\_\_ (OEM).

I/We confirm that the quoted equipment/ product is the latest stable version and I/we shall supply our equipment/ product as per published tender specifications and bid offer.

I/We also confirm that the quoted equipment/ product has not been declared end of life as of date of this tender and shall not be declared end of life during the currency of the contract.

I/We also confirm to provide Warranty and Post Warranty support for offered products, availability of product spares, sales, service, upgrades and software support in India as per the Terms & Conditions of this tender.

I/We also confirm that Airports Authority of India shall not be liable to sign any other agreement, apart from the contract resulting from this tender, in order to avail the offered equipment/ product and related services.

Thanking you,

Yours faithfully,

**Dated:**

**Signature of the authorized signatory of OEM with Stamp**

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Stamp: \_\_\_\_\_

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**Annexure – IV: Acceptance of Terms and Conditions of Eol**

To,

**Executive Director (IT)**

Airports Authority of India, Safdarjung Airport,  
New Delhi- 110 003, India

Subject: - Acceptance of Terms and Conditions of Eol.

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** - Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Sir,

I/We hereby undertake and do affirm that:

1. I/We am/are a company/firm/as per details given in annexures. The Eol document for the works mentioned above have been downloaded from CPP Portal by me/us of Airports Authority of India and I/we hereby certify that I/we have read the entire terms and conditions of the Eol document and, I/we shall adhere by the conditions/clauses contained therein.
2. We are a domestic firm who are interested in providing BKI at 05 AAI Airport with Operation and CAMC, in India and I/we have executed the similar works as details given in Annexure-I & II.
3. I/We have not hidden or suppressed any fact or information required to execute similar projects.
4. I/We are offering the information sought by the Airports Authority of India, through this Eol and I/We will not claim any type of compensation or relaxation on this account.
5. I/We shall not claim as eligibility for the work by offering information. "Airports Authority of India" has full right to accept or reject the offer at any stage.
6. All the information furnished are true in my/our belief and best of knowledge.
7. It is understood that after unconditionally accepting the Eol conditions in its entirety, it is not permissible to put any remarks/conditions.
8. That, I/we declare that I/we have not paid and will not pay any bribe to any officer of AAI at any stage of processing of Eol, and further if any officer of AAI asks for bribe/gratification, I will immediately report it to the appropriate authority of AAI.

Yours faithfully,

(Signature of the Authorized Signatory) with  
rubber stamp

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**Annexure – V: Technical Specification of Biometric Kiosk for Immigration**

**[To be given on OEM Letter Head]**

To,

The Executive Director (IT),  
Airports Authority of India,  
Safdarjung Airport, New Delhi - 110003

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

**Subject:** Compliance of Technical Specifications of Biometric Kiosk for Immigration (BKI)

Annexure – V Part (A): General Design

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/No)</b>
1	Hardware & Design General	The use of the Kiosk shall be self-explanatory and easy to operate	i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.  ii) If required, a technical team of the Bidder shall visit the User facility for	

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

			<p>evaluation of their equipment. The design shall have to demonstrate that the Kiosk will meet all the tender technical specification, point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification</p>	
2		<p>The operation undertaken by the operator using this system shall be simple and efficient. The system shall provide step-by-step guidance via animations/voice/verbal means of communication, at each step from initiation to completion of immigration process, to the operator.</p>		
3		<p>The system shall be modular such that addition/upgradation of new components shall be possible in future, without major</p>		

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

		modifications to the existing system		
4		The Kiosk designed and manufactured have a contemporary design. The Kiosk shall be compliant with EN 62368-1 or equivalent Indian standards. The enclosure of the Kiosk shall be IP54 rating.		
5		All electronic components of the Kiosks shall be compliant with Compliant with Directive 2011/65/UE and 2015/863/UE on the RoHS or equivalent Indian Standards		
6		The Kiosk shall contain the following components/features: e-Full Page Travel Document Reader and Verification system. Biometric Fingerprint Scanning and Verification system Facial Recognition and Verification system Power systems allowing backup for minimum of 15 mins for safe shutdown. Touch Compute Machine acting with high data storage capacity including expandable option, as nodal controller for undertaking activities		

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		with respect to immigration verification.		
7		The Kiosk should support network (external) connectivity.		
8		<p>The Kiosk shall have the following physical features:</p> <p>The Kiosk shall be designed and packed in such way that the all the integrated components are resistance to the shakes and shocks without damaging the components inside.</p> <p>The Kiosk shall be equipped with accessories allowing ease of portability in an event of change in location/maintenance activities.</p> <p>The Kiosk shall be resistant to Dust, Water, Shock and Drop.</p> <p>Kiosk shall additionally contain an alarm sensor in case Maintenance door giving access to the cabinet containing the Biometric devices and the computer is accessed and opened.</p>		
9		Must provide PC/SC compliant device drivers for Windows 10 or latest version (32 and 64 bit), and Linux (if asked).		

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

		The offered product should also support upgraded versions of the windows.		
10		Software, APIs, SDKs, OS , Database and any other necessary integration shall be provided, implemented, and maintained by successful Bidder and shall be compatible with existing IVFRT applications.		
11		The Kiosk must also have an external electric plug (1 * 230VAC) on which shall be used to recharge the Kiosk.		
12		The self -service kiosk shall have a service aperture for access to individual components of the kiosk inside the kiosk housing from the front or side of the kiosk		
13		All software licenses (if any) shall be perpetual with no specific period duration, which shall allow the full solution to operate even after the warranty period has expired. All the necessary software licenses shall be provided without additional costs		
14		The solution shall provide the integration with the prevailing systems deployed for seamless functioning		

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

		as required and communicated by NIC/NICSI/Bol.		
15		<p>A Kiosk Operational Monitoring tool which will be deployed at the Immigration Check Point to monitor the status of the Kiosk (Enabled, Running, and Disabled) as well as the health status of the Kiosk Software Application. In addition, it shall allow for basic troubleshooting of the Kiosk and the different elements of the Kiosk such as biometric device reboot or even full kiosk reboot. The self-service kiosk shall provide a Kiosk Operational Monitoring tool which shall allow designated Immigration Officer to control the status and the operations of the Kiosk at a Immigration Check Point Level. The minimum requirements to be supported in the tool shall be:</p> <p>Enablement, Disablement, and Maintenance as per the requirements of the Immigration Check Point</p> <p>Monitor the Status of the deployed kiosk (health check) both at an overall level as well</p>		

***Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports***

		<p>at a component device level (Travel Document Scanner, Fingerprint scanners, Face Capture Cameras).                  Select a single Kiosk and view the real-time monitoring of the operations of the Traveller Kiosk operations.                  Shall enable Immigration Officer to remotely access equipment of the selected Kiosk.                  Shall provide Immigration Officer with an alert system to view possible alerts arising from the Traveller Enrolment Operation such as Failed Travel Document Authentication, Failed Facial Matching, and Control List Alerts.                  System shall be capable of matching the live photo with the photo available in the database and the photo in the Passport.</p>		
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**Annexure – V Part (B): Norms, Standards and Regulations**

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/No)</b>
1	Norms, standards,	The Kiosk shall be in compliance to the	Bidder must submit necessary	

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

	<p>and regulations</p>	<p>following standards / directives:</p> <ul style="list-style-type: none"> <li>•Kiosk shall be compliant with EN 62368-1 or equivalent Indian standards.</li> <li>• Data storage, transmission, processing and disposal as per National Information Security Policy and Guidelines, Ministry of Home Affairs</li> <li>• Ability to perform any of the possible authentication mechanism compliant with BSI TR-03135-p2; ICAO 9303; or equivalent Indian Standards: PA, AA, BAC, EAC v1.11 (CA,TA), EAC v2.0x (PACE v2, ICAO SAC, CA v2, TA v2)</li> <li>• Capability of Reading ISO 1443 Type A&amp;B Chips ,ISO/IEC 14443-2 (A and B); ISO/IEC 14443-3 (MIFARE® Classic Protocol); ISO/IEC 14443-4; or equivalent Indian Standard.</li> <li>•Supports PC/SC</li> </ul>	<p>document (or CA certification and valid UIDIN number) for complying equivalent/ higher certification/ standards/ process</p>	
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***Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports***

		as well as ISO 14443 Type A&B communication protocol • ISO 9001 or higher certified facility.		
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Annexure – V Part (C): Full Page Travel Document Reader

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/No)</b>
1	Design & Features	Should be capable of reading multiple ICAO Doc 9303 compliant Travel documents (issued by any country across the world) under multiple wavelength illumination, e.g., visible, UV and near IR (Infrared), (documents printed in ICAO Document 9303 specified ink such as Passports, Visas, ID Cards) and Airline tickets including:  <ul style="list-style-type: none"> <li>• Machine Readable Passports (MRP): 2 lines of 44 Characters, or 3 lines of 30 Characters.</li> <li>• Machine Readable VISA (MRV): 2 lines of 44 Characters, or 2 lines of 36 Characters.</li> </ul>	i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.  ii) If required, a technical team of the Bidder shall visit the User facility for evaluation of their equipment. The design shall have to demonstrate that the Kiosk will meet all the tender technical specification,	

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		<ul style="list-style-type: none"> <li>Other Travel Documents: 2 lines of 36 Characters, or 3 lines of 30 Characters.</li> </ul>	<p>point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification.</p>	
2		Shall be capable of RF reading of contactless chips of multiple e-travel documents that are ICAO Document 9303 compliant		
3		Support for biometrically enabled travel documents containing contact (optional) and contactless integrated circuit chips (e-IDs and e-passports)		
4		Support for multi-functions: full page scan, certain image extraction, OCR, Character recognition, IR and UV Illumination, and RFID reading		
5		<p>Shall be able to support and read RFID Chip type documents as mentioned below:</p> <ul style="list-style-type: none"> <li>ISO 14443 Type A &amp; B with as per ICAO Doc 9303 requirements.</li> <li>ICAO 9303 LDS 1.7 and 1.8</li> <li>ISO/ IEC 7505; ISO IEC 18013; BSI TR-03135-p2; ICAO</li> </ul>		

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		<p>9303; or equivalent Indian Standards</p> <ul style="list-style-type: none"> <li>• ISO/IEC 14443-2 (A and B); ISO/IEC 14443-3 (MIFARE® Classic Protocol); ISO/IEC 14443-4; or equivalent Indian Standard.</li> <li>• ISO 18013</li> <li>• PKI</li> <li>• BAC, EAC, EAC2.0, SAC, PACE-CAM, AA, PA, TA, CA</li> </ul>		
6		<p>The reader should be able to read the printed MRZ data as well as the MRZ data on the chip in the passport in a single pass operation.</p>		
7		<p>Complete access to OCR data and images captured via Software Development Kit (SDK)/ web enabled SDK facilitation to enable images to be accessed as BMP, PNG or JPEG Formats.</p> <p>The reader software shall be capable of decoding the content of DG 2 in JPEG and JPEG2000, BMP and PNG formats.</p>	<p>i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.</p> <p>ii) If required, a technical team of the Bidder shall visit the User facility for evaluation of their equipment. The design shall</p>	

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			<p>have to demonstrate that the Kiosk will meet all the tender technical specification, point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification.</p>	
8		<p>Active, Passive, Terminal and Chip authentication and PACE-CAM of e-Passports.</p>		
9		<p>Retrieve all keys (Document Signer and Country) and certificates as per ICAO requirements.</p> <p>Authenticate, verify and check in the revocation list.</p> <p>Shall be certified to BSI TR-03105 Parts 5.1 and 5.2</p>		
10		<p>2D Barcode reading: PDF 417, Data Matrix, QR Code, Aztec Code.</p> <p>1D Barcode reading: UPC-A, EAN8, EAN13,</p>		

		Code 39, Code 128, Interleaved 2 of 5		
11		<p>After biometric travel documents have been read, the following security checks shall be enabled:</p> <ul style="list-style-type: none"> <li>• Correctness of MRZ</li> <li>• Comparison of data from MRZ with data from RFID chip</li> <li>• Comparison of the image from the identification page of the travel document and the image from the RFID chip</li> <li>• Checking the correctness of security elements of certain types of travel document under IR or UV light</li> <li>• Implementation of PA, BAC, AA, EAC, SAC reading and verification in accordance with the type of travel document read and available corresponding security keys and certificates</li> </ul>		

**Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports**

**Annexure – V Part (D): Fingerprint (FP) scanning and verification system (4+4+2)**

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/No)</b>
1	Design & Features	The System must comply to Indian ISO 2005 , 2011 and ANSI 378/PNG standards and other standards as required.	<p>i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.</p> <p>ii) If required, a technical team of the Bidder shall visit the User facility for evaluation of their equipment. The design shall have to demonstrate that the Kiosk will meet all the tender technical specification, point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification.</p> <p>iv) Bidder shall provide self-certification for Fake finger scanner (Fingerprint spoof detection).</p>	
2		Fingerprint scanning and verification system must allow the traveler to put any finger to be enrolled or matched against the data stored in the database.		
3		Fingerprint capturing system must be able to store the scanned Images in PNG, WSQ , ISO 2005, 2011 and JPEG/JPEG2000 formats.		
4		NFIQ level must be configurable by Authorities.		

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5		<p>Proposed Fingerprint (FP) scanning, and verification system must have successfully participated in the International event. Accuracy of 1:1 and 1:N Fingerprint solution shall be 99.8%. Bidder needs to furnish documentary evidence for the same</p>		
6		<p>Verification system must be compatible to access the Fingerprints enrolled in 3rd party Systems ( ISO 2005, 2011 standard). Also, it should be compatible with the data available with IVFRT system. The System must be enabled with Fake finger scanner (Fingerprint spoof detection) for Liveness Detection on Fingers</p>		
7		<p>At the end of a successful verification process, the image used for the successful matching must be stored in the transit Record. This record must be sent to the authority Repository of Bol. The details of this</p>		

***Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports***

		repository will be provided only to the Successful bidder after award of Contract.		
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**Annexure – V Part (E): Facial capture and verification system**

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/ No)</b>
1	Design & Features	Facial capture and verification system should process the capture and matching automatically. The captured face shall be matched against the facial data stored in the database if required. Facial capturing process shall use 2D or 3D technology to produce a 2D image of passenger for comparison with passenger facial data in database.	<p>i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.</p> <p>ii) If required, a technical team of the Bidder shall visit the User facility for evaluation of their equipment. The design shall have to demonstrate that the Kiosk will meet all the tender technical specification, point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification.</p>	
2		In the case of an eMRTD, the picture in the chip shall be matched against the picture stored in the database.		
3		Facial verification system must be configured at a security level guaranteeing a maximum false match rate of less than 0.1% and false non-match rate less than 2%. Must have accuracy rate of		

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		98% for 1:1 verification with these above rates. Bidders need to furnish documentary evidence for the same		
4		Facial capture verification system can take multiple pictures and process the matching only those passing a quality control threshold. This threshold must be configurable by the authority.		
5		Facial capture and verification system must be able to store the captured Facial data in ISO 2005, 2011, JPEG formats.		
6		Verification system must be able to use the Facial enrolled using 3rd party systems. Also, it should be possible to use verification system provided by Government of India.		
7		The bidder must have participated in NIST FRVT 1:1 in the previous 2 years obtaining a False Non-Match Rate (FNMR) of less than 0.01 at a False Match Rate (FMR) of 0.000001 for the Border Category.		
8		The Facial capture and verification system shall have the following features:  <ul style="list-style-type: none"> <li>a. Resolution 5 MP and above</li> <li>b. Wide Dynamic range(WDR)- 128db/true WDR</li> <li>c. Illumination: Colour -0.1 lux and B/W 0.01 lux or better</li> </ul>		

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		<p>d. External illumination: white light</p> <p>e. Lens Type Glass</p> <p>f. Light Indications for initiation of facial capture (Red light indication) and completion of facial capture (Green Light indication), to improve ease of use and facilitation of process for operator and traveller</p>		
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**Annexure – V Part (F): Host Application System**

<b>S #</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required / Evaluation Mechanism</b>	<b>Compliance (Yes/No)</b>
1	<b>Design &amp; Features</b>	Connection between the Host Application System and external systems must require client-server authentication based on TLS/SSL V3.	To be confirmed in writing by OEM	
2		Data exchange between the system and external applications/systems must require data encryption based on TLS/SSL having at least AES-256 Bit encryption.		
3		Access to Host application system shall be based on User Identity Access Matrix shared by respective authorities using biometric authentication method.		
4		In-built logging application to be present for recording of all the activities undertaken in the Host application System.		
5		The Host Application System should have a modern and user-friendly graphical user interface, minimizing the required training for operations. The system shall provide step-by-step guidance via animations/voice/verbal means of communication, at each step from initiation to completion of	To be given in writing	

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		immigration process, to the operator.		
6		The GUI must be able to be displayed in bilingual languages (English and Hindi).	To be given in writing	
7		<p>The Host application system shall have the following minimum specifications:</p> <ul style="list-style-type: none"> <li>i) Screen Size: 15 inch and above</li> <li>ii) Memory: RAM 16 GB extendable to 32 GB</li> <li>iii) Hard Drive Storage: 256 GB SSD (Note SSD shall not returned in an event of defect/malfunction).</li> <li>iv) CPU: Intel Core i7</li> <li>v) OS: Windows 11 Enterprise</li> <li>vi) USB 3.0/2.0 compliant</li> <li>vii) USB 3.2 Type C compliant</li> <li>viii) Network Connectivity Features: <ul style="list-style-type: none"> <li>a. RJ45 Cat-6 Ethernet Port</li> </ul> </li> </ul>	<p>i) The tender evaluation committee will examine the tender document submitted by the bidder. Bidders that meet the basic Qualification Criteria and technical criteria will be shortlisted.</p> <p>ii) If required, a technical team of the Bidder shall visit the User facility for evaluation of their equipment. The design shall have to demonstrate that the Kiosk will meet all the tender technical specification, point by point.</p> <p>iii) Acceptance will be signed only after the Kiosk is checked and certified to be meeting every requirement of the tender specification.</p>	

**Annexure – V Part (G): Technical Environment**

<b>S. No.</b>	<b>Qualification Particulars</b>	<b>Minimum Requirements</b>	<b>Document Required</b>	<b>Compliance (Yes/No)</b>
1	Technical environment	All systems shall be provided in LAN/WLAN environment.		
2		Application Data		
3		These systems could be on Linux/ Unix/ Windows platform.		
4		Knowledge support required for integration with existing applications as needed for seamless functioning.		

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**Annexure – VI: Proforma of Unconditional Acceptance**

**[To be Given on Company Letter Head]**

To,

The Executive Director (IT)  
Airports Authority of India  
Safdarjung Airport, New Delhi - 110003

**Sub: Unconditional Acceptance of Terms & Conditions of EoI**

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Sir,

1. The bid document for the works mentioned above have been sold to me/us by Airports Authority of India and I / we hereby certify that I / we have read the entire terms and conditions of the bid document made available to me / us in the office of the Executive Director (IT), CHQ, AAI, which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the bid conditions of AAI's bid document in its entirety for the above works. I/We also hereby give the unconditional acceptance for carrying out all the works listed in bid as a part of this contract.
3. It is clarified that after unconditionally accepting the bid conditions in its entirety, it is not permissible to put any remarks/ conditions (except unconditional rebates on quoted rates if any) in the bid enclosed in envelope I & II and the same has been followed in the present case. In case any provisions of this bid are found violated after opening envelope I & II, I / we agree that the bid shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money absolutely.
4. That, I/We declare that I/we have not paid and will not pay any bribe to any officer of AAI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAI asks for bribe/gratification, I will immediately report it to the appropriate authority of AAI.

Yours Faithfully,

Date:

Signature with rubber stamp

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**Annexure – VII: Proforma of Undertaking regarding Debarment/ Blacklisting**

**[To be Given on Company Letter Head]**

To,

The Executive Director (IT)  
Airports Authority of India  
Safdarjung Airport, New Delhi - 110003

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

Sir,

I / We ..... (name and post of authorized signatory)  
on behalf of

..... (Name of Bidder) do here by solemnly affirm and declare  
as follows:

1. Our firm is not restrained / debarred/ blacklisted by Airports Authority of India (AAI) / Ministry of Civil Aviation (MoCA)/ Dept. of Expenditure (DoE), Ministry of Finance and the debarment/ blacklisting/ restraintment is not in force as on last date of opening of Bid (Envelop – I, normally called as technical bid).

2. None of Proprietor / Partners / Board Members / Directors of M/s ..... (Name of Bidder) has remained Proprietor / Partner/ Board Member/ Director in any firm which stands debarred /blacklisted/restrained by AAI/ MoCA/ DoE and the department/ blacklisting/ restraintment is not in force as on last date of opening of Bid (Envelope-I, normally called as technical bid).

3. Our firm understands that if our firm either debarred before the date of opening of Bid (first bid, normally called as technical bid, in case of two packet/two stage bidding) or debarred before the date of contract by AAI/ MoCA/ DoE (Department applicable for all Ministers/ Departments), our bid is liable to be rejected at that stage.

4. Our firm understands that at any stage, if above statements are found to be false, our firm shall be liable for debarment from bidding in AAI, apart from any other appropriate contractual legal action including debarment/ blacklisting/ restraintment, termination of the contract etc. as demand fit.

**Dated:**

**[Signature and Name of the authorized  
signatory of the Bidder]**

Place:

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**Annexure – VIII: Power of Attorney Format for The Authorized Person(s)**

(Bidder shall submit irrevocable power of attorney on a non-judicial stamp paper of Rs.100/- Signed by authorized signatory as per Memorandum of Articles authorizing the persons, who are Signing this bid on behalf of the company)

BY THIS POWER OF ATTORNEY executed on \_\_\_\_\_(DATE) we \_\_\_\_\_  
\_\_\_\_\_(Company Name) a Company incorporated under the Provisions of companies  
Act, 1956 having its Registered Office at  
(Company Address)(hereinafter referred to as the “Company”) do hereby severally  
appoint, constitute and nominate \_\_\_\_\_(Name of Attorney)  
official(s) of the Company, so long as they are in the employment of the Company  
(hereinafter referred to as the “Attorneys”) to sign agreement and documents with  
regard GeM Bid No. \_\_\_\_\_ due on \_\_\_\_\_(Last  
Date of EoI Submission) invited by Airports Authority of India, IT Directorate,  
Safdarjung Airport, New Delhi – 110 003 for ‘**SITC of Biometric Kiosk for Immigration  
(BKI) across 05 Airports**’ and to do all other acts, deeds and things the said Attorneys  
may consider expedient to enforce and secure fulfilment of any such agreement in  
the name and on behalf of the Company AND THE COMPANY hereby agrees to  
ratify and confirm all acts, deeds and things the said Attorneys shall lawfully do by virtue  
of these authorities hereby conferred.

IN WITNESS WHEREOF, this deed has been signed and delivered on the day, month  
and year first above written by Mr. \_\_\_\_\_ (Name of the Person  
authorized by Board of Directors / Director’s Name, as applicable) Authorized Signatory,  
duly authorized by the Board of Directors of the Company vide its resolution passed in  
this regard.

By order of the Board

For

( \_\_\_\_\_ )

Authorized Signatory (Signature of the Person authorized by Board of Directors or  
Signature of Director, as applicable)

Witness:

1. (Signature of Witness 1)

2. (Signature of Witness 2)

Attorney Signature of Mr. \_\_\_\_\_ Attorney Signature of Mr.

(Attested by)

( \_\_\_\_\_ )

Authorized Signatory (Signature of the Person authorized by  
Board of Directors or Signature of Director, as applicable)

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**Annexure – IX: Proforma of Certification for Local Content**

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

We \_\_\_\_\_ Statutory auditor or Cost Auditor of the Company (in case of Companies) or Cost Accountant or practicing Chartered Accountant of M/s \_\_\_\_\_ (Bidder Name) hereby solemnly affirm and declare as under:

1. That our bidder agrees to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Order, 2017 (hereinafter PPP-MII order) of Government of India issued vide Notification No. P45021/2/2017 - BE-II dated 04/06/2020, its revision dated 16/09/2020 and any subsequent modifications/Amendments, if any and
2. That the information furnished hereinafter is correct to the best of our knowledge and belief and we undertake to produce relevant records before the procuring entity/AAI or any other Government authority for the purpose of assessing the local content of goods/services/works supplied by them for “SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports”.
3. That the local content for all inputs which constitute the said goods/ services/ works has been verified by us and We are responsible for the correctness of the claims made therein.
4. That the goods/ services/ works supplied by our bidder for “**Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports**” meets the ‘Minimum Local Content ‘as defined in the PPPMII order & the overall Local Content is \_\_\_\_\_ %.
5. That the value addition for the purpose of meeting the ‘Minimum Local Content ‘has been made at following location: -

S	Item Description	Location at which value addition has been made	Local
1			
2			
3			
4			
5			
6			

*Title: SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

7			
8			
9			
10			

6. I / We also understand that false declarations will be in breach of the Code of Integrity under Rule 175(1) (i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for upto two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

7. I agree to maintain the following information in the Company's record for a period of 10 years and shall make this available for verification to any statutory authority.

- i. Name and details of the Local Supplier (Registered Office, Manufacturing unit location, nature of legal entity)
- ii. Date on which this certificate is issued.
- iii. Goods/services/works for which the certificate is produced
- iv. Procuring entity to whom the certificate is furnished
- v. Percentage of local content claimed and whether it meets the Minimum Local Content prescribed
- vi. Name and contact details of the unit of the Local Supplier(s)
- vii. Sale Price of the product
- viii. Ex-Factory Price of the product
- ix. Freight, insurance and handling
- x. Total Bill of Material
- xi. List and total cost value of input used to manufacture the Goods/to provide services/in construction of works
- xii. List and total cost of input which are domestically sourced. Value addition certificates from suppliers, if the input is not in-house to be attached
- xiii. List and cost of inputs which are imported, directly or indirectly

For and on behalf of..... (Name of firm/Company)

Authorized signatory (To be duly authorized by the Board of Directors)  
 <Inset Name, Designation & Contact No>

**Annexure – X: Proforma of Land Border Share Compliance Certificate**

To,  
The Executive Director (IT),  
Airports Authority of India,  
Safdarjung Airport, New Delhi - 110003

**CPP Tender ID: 2025\_AAI\_248294\_1**

**Name of Work:** Supply, Installation, Testing & Commissioning (SITC) of Biometric Kiosk for Immigration (BKI) across 05 Airports

**Subject – Compliance Certificate**

With reference to the aforementioned references, I would like to state that I have read the Gol OM. F.No 6/18/2019-PPD Dated 23.07.2020 clause regarding restrictions on procurement from a bidder of a country which shares a land border with India.

I certify that we are not from such a country or, if from such a country, has been registered with the Competent Authority. ***[Strike Out whichever is not applicable]***"

I hereby certify that we fulfil all requirements in this regard and is eligible to be considered. ***[Where applicable, evidence of valid registration by the Competent Authority shall be attached.]***"

Yours faithfully

Date:

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**Annexure – XI: Proforma of Integrity Pact**

*(On Non-Judicial Stamp Paper of ₹ 100/-, duly signed and stamped)*

This Pact made this ..... day of ..... between Airports Authority of India, a body corporate constituted by the Central Government under the Airports Authority of India Act, 1994 and having its Corporate Office at Rajiv Gandhi Bhawan, New Delhi, hereinafter called the Authority (which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman, or Member, Executive Directors, Airport Directors, officers, or any of them specified by the Chairman in this behalf, and shall also include its successors and assigns) of the one part

AND

.....represented by ..... of the other part, hereinafter called the “Bidder/Contractor” (which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the Contractor).

WHEREAS the Authority intends to award, under laid down organizational procedures, of this EoI/ contract for *SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*. The Authority, while discharging its functions on business principles, values proper compliance with all relevant laws and regulations, and the principles of natural justice, ethics, equity, fairness and transparency in its relations with the Bidders/ Contractors.

WHEREAS the Authority is desirous to make its business mechanism more transparent, thus to ensure strict adherence of the aforesaid objectives/goals, the Authority hereby adopts the instrument developed by the renowned international non-governmental organization “Transparency International” ( T I ) headquartered in Berlin ( Germany ).The Authority will appoint an Independent External Monitor ( IEM ) who will monitor this EoI process and the execution of the contract for compliance with the principles mentioned above.

AND WHEREAS the Bidder is submitting this EoI to the Authority for *SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports* in response to the EoI 2023\_AAI\_248294\_1 dated ..... Contractor is signing the contract for execution of *SITC of Biometric Kiosk for Immigration (BKI) across 05 Airports*

NOW, therefore,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to

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Enabling the Authority to obtain the desired said stores/equipment/execution of works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling Authority to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the Authority will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the Authority

1.1 The Authority undertakes that no official of the Authority, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the Contractor, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The Authority will, during the pre-contact stage, treat all Contractor alike, and will provide to all Contractor's the same information and will not provide any such information to any particular Contractor which could afford an advantage to that particular Contractor in comparison to other Contractor.

1.3 All the officials of the Authority will report to the appropriate authority office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the Contractor to the Authority with full and verifiable facts and the same is prima facie found to be correct by the Authority, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the Authority and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the Authority the proceedings under the contract would not be stalled.

3. **Commitments of Contractor:** The Contractor commits itself to take all measures necessary to prevent corrupt practice, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

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The Contractor will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Authority, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.1 The Contactor further undertakes

3.1.1 That it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Authority or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Authority for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Authority.

3.1.2 That it has not entered and will not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specification, certifications, subsidiary contracts, submission or non-submission of bids or any actions to restrict competitiveness or to introduce cartelization in the bidding process.

3.2 The Contractor shall, when presenting his bid, disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

3.3 The Contactor shall when present his bid disclose any and all the payments he has made or, is committed to or intends to make to agents/brokers or any other intermediary, in connection with this bid/contract.

3.4 The Contractor further confirms and declares to the Authority that the BIDDER is the original manufacturer/integrator/ authorized government sponsored export entity of the stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the Authority or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.5 The Contractor, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the Authority or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

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- 3.6 The Contractor will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.7 The Contractor will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.8 The Contractor shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Authority as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Contractor also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.9 The Contractor will inform to the Independent External Monitor, if
- 3.9.1 He receives demand for an illegal/undue payment/benefit.
  - 3.9.2 He comes to know of any unethical or illegal payment/benefit.
  - 3.9.3 He makes any payment to any Authority's associate(s)
- 3.10 The Bidder/Contractor commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 Contractor shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Contractor or any employee of the Contractor or any person acting on behalf of the Contractor, either directly or indirectly, is a relative of any of the officers of the Authority, or alternatively, if any relative of an officer of the Authority has financial interest/stake in the Contractor's firm, the same shall be disclosed by the Contractor at the time filing of this EoI. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.13 The Contractor shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Authority.
- 3.14 That if the Bidder/ Contractor, during this EoI process or before the award of the contract or during execution of the contract/work has committed a transgression in violation of section 2 or in any other form such as to put his reliability or credibility as Bidder/Contractor into question, the Authority is entitled to

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disqualify him from this Eol process or to terminate the contract for such reason and to debar the BIDDER from participating in future bidding processes.

3.15 The Contractor shall not approach the Courts while representing the matters to IEM's and he/she will await their decision in the matter.

**4. Previous Transgression**

4.1 The Bidder/Contractor declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify Bidder's exclusion from this Eol process.

4.2 The Bidder/Contractor agrees that if it makes incorrect statement on this subject, he can be disqualified from this Eol process or the contract, if already awarded, can be terminated for such reason and he may be considered for debarment for future tender (RFP)/contract processes.

4.3 That the Bidder/Contractor undertakes to get this Pact signed by the sub-contractor(s) and associate(s) whose value of the work contribution exceeds Rs 0.5 Crores (Rupees zero point five Crores) and to submit the same to the Authority along-with this Eol document/ contract before contract signing.

4.4 That sub-contractor(s)/ associate(s) engaged by the Contractor, with the approval of the Authority after signing of the contract, and whose value of the work contribution exceeds Rs 0.5 Crores (Rupees Zero point five Crores) will be required to sign this Pact by the Contractor, and the same will be submitted to the Authority before doing/ performing any act/ function by such sub-contractor(s)/ associate(s) in relation to the contract/ work.

4.5 That the Authority will disqualify from this Eol process all Bidder(s) who do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of section 4.3 or 4.4 above.

4.6 That if the Contractor(s) does/ do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of Section 4.3 or 4.4 above. Authority will terminate the contract and initiate appropriate action against such Contractor(s).

**5. Earnest Money, Security Deposit, Bank guarantee, Draft, Pay order or any other mode and its validity i/c Warranty Period, Performance guarantee/Bond.**

While submitting bid for **this Eol**, the BIDDER shall **NOT** deposit an EMD/SD/BG/DRAFT/PAY ORDER ETC I/C WARRANTY PERIOD, PG/BOND, VALIDITY ETC, which is as per terms and conditions and details given in this Eol document.

**6. Sanctions for Violations/ Disqualification from Eol process and exclusion from future Contracts.**

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- 6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the Authority to take all or any one of the following actions, wherever required: -
- 6.1.1 To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - 6.1.2 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - 6.1.3 If the Authority has disqualified / debarred the Bidder from this EoI process prior to the award under section 2 or 3 or 4, the Authority is entitled to forfeit the earnest money deposited/bid security.
  - 6.1.4 To recover all sums already paid by the Authority, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the Authority in connection with any other contract or any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
  - 6.1.5 To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
  - 6.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the Authority resulting from such cancellation/rescission and the Authority shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - 6.1.7 To debar the BIDDER from participating in future bidding processes for a minimum period of three years, which may be further extended at the discretion of the Authority.
  - 6.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - 6.1.9 In case where irrevocable Letters of Credit have been received in respect of any contract signed by the Authority with the BIDDER, the same shall not be opened.
  - 6.1.10 Forfeiture of Performance Bond in case of a decision by AAI to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

- 6.1.11 That if the Authority have terminated the contract under section 2 or 3 or 4 or if the Authority is entitled to terminate the contract under section 2 or 3 or 4, the Authority shall be entitled to demand and recover from the contractor damages equivalent to 10% of the contract value or the amount equivalent to performance bank guarantee (PBG), whichever is higher.
- 6.1.12 That the Bidder / Contractor agrees and undertakes to pay the said amount without protest or demur subject only to condition that if the Bidder/Contractor can prove and establish to the satisfaction of the Authority that the disqualification / debarment of the bidder from this EoI process or the termination of the contract after award of the contract has caused no damage to the Authority.
- 6.2 The Authority will be entitled to take all or any of the actions mentioned at para 6.1.1 to 6.1.12 of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 That if the Bidder/Contractor applies to the Authority for premature revocation of the debarment and proves to the satisfaction of the Authority that he has installed a suitable and effective corruption prevention system and also restored/recouped the damage, if any, caused by him, the Authority may, if thinks fit, revoke the debarment prematurely considering the facts and circumstances of the case, and the documents/evidence adduced by the Bidder/Contractor for first time default.
- 6.4 That a transgression is considered to have occurred if the Authority is fully satisfied with the available documents and evidence submitted along with Independent External Monitor's recommendations/ suggestions that no reasonable doubt is possible in the matter.
- 6.5 The decision of the Authority to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purpose of this Pact.

**Allegations against Bidders/Contractors/ Sub-Contractors/ Associates:** That if the Authority receives any information of conduct of a Bidder/ Contractor or Sub-Contractor or of an employee or a representative or Associates of a Bidder, Contractor or Sub-Contractor which constitute corruption, or if the Authority has substantive suspicion in this regard, the Authority will inform the Vigilance Department for appropriate action.

**7. Independent External Monitor(s)**

- 7.1 That the Authority has appointed competent and credible Independent External Monitor(s) for this Pact.

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- 7.2 The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact. He will also enquire into any complaint alleging transgression of any provision of this Pact made by the Bidder, Contractor or Authority.
- 7.3 That the Monitor is not subject to any instructions by the representatives of the parties and would perform his functions neutrally and independently. He will report to the Chairperson of the Board of the Authority.
- 7.4 That the Bidder / Contractor accepts that the Monitor has the right to access without restriction to all project documentation of the Authority including that provided by the Bidder/Contractor. The Bidder/Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation including minutes of meeting. The same is applicable to Sub – Contractors and Associates. The Monitor is under obligation to treat the information and documents of the Authority and Bidder/ Contractor/ Sub-Contractors/ Associates with confidentiality.
- 7.5 That as soon as the Monitor notices, or believes to notice, a violation of this Pact, he will so inform the management of the Authority and request the management to discontinue or heal the violation, or to take other relevant action. The Monitor can in this regard submit his recommendations/suggestions. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- 7.6 That the Authority will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meetings could have an impact on the contractual relations between the Authority and the Contractor / Bidder. The parties offer to the Monitor the option to participate in such meetings.
- 7.7 That the Monitor will submit a written report to the Chairperson of the Board of the Authority within 2 weeks from the date of reference or intimation to him by the Authority and, must the occasion arise, submit proposals for correcting problematic situations.
- 7.8 That if the Monitor has reported to the Chairperson of the Board a substantiated suspicion of an offence under relevant Anti-Corruption Laws of India and the Chairperson has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Vigilance Department, the Monitor may also transmit this information directly to the Central Vigilance Commissioner, Government of India.
- 7.9 The word 'Monitor' would include singular and plural.
8. **Facilitation of Investigation.**
- 8.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Authority or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary

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information and documents in English and shall extend all possible help for the purpose of such Examination.

**9. Law and Place of Jurisdiction.**

9.1 That this Pact is subject to Indian Law. The place of performance and jurisdiction is the Corporate Headquarter /the Regional Headquarter / office of the Authority, as applicable.

**10. Other Legal Actions**

10.1 That the changes and supplements as well as termination notices need to be made in writing.

10.2 That if the Bidder / Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members or their authorized representatives.

**11. Pact duration (Validity)**

11.1 That this Pact comes into force when both the parties have signed it. It expires for the Contractor 12 months after the final payment under the respective contract, and for all other Bidders 3 months after the contract is awarded.

11.2 That if any claim is made / lodged during this period, the same shall be binding and continue to be valid despite the lapse of this Pact as specified herein before, unless it is discharged/determined by Chairman of the Authority.

11.3 That must one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**12. Company Code of Conduct**

12.1 Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviour) and a compliance program for the implementation of the code of conduct throughout the company.

13. Person signing this Integrity Pact shall not approach the Courts while representing the matters to IEMs and he/she will await their decision in the matter.

14. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

AAI  
Name of the Officer  
Designation  
Deptt. /Ministry/PSU  
Witness  
1. \_\_\_\_\_  
2. \_\_\_\_\_

BIDDER  
CHIEF EXECUTIVE OFFICER  
Witness  
1. \_\_\_\_\_  
2. \_\_\_\_\_