



AIRPORTS AUTHORITY OF INDIA

Expression of Interest (EOI) for Operations of Medical
Inspection Room (MI Room) at New Integrated Terminal
Building, Raja Bhoj Airport, Bhopal -462036

DEPARTMENT OF OPERATIONS

Raja Bhoj Airport, Gandhi Nagar,
Bhopal - 462036
e-mail: apdbhopal@aai.aero,
ops.bhopal@aai.aero
Contact no. 8989123095

INTRODUCTION

Airports Authority of India (AAI), a Mini Ratna PSU undertaking under Ministry of Civil Aviation, was formed by an act of Parliament and came into existence on 01.04.1995 with a view to accelerate the integrated development, expansion & modernization of the operational, Terminal & cargo facilities at the airports in country conforming to international standard, controlling and managing Airports in India.

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This Notice Inviting EOI Contains 19 Pages serially numbered including of index & cover page

Sd/
Airport Director

AIRPORTS AUTHORITY OF INDIA
NOTICE INVITING EXPRESSION OF INTEREST

1. Airports Authority of India invites Expression of Interest (EOI) from reputed local leading Health Service Providers i.e. hospitals / nursing homes for “Operations of Medical Inspection Room (MI Room) at New Integrated Terminal Building, Bhopal Airport,” for 03 (three) years period.
2. Detailed document of EOI may be obtained from AAI Web site www.aai.aero, or from O/o Airport Director, Airport Authority of India, Raja Bhoj Airport, Bhopal- 462036
3. The duly filled “SEALED EOI” completed in all respect should reach either by Registered post or by person at the above address by 23.04.2026 up to 1800 Hrs.
4. The documents required under eligibility criteria must be SEALED in ENVELOPE ‘I’ And offer against Minimum Reserve Revenue in the prescribed format as “Annexure A” in ENVELOPE ‘II’ and both the Envelopes I & II are to be SEALED in ‘MASTER ENVELOPE’. MASTER ENVELOPE containing both the Envelopes I & II must be duly sealed and SUPER SCRIBING- **“Expression of Interest (EOI) for Operations of Medical Inspection Room at New Integrated Terminal Building, Raja Bhoj Airport, Bhopal-462036”**.

Envelope-I: (Technical Eligibility), which shall be opened first, shall contain duly Signed/self-attested copies of the basic documents required under eligibility conditions as specified in the EOI documents.

- i. Certificate of Registration for Incorporated establishments/ Registered Companies/Firms/ LLPs/ Proprietorships of leading health service providers i.e., Hospitals/ Nursing Home. In cases where the Hospital / Nursing Home is operating under a franchise, management (including O&M), or brand licensing arrangement, a valid MoU / Agreement with the health service provider, along with documentary evidence authorizing use of the brand name shall be submitted.
- ii. PAN & GST Registration Certificate of Incorporated establishments/ Registered Companies/ Firms/ LLPs/ Proprietorships of leading health service providers i.e., Hospitals/ Nursing Home.
- iii.Registration Certificate of the Hospital / Nursing Home with appropriate authority (Central Govt./ State Govt. / Regulatory Body / Municipal Corporation, etc).
- iv.Details of facilities of Hospital / Nursing Home.
- v. Documents in support of having 50 beds capacity of Hospital / Nursing Home.
- vi.The Unconditional Acceptance of AAI’s EOI Conditions in support of their meeting Criteria.
- vii.Letter of Authorization on the letterhead of the Health Service Provider, authorizing the signatory to process the EOI on behalf of the Health Service Provider.

Envelope II:

- i. The Envelope ‘II’ should contain only the financial offer by the participant in the Approved form as per Annexure – A.
- ii. In case of any discrepancy between the amount offered in figures and words, the offer written in words shall only be considered.

5. The Envelope I & II shall be opened on in the presence of the interested participants or their Authorized representatives who wish to be present on the day of opening of EOI.
6. The preference for selection of Health service provider shall be given in order mentioned below in case more than one Health service provider shows interest and offer an equal licence fee per month for the first year.
 - i. AAI empanelled health service provider.
 - ii. If all health service provider are AAI empanelled, then preference will be given to Health service provider having more numbers of beds at any one location.

CRITICAL DATES:

Sr. No.	Activity	Date	Time In IST
1	Publishing Date Bid Submission Start Date	02.04.2026	1800 hrs
2	Bid Document Download	02.04.2026	1800 hrs
3	Clarification Start Date	02.04.2026	1800 hrs
4	Clarification End Date	09.04.2026	1800 hrs
5	EOI Submission Start Date	02.04.2026	1800 hrs
6	Last Date & Time of Submission of EOI	23.04.2026	1800 hrs
7	Opening of Envelope I, Technical Bid	24.04.2026	1100 hrs
8	Opening of Envelope II, Financial Bid	27.04.2026 (Tentative)	1600 hrs

7. AAI reserves the right to accept or reject any or all applications without assigning any reason. AAI also reserves the right to call off the process of tendering at any stage without assigning any reason.

Airport Director
Airports Authority of India,
Raja Bhoj Airport, Bhopal

AIRPORTS AUTHORITY OF INDIA
AIRPORT BHOPAL
EXPRESSION OF INTEREST

Airports Authority of India invites Expression of Interest (EOI) from reputed local leading Health Service Providers i.e. Hospitals / Nursing homes for Operations of Medical Inspection Room (MI Room)/Unit at New Integrated Terminal Building, Bhopal Airport,” for 03 (three) years period. At present Bhopal Airport handles 17-19 schedule flights and 4-5 Non-schedule flights and caters to average 5000 passengers per day. As a Health Service Provider which may enhance your business opportunity that AAI allow the Hospital / Nursing Homes to advertise their services by displaying two sign boards at Strategic locations depicting “Free Medical Facility provided in association with Airports Authority of India”.

The following shall be the eligibility parameters for selection of health service provider:

1. Local leading Health Service Providers i.e., Hospitals/Nursing homes who have Facilities/Infrastructure for emergency medical services and who have minimum 50 (Fifty) beds capacity.
2. The Health Service Provider who quotes highest offer to be permitted to provide the facility at the airport.
3. The period of agreement with MI Room service provider shall be three (03) years.
4. The Health Service Provider shall setup facility in MI room at airport to provide minimum treatment for all types of medical emergencies like orthopedic, burns, heart related emergencies, trauma & routine emergencies etc.
5. All essential medicines & medical equipments like thermometer, BP meter, Stethoscope, ECG machine, Glucometer, wheel chair, Stretcher, UV Sterilizer, Oxygen gas cylinder, automated external defibrillator (AED -First Aid for person suffering sudden cardiac arrest), reclining bed, stools, furniture for doctor, curtain for partition or any other medical equipment's deem fit for trauma/medical emergencies etc. shall have to be necessarily provided by concerned Health Service Provider.
- 6 (a). Bhopal Airport has positioned 4 AEDs at different locations. The AEDs shall be monitored and maintained (including replenishment of chemicals/batteries/consumables) by Health Service Provider. Number of AEDs may vary from time to time as decided by AAI. At least 02 additional AEDs shall be installed by the Health Service Provider at the locations decided by AAI. The Health Service Provider may keep its brand/logo on the additional AEDs provided by them. Maintenance of all AEDs shall be done by the Health Service Provider.
- 6 (b). The Health Service Provider shall stock medicines which could be issued to the patients to take care for at least one or two days.
7. The Health Service Provider shall provide Free of Cost first aid facility to passengers/Airport staff.
8. The Concerned hospital / Nursing home shall Provide the Following during flight operation/ round the clock basis 24x7:
 - a. Medicine:
 - b. List A-Injectable like – analgesics (Pain killer), Anti-emetics, anti-spasmodic, Broncho dilators, anti-hyperacidity.
 - c. List B –Oral medications like– analgesics (pain killer), anti –pyretic (for fever), anti-spasmodic (for Stomach ache etc), anti-emetics (for vomiting), anti-

hypertensive, glucose powder, anti-platelets, eye ointment, eye drops, inhaler like asthalin, budicort.

- d. MBBS doctor/ General Physician as per the Guidelines -01 no. per shift (03 shifts)
- e. Paramedical Staff – 01 no. per shift (03 shifts)

While medical practitioners are available at the airport and during their free timing, they will extend free consultancy to AAI and other stake holders staff working at airport.

9. AAI shall allow Health Service Provider to advertise their **Brand Name** by displaying one sign board/display board at the location of MI room of size not exceeding 2 feet X 4 feet or as may be approved by AAI, depicting “Free Medical Facility provided by (Name/Logo of the agency) in association with Airports Authority of India”. Name/logo of the agency shall have equal prominence with regards to name of the facility and name of AAI. The size and colour combination of sign board shall be approved by AAI.
10. The primary aim of Medical Inspection Room at New Integrated Terminal Building of the Airport is to provide free emergency “Medical Assistance” to Passengers & Visitors who may need First Aid. The concerned hospital shall NOT charge anything from passengers for any treatment except when the passenger goes to their chosen hospital for indoor treatment. Please note that Medical Inspection Room is to provide elementary medical facility to in-flight, transit or arriving and Departure passengers for minor ailments only. For emergency patients, Duty doctors available at Airport may advise / recommend the patient to avail the available medical facilities at their Hospital/Nursing Home or other Hospital / Nursing Home at city.
11. The Health Service Provider shall provide well-equipped Ambulance for expeditious referral of the serious case to nearby hospitals.
12. Service provider are required to ensure that the Duty Doctor/Paramedics use PPE kits and maintain COVID-19 protocol as per GOI directives as and when required.
13. The appropriate space (Approximate 180 Sq.ft., 15’ X 12’ or as decided by AAI) for MI unit shall be provided by AAI in departure hall (or any other location as decided by AAI) for free of cost. Only bare space shall be provided by AAI, the necessary set-up including equipment, furniture, fixture, etc. for the MI room shall be done by the health service provider at its own cost. Gestation period of 30 days shall be given to the health service provider for setting up the MI room. The health service provider shall not undertake any construction of structural nature without prior approval from AAI. The location of MI room may be changed as per discretion of AAI. Cost of relocation shall be borne by the health service provider. The health service provider shall abide by the instruction of AAI in this regard.
14. The charges towards electricity/utility bill shall be borne by the service provider as per actual. Meter for electricity reading shall be procured by the health service provider.

If you are interested in this goodwill gesture and wish to boost the image of your hospital/nursing home, please submit your EOI on or before 1800 hrs of 23.04.2026.

Airport Director
Airports Authority of India,
Bhopal Airport

Annexure -A

FORM OF EXPRESSION OF INTEREST (EOI) (Financial Offer)

{To be submitted Cover-II on company Letter Head}

1.	EOI (Name of Licence)	Medical Inspection Room at New Integrated Terminal Building, Raja Bhoj Airport, Bhopal-462036
2.	Period of Licence	Three (03) years
3.	Minimum Reserved licence fee per month	Rs. 01 per month
4.	Name, address and contact of the Hospital/Nursing Home (in block letters)	
5.	Registration details of Hospital / Nursing Home	
6.	Offer of the licence fee per month for the first year. (Beyond one year period of licence, the amount of quoted licence fee shall be compounded by 10% every year.)	

NOTE -

Applicable Taxes/Duties/Charges etc. levied by Central/ State/ Local Bodies from time to time are extra and same is to be paid by Health Service Provider as per norms.

(Signature and seal of the Health service provider)

S L no.	SCHEDULE OF PREMISES
01	Name of the facility: Establishment of MI room/Unit
02	Location: Inside New Integrated Terminal Building
03	Purpose: Medical Service to Passengers
04	Space Measurement: 180 Sq.ft., 15'X12' (approx.) or as decided by AAI

To,
Airport Director
Airports Authority of India
Raja Bhoj Airport, Bhopal

Sir,

ACCEPTANCE OF AAI'S EOI CONDITIONS

1. The documents for the "Expression of Interest (EOI) for operations of Medical Inspection Room (MI Room)/Unit at New Integrated Terminal Building, Bhopal Airport," have been provided by Airports Authority of India and I/we hereby certify that I/we have inspected the site and read the entire terms and conditions of the EOI documents made available to me/us in the office of Airport Director. Which shall form part of the contract/Health Service Provider agreement and I/We shall abide by the conditions/clauses contained therein.
2. I/We hereby unconditionally accept the EOI conditions of AAI's EOI documents in its entirety for the above facility.
3. The contents of clauses of Notice Inviting EOI of the EOI documents have been noted wherein it is clarified that after unconditionally accepting the EOI conditions in its entirety, it is not permissible to upload any additional file or put any remark(s)/conditions(s) (except unconditional rebate on quoted rates if any) in/ along with the EOI Document and the same has been followed in the present case. In case, these provisions of the EOI if found violated after opening of EOI, I/We agree that the EOI shall be rejected and AAI shall without prejudice to any other right or remedy be at liberty to forfeit the Security Deposit.
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/Health Service Provider agreement 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 in AAI'.

Yours Faithfully:

Date:

(Signature and seal of the Health service provider)

GENERAL TERMS AND CONDITIONS.

The Authority hereby covenants with the health service provider as follows:

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

8. (i) The Health service provider shall at his own cost maintain the premises in a proper state of cleanliness and abide by such directions as may be given by the Authority and such other departments as may be entrusted by the rules and regulations with the works of inspection and enforcement about the conditions of sanitation, cleanliness and hygiene. If the premises are not maintained in reasonably clean condition by the health service provider, Airport Director shall have powers to get the premises cleaned at the risk & cost of the health service provider and recover liquidated damages at the rate of Rs. 500/-per day for each default upto 7 days & thereafter Rs. 1,000/-per day and can take other actions including termination of the licence.
- (ii) The Health Service Provider shall deploy adequate manpower and equipment for carrying out the Health Services. Otherwise penalty of Rs 500 per day (Rupees five hundred per day) will be imposed as deem fit decided by the Competent Authority.
9. The health service provider shall comply with the requirements of all standard health clauses including those given below:
- (i) The Airport Health Officer/ Medical Officer of AAI or persons authorized by them/Airport Director/persons authorized by Airport Director may without notice, enter the premises any time and inspect the premises, materials, instruments and implements etc. used by the health service provider.
- (ii) All instructions given by the Airport Health Officer/Medical Officer of AAI or any Persons authorized by them/ Airport Director/persons authorized by Airport Director in the maintenance of public health of the Airport including sanitation control prevention of infectious diseases, control and prevention of nuisance from insects, rodents or any other source shall be carried out by them and his agent and servants.
- (iii) The health service provider shall notify to the Airport Health Officer/Airport Director whenever any person working under him is suffering or suspected to be suffering or convalescing from any infectious disease. The Airport Health Officer/Airport Director/persons authorized by Airport Director may medically inspect the said person or any person who is suspected to have been in contact with the person and take any precautionary and preventive measures considered necessary.
- (iv) The health service provider his agents and servants shall not without consent of the Airport Health Officer/Airport Director, interfere with injure, destroy or render useless any work executed or any materials or things placed in, under or upon any land or building by or under the orders of the Airport Health Office with the object of preventing the breeding or entry of mosquitoes maintenance of sanitation.
- (v) The health service provider, his agents and servants shall not abuse the water sources, and drainage facilities in the airport area so as to create a nuisance or in sanitary situation prejudicial to public health.
- (vi) In the event of any default, failure, negligence or breach in the opinion of the Authority, on the part of the health service provider in complying with either of these conditions specified in the foregoing sub-clause (i) to (v), the Authority will be entitled and be at liberty to determine the health service provider forthwith and resume a possession of the premises without payment of any compensation or damages and forfeit in full or in part the amount deposited by the health service provider for due performance of the agreement.
10. The health service provider shall employ only such servants as shall have good character and a well behaved and skilful in their business. He shall furnish the Authority in writing with the names, parentage, age, residence and specimen signature or thumb impression of all servants whom he proposes to employ for the purpose of this agreement before they are so employed and the Authority shall be at

liberty to forbid the employment of any person whom it may consider undesirable. The servants employed by him shall be under the general discipline of the Authority and shall conform to such directions as may be issued by the Authority in respect of point or routes of entry to and exit from the premises and in respect of the use of toilet and wash rooms. He shall also have the character of all persons employed by him verified by the police to the satisfaction of the Authority, before the employment.

11. (a) The health service provider would be required to install adequate number (as may be determined by Fire Officer or any other officer of AAI depending upon the area of the licensed premises) of minimum a 2.5 kg CO₂ fire extinguisher in the licensed premises at his own cost before commencement of business.

(b) No wooden partition / inflammable material shall be permitted in the licensed premises. The material to be used for partition / fabrication of the shop / office premises shall be as per the specification given by AAI and to be got approved by AAI in advance.

(c) Health service provider shall not use a naked light or cause or permit any such light to be used in the licensed premises.
12. The health service provider shall not damage the premises for any part of the Airport premises and in the event of any damage being caused to the same intentionally or otherwise, by the health service provider, or his employees or invitees or customers, the Authority shall be entitled to repair the damage or make the requisite replacement and call upon the health service provider to replacement and call upon the health service provider to reimburse cost thereof which the health service provider undertakes to pay forthwith on demand.
13. The health service provider shall not store or bring or keep in the premises heavy articles so as to injure or damage the premises or keep goods of combustible or inflammable nature unless required for executing the licence.
14. (a) The health service provider shall not use electrical heater, toaster and other allied Appliances in the premises for preparation of tea, coffee and for heating of food etc. Unless specifically provided under the agreement to perform contractual obligations.

(b) The health service provider hereby agrees to provide necessary training to the Employees posted in the licensed premises for handling fires extinguisher as provided in the terminal/licensed premises.

(c) The health service provider will, during the continuance of this licence Insure against any claim for workmen's compensation or otherwise of all persons employed by him in connection with his business to be carried on as aforesaid with such insurance company as the Authority shall approve of and shall produce for inspection on demand by the Authority all policies in respect thereof and the receipts from time to time for current premium.
15. In case of such breach of the terms of this license as minor offences and complaints coming to it notice for which in the opinion of the Authority this Agreement need not be terminated, the Authority may at its discretion recover compensation from the Licensee up to the limit of the security deposit of the Licensee. The decision of the Authority in this respect will be final and binding on the Health service provider.
16. The health service provider shall not hold or permit to be held any public or private auction in the licensed premises.
17. It shall be obligatory for the health service provider to keep in stock and in case

they are intended for distribution, distribute the same and display, literature, produced and released by the Publications Division of Government of India and/or Tourism Department of the Central Government or of the State Government within whose jurisdiction the Airport is situated on such terms and conditions as may be fixed by the said Publications Divisions or said Tourist Department.

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

tank/ premises to or in favour of the health service provider but shall be construed to be only as a licence in terms and conditions here in contained.

25. The Authority, its servants and agents shall at all times have the absolute right of entry into the said premises.
26. The provision of the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 and the rules framed there under which are now in force or which may here after come into force shall be applicable for all matters provided in the said Act.
27. **Dispute Resolution Clause:** All disputes or differences which may arise out of or in connection with or incidental to the Agreement(s) including any dispute or difference regarding the interpretation of terms and conditions of any clause(s) thereof shall be dealt with as provided hereinafter:
- (i) Through Mediation:** All dispute(s), at the first instance, shall be referred to the Mediation Committee of Independent Experts (MCIE) or individual mediator for mediation as per AAI Mediation Policy and applicable laws. All cost of mediation, shall be borne equally by the parties.
In case either party withdraws from the Mediation or the dispute(s) is not resolved within 120 days of reference to the Mediation, then the aggrieved party may invoke arbitration through sub Para (ii) within 30 days from the date of receipt of Partial Settlement Agreement or Failure Report.
- (ii) Adjudication through Arbitration:** In case no final settlement has been arrived at between the parties after mediation or partially settles as per sub Para (i) above, the unresolved dispute(s), on invocation by the aggrieved party shall be referred for adjudication by arbitration.
- a. When the amount involved is above 25 Crores, adjudication shall be made by Arbitral Tribunal comprising of 03 arbitrators. Each party to appoint one arbitrator and the two appointed arbitrators shall appoint the Presiding Arbitrator.
- b. When the amount involved is Rs. 25 Crores and below shall be referred to a Sole Arbitrator to be appointed by Chairman/Member, AAI, after obtaining consent of the other party, as per format annexed with AAI Mediation Policy.

Unless the contract/ Health Service Provider agreement has already been repudiated or terminated, the parties shall, in every case, continue to the proceed to perform their respective obligations under the agreement.

Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time.

Fee payable to the Arbitrator(s) shall be as per Schedule-IV of the Arbitration & Conciliation Act, 1996 and shall be borne by both the parties equally.

No dispute shall be referred for resolution under this clause through arbitration in matters for which eviction & recovery procedure is provided under Chapter- VA of the Airports Authority of India Act, 1994.

28. Necessary entry passes will be obtained from the concerned issuing authorities for working in passenger and non-passenger areas. Applicable fees for obtaining the passes shall be paid by the agency. The health service provider has to make arrangements for police verification and security clearance for his agency and staffs as per the prevailing rules in force have to be paid.
29. **Security:** The health service provider and its employees shall abide by security regulation framed by AAI/BCAS or Police Authorities. Any staff of the health service provider, whose presence is found undesirable in AAI premises, shall not be allowed to work. The health service provider shall be fully responsible for the satisfactorily working of its staff. Necessary entry passes will be obtained from the concerned issuing authorities for working in passenger and non-passenger areas. Applicable

fees for obtaining the passes shall be paid by the agency. The health service provider shall fulfill the following requirements which are mandatory for obtaining Aerodrome Entry Permits (AEPs) prior to the commencement of operations at Bhopal Airport:

- i. The health service provider shall obtain Security Clearance (through E-Sahaj portal of Govt. of India/link via BCAS website) for the Company from Bureau of Civil Aviation Security (BCAS).
- ii. The health service provider shall obtain the approval of Security Program from BCAS.
- iii. The health service provider shall undertake Police Background Checks of the employees recruited and obtain Police Verification Certificate (PVC) from concerned Police Commissioner in respect of their employees (PVC obtained by the individual prior to the employment is not valid). The health service provider shall ensure that their employees shall attend one-day AVSEC Awareness Training arranged by the airport operator.

30. The contractor shall comply with the BCAS security rules and regulations along with any revision/amendment being enforced from time to time at the work place.

(SIGNATURE & SEAL OF HEALTH SERVICE PROVIDER)

Licence/Health Service Provider Agreement

AGREEMENT No.:

Date:

This agreement is made and executed at Bhopal on this ___ day of ___, ___ between Airport Authority of India a statutory corporation incorporated under Airport Authority of India Act 1995, having its Head office at Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi-110003 through its Airport Director, Airports Authority of India, Raj Bhoj Airport, Bhopal-462036(M.P) (hereinafter referred to as “OWNER” or “AAI” or “AUTHORITY” which expression shall include its Administrative, Successors, Executors and Assigns) of the one part and M/s _____ referred to as “Health Service Provider” which expression shall include its Administrators, Successors, Executors and permitted assigns of the other part.

Whereas “Airport Authority of India” is desirous of getting the work of **Operations of Medical Inspection Room (MI Room) at New Integrated Terminal Building, Raja Bhoj Airport, Bhopal** (hereinafter Called the “work”) done and had invited EOI for this work as per its EOI document sold for this purpose. And Whereas _____ has participated in the above RFP vide their offer dated ----- and Airport Authority of India has accepted their aforesaid proposal and awarded the work to _____ as per terms and conditions contained in its award letter number _____ Dated ___ and document referred to therein which have been accepted by _____ resulting into a “Health Service Provider”.

Article 1.0 AWARD OF HEALTH SERVICE PROVIDER AGREEMENT

Airports Authority of India has awarded the **Health Service Provider Agreement** to _____ for the work of “**Expression of Interest (EOI) for Operations of Medical Inspection Room (MI Room) at New Integrated Terminal Building, Raja Bhoj Airport, Bhopal**” With the term and condition contained in its award letter number _____ Dated ___ and the document referred to therein. The award has taken with effect from _____. The term and expression used in this Agreement shall have the same meaning as are assigned to them in the “HEALTH SERVICE PROVIDER AGREEMENT DOCUMENT” referred to in the succeeding article.

Article 2.0 HEALTH SERVICE PROVIDER AGREEMENT DOCUMENT

The **Health Service Provider Agreement** shall be performed strictly as per the term and conditions stipulated herein and in the following document attached herewith (hereinafter referred to as “**AGREEMENT DOCUMENT**”)

SL.NO	Name of Document	PAGE NO
01	Agreement Sheet	
02	EOI/RFP	
03	Award Letter	
04	Any Other Document	
	Total Pages	

All the aforesaid Agreement Document contained NIL correction as mentioned against individual pages, serially numbered and are initialled by both parties by their authority representative.

All the aforesaid Agreement Document shall form an integral part of this Agreement in so far as the same. Or any part thereof conforms to the EOI document and what has been specifically agreed by the owner in its letter of award. Any matter inconsistent therewith, Contrary or repugnant to or any other letter deviations taken by the consultant in its "Proposal" not agreed to by the owner in its letter of award or any other letter which to have been withdrawn by the **Health Service Provider** for the sake of brevity. This agreement along with its aforesaid agreement document shall be referred to as the "AGREEMENT".

Article 3.0 **CONDITIONS & CONVENANTS**

3.1 The scope of **Health Service Provider** Agreement consideration, Term of payment, period of completion, defects liability period price adjustment taxes whichever applicable, insurance damages and all other term and condition are contained in the aforesaid Agreement document. The **Health Service Provider Agreement** shall be duly performed by the **Health Service Provider** strictly and faithfully in accordance with term of the Agreement.

3.2 The agreement constitutes full and complete understanding between the parties and term of the presents. It shall supersede all prior correspondence to the extent of inconsistency or repugnancy to the term and condition contained in the Agreement. Any modification of the Agreement shall be effected only by a written instrument signed by the authorized representatives of both the parties.

Article 4.0 **SETTLEMENTS OF DISPUTES**

It is specifically agreed by and between the parties that all difference or disputes arising out of the Agreement, of touching the subject matter of the Agreement shall be decided by process of settlement and arbitration as specified in Clause 27 of the General Condition of **Health Service Provider Agreement** and the provision of the India Arbitration & Conciliation Act, 1996 shall apply and **Bhopal/Jabalpur Court** alone shall have exclusive jurisdiction over the same.

Article 4.1 **NOTICE OF DEFAULT**

Notice of default given by either party to the other party under the Agreement shall be in writing and shall be deemed to have been duly and properly served upon the parties here to if delivered against acknowledgement due addressed to the signatories at the addresses mentioned here in above. This **Health Service Provider** Agreement is allotted the number _____.

IN WITNESS WHEREOF, the parties thought their duly authorized representatives have executed these present (executed whereof has been approved by the Competent Authority of both the parties) at the day, month and year first above mentioned at Bhopal.

SIGNED FOR AND ON BEHALF OF **Health Service Provider**

SIGNED FOR AND BEHALF OF AAI

1.

Witness:

Witness:

1.

1.

2.

2.

Special Terms & condition

1. The Health team shall provide/deploy during flight operations/round the clock basis 24x7, as follows:
 - a. MBBS doctor/ General Physician as per the Guidelines -01 no. per shift (03 shifts)
 - b. Paramedical Staff – 01 no. per shift (03 shifts)
While medical practitioners are available at the airport and during their free timing, they could extend free consultancy to AAI as well as CISF/APSU staff.
2. Any renovation/ Modification work in the MI room to be carried out should be done after taking prior approval from AAI for plans /Layout/Colour scheme etc
3. The change of Location of the Room shall be at the discretion of AAI and it will be binding on the service provider.
4. The service provider shall acquire necessary permit from the concerned authorities if any required for operating the license at their own cost.
5. Any dispute arising out of this **Health Service Provider Agreement** the decision of the Airports Authority of India in the matter shall be final and binding.
6. In the event of any default, failure negligence or breach in the opinion of the Authority on the part of the Licensee in complying with all or any of the conditions of the license agreement, the Authority will be entitled and at liberty to determine the licence forthwith and resume possession of the premises without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the licensee for due performance of the Agreement.
7. The Health Service Provider shall provide well-equipped Ambulance for expeditious referral of the serious case to nearby hospitals.
8. The health service provider shall extend service of their paramedic/doctor on duty for conduct of Breath Analyser test for personnel, as per DGCA guidelines, as and when required on request of AAI only, for which no additional charges will be payable to the health service provider. BA test machine/Blow pipe/Stationary shall be provided by AAI. Health service provider shall have no objections on charges collected by AAI from other agencies for conduct of BA Test.
9. Health service provider shall not extend any service other than specified in the EOI to any agency at the airport without approval of AAI.