



AIRPORTS AUTHORITY OF INDIA

**EXPRESSION OF INTEREST
FOR OPERATION AND MAINTENANCE OF
SANITARY NAPKIN VENDING MACHINE**

AT GOA INTERNATIONAL AIRPORT, GOA

BRIEF INTRODUCTION TO AIRPORTS AUTHORITY OF INDIA

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.

Corporate vision

To be World's leading Airport Developer, Operator and Air Navigation Service provider.

Corporate mission

To enhance air connectivity across the nation and be an environment conscious sustainable organization using the state of the art and indigenous technology for cost effective, modern, safe airport operations and air navigation services.

AIRPORTS AUTHORITY OF INDIA

NOTICE INVITING EXPRESSION OF INTEREST

1. Airports Authority of India invites Expression of Interest (EOI) from reputed Service Providers/OEMs/ Company/ firms for “Operation and Maintenance of Sanitary napkin Vending Machine at Goa International Airport”, for a period of 01 year. The license may be further extended for 02 years subject to satisfactory performance.
2. Detailed document of EOI may be obtained from AAI’s website www.aai.aero or from **O/o Jt. General Manager (Operations), Airports Authority of India, Goa International Airport, Goa.**
3. The duly filled “**SEALED EOI**” completed in all respect should reach either by Registered post or by person at the above address before **1730 hrs on 14.10.2026.**
4. **PROCEDURE TO APPLY:**
 - a. **Two envelope system:** The documents required under eligibility criteria must be SEALED in **Envelope ‘I’ (technical bid)**; and offer against Minimum Reserve License Fee (in the prescribed format “Annexure D”) in **ENVELOPE ‘II’ (Financial Bid)**.
 - b. Both the Envelopes (I & II) are to be SEALED in a ‘**MASTER ENVELOPE**’ duly sealed and SUPERSCRIBING - “**Expression of Interest (EOI) for Operations and maintenance of Sanitary Napkin Vending Machine at Goa International Airport**” shall be submitted to the O/o Jt. General Manager (Operations), Airports Authority of India, Goa International Airport, Goa.
5. **Envelope-I: (Technical bid) shall contain:**

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

 - a. Copy of Registration certificate (Agency should be registered with Registrar of Companies / Firms / Central Govt. / State Govt.)
 - b. GST Registration (self-attested copy)
 - c. PAN Copy (self-attested copy)
 - d. Duly sealed and signed EOI document
 - e. Duly filled and signed Unconditional Acceptance letter of AAI’s EOI Conditions as per Annexure A
 - f. Duly filled and signed check list to be submitted as per Annexure – B
 - g. Duly filled and signed undertaking regarding Debarment/ Blacklisting as per Annexure - C
 - h. Minimum 01 year of Experience of having executed similar works required stating experience in similar works.

“Similar works” shall mean the experience in supply, installation, operation, maintenance, or management of Sanitary Vending Machines (SNVMs) and/or similar automated dispensing machines installed in public places such as airports, railway stations, bus terminals, educational institutions, hospitals, offices, or other high-footfall areas. This may also include experience in handling allied services such as refilling, upkeep, complaint handling, and ensuring hygienic and functional

operation of such machines.

6. Envelope II: (Financial bid) shall contain:

- a. The Envelope 'II' should contain only the financial offer by the participant in the specified form (Annexure – D).
- b. In case of any discrepancy between the amount offered in figures and words, the offer written in words shall only be considered.
- c. The Envelope-I and II shall be opened by the internal committee of AAI.
- d. The Envelope-II of only those participants will be opened who qualify in the technical evaluation based on documents submitted in Envelope-I.

7. Work shall be awarded to the bidder with highest financial quote (H1 Quote)

8. CRITICAL DATES:

S. No.	Activity	Date	Time
1	Opening date of submission of EOI	30.09.2026	17:00 hrs.
2	Last date/ Time for submission of EOI	14.10.2026	17:30 hrs.
3	Opening of envelope, I, Technical Bids	15.10.2026	11:00 hrs.
4	Opening of envelope II, Financial Bids (Tentative)	23.10.2026	15:00 hrs.

9. 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 at any stage without assigning any reason.
10. Not more than one EOI shall be submitted by a Service Provider/OEMs or by a firm of Service Providers/OEMs. No two or more concerns in which an individual is interested, as Proprietor and/or partner shall apply for the execution of the same works. If they do so, all such EOI shall be liable to be rejected.
11. EOI, in which any of the particulars and prescribed information is missing or is incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non responsive and are liable to be rejected.

(sd/-)
Jt. GM (OPS),
Airports Authority of India,
Goa International Airport,
Goa.

AIRPORTS AUTHORITY OF INDIA

NOTICE OF EXPRESSION OF INTEREST

Airports Authority of India invites Expression of Interest (EOI) from reputed local leading Service Providers / OEMs for “**Operation and Maintenance of Sanitary Napkin Vending Machine at Goa International Airport, Goa**” for a period of 01 year. The license may be further extended for 02 years subject to satisfactory performance.

The following shall be the service provider selection parameters for EOI:

1. Fifteen (15) nos. of Sanitary Napkin Vending Machine are to be provided at Goa International Airport, Goa through EOI from Service Provider/OEMs.
2. The period of agreement with Service provider shall be **one (01) year**. The license may be further extended for 02 years subject to satisfactory performance.
3. The Service Provider/OEMs shall provide/deploy following round the clock on all days as follows:
 - a. **Sanitary Napkin Vending Machine – Fifteen (15) nos.**
 - b. **Sanitary Napkin – Enough buffer stock to cater the demand for Fifteen (15) days.**
4. The Service Provider/OEMs shall provide maintenance and ensure 24*7 serviceability for Sanitary Napkin vending machines at all times and service provider should also ensure availability of sanitary pads at all times.
5. The service provider shall ensure the supply of sanitary napkins of minimum XL size, complying with prescribed quality standards.
6. The appropriate space and electricity for installation of Sanitary Napkin Vending machines shall be provided by AAI for free of cost.
7. AAI shall permit the Service Provider/OEMs to display a single brand name/logo in a nominal size on the machine. The Service Provider/OEMs shall also mandatorily display the AAI logo on the machines. Decision of AAI shall be final and binding in this regard.

(SIGNATURE OF SERVICE PROVIDER/OEMS WITH SEAL)

SCHEDULE OF QUANTITIES

Name of Work: Expression of Interest (EOI) for Operation and Maintenance of Sanitary Napkin Vending Machine at Goa International Airport, Goa.

<u>S.No</u>	<u>Location</u>	<u>Scope of Work</u>	<u>Quantity</u>
<u>1.</u>	NITB including extension area at Goa International Airport.	Operation and Maintenance of Sanitary Napkin Vending Machine at Goa International Airport.	15

CONTRACT AGREEMENT

{To be submitted on Non-Judicial Stamp paper of Rs 100/-}

SUB: LICENCE FOR “SERVICE PROVIDER” AT GOA INTERNATIONAL AIRPORT.

THIS AGREEMENT IS MADE ON THIS DAY OF TWO THOUSAND TWENTY-SIX BETWEEN **AIRPORTS AUTHORITY OF INDIA**, a body corporate constituted by the Central Government under the Airports Authority Act (Act 55 of 1994) and having its Corporate office at Rajiv Gandhi Bhawan, Safdarjung Airport New Delhi- 110 003 and at other aerodromes, hereinafter called the “AUTHORITY” (which term shall unless excluded by or is repugnant to the context, be deemed to include its Chairman, or Member, Executive Directors, Airport Director, Officers or any of them specified by the Chairman in this behalf and shall also include its successors and assigns) of the one part.

AND

..... represented by of the other part, hereinafter called the “CONTRACTOR” (which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representative, successors and assign of the CONTRACTOR.) on the other part.

WHEREAS the Authority is entitled in ‘Law’ to grant license at Goa International Airport for the purpose of LICENCE FOR “SERVICE PROVIDER” at Goa International Airport, so as to provide amenities and facilities to the passengers and visitors at airport and is in possession of space, more fully described in the schedule hereunder and in the plan annexed to this agreement, hereinafter referred to as the premises.

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

AND WHEREAS the Authority is agreeable to grant the License.

NOW, THEREFORE, this indenture witnessed:

1. That this license for the said facility shall be valid for the period of **01 YEAR** from to unless terminated on account of following:
 - a) By giving 30 days’ notice in writing from either side without assigning any reasons.
 - b) Termination by AAI on a short notice in writing on account of unsatisfactory performance.
 - c) Termination on expiry of the specified time period allotted for unresolved internal dispute resolution.
2. That the Contractor shall pay all rates, assessment, outgoing and other taxes as levied on the Contractor in ‘Laws’.
3. That in the event of failure to pay the license fee and other charges by the due dates, the agency shall be liable to pay interest at the rate of 9% (nine percent) per annum for delays up to 30 (thirty) days, calculated from the due date. In case the delay exceeds 30 (thirty) days, interest at the rate of 18% (eighteen percent) per annum shall be charged from the due date for the entire period of delay, as per AAI policy, without prejudice to the Authority’s other rights and remedies.
4. The Service Provider/OEMs shall operate and maintain following round the clock on

all days as follows:

- a) **Sanitary Napkin Vending Machine – 15 (Fifteen) nos.**
- b) **Sanitary Napkin – Enough buffer stock to cater the demand for Fifteen (15) days.**

5. That in consideration, Service Provider/OEMs shall pay the Authority every month in advance by way of license fee on or before 10th day of English calendar month as under:

Year	Amount of Monthly License Fee in Rs. (Excluding GST)
1 st Year	

Note - The license may be further extended for 02 years, subject to satisfactory performance. From 2nd year onwards, annual compound escalation of 10% in quoted License fee per annum is applicable.

6. That the Licensee shall submit **an amount equivalent to four (04) months of quoted License Fee** in the form of RTGS/NEFT to Airports Authority of India, Goa International Airport, Goa against any damage to AAI property (as per account details mentioned in Para. 8 below). In the event of the Licensee committing any breach of the terms and conditions of the license agreement, the Authority may without prejudice to other rights and remedies are entitled to forfeit/adjust the total amount of Security Deposit or any part thereof. In such an event he shall pay in the same manner as stated above such additional sum immediately as he may be called upon by the Authority to pay so that the Security Deposit shall always during the continuance of these presents, be for the same amount. On the expiration or earlier determination of the license.
- 7 The Authority shall return the Security deposit or part thereof which has not been forfeited as aforesaid to him, without interest. **Security Deposit of the work shall be refunded only after three months from the date of completion of agreement, subject to clearance of dues, other charges, if any.**
8. The bank details of AAI Goa are as follows –

Corporate Name	- AIRPORTS AUTHORITY OF INDIA
Account Number	- 33814679549
IFSC Code	- SBIN0010721
Bank Name	- STATE BANK OF INDIA
Branch Address	- SHOP No 26/27/28/29 ANAND TOWERS II, AIRPORT ROAD, CHICALIM, VASCO GOA-403711.
9. That the Licensee shall equip himself with all necessary permits, licenses and such other permissions as may be required under the law in force at any time with regard to the operation of the subject license.
- 10. Penalty Clause –** In case of passenger's complaint against unserviceability of sanitary pad vending machine or non-availability of pads, a penalty of Rs. 200 shall be imposed for each such complaint.
11. That the Authority shall provide bare space for the subject services and other expenses of any kind for establishment and rendering of the services shall be incurred by the Licensee. However, provisions of electricity, water, and drainage connections, as the case maybe, if so required, for the smooth operation of the services shall be provided

by the Authority.

- 12.** That the Authority reserves to itself the right to change the location of the premises at any time and may at its discretion, call upon the Licensee to vacate the site & may give him an alternative premise for the purpose of this license. In such a case, the licensee shall be bound to vacate the premises immediately & accept the said alternate premises. The entire expenditure on such shifting shall be borne by licensee & the licensee shall not be entitled to claim any compensation or revision in the license fee on that score.
- 13.** The Licensee shall not erect or display any advertisement or signboards except after obtaining the prior approval in writing of the Authority.
- 14.** That the Licensee shall not terminate the license before the expiry of the period of the license except by giving 30 days' notice in writing, otherwise the Licensee shall be liable to pay to the Authority (without any demur or question) such amount of money as the Authority may decide as due to it by the licensee. The license can be terminated by the Authority by giving 30 days' notice in writing without assigning any reasons thereto.
- 15.** 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 condition of the license agreement, the Authority will be entitled and be at liberty to determine the license forthwith and resume possession of the premises without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the licensee for due performance of agreement.
- 16.** The Authority and the Licensee further agree that they are bound by the General Terms and Conditions, Special Terms and Conditions, and Annexures, annexed hereto.

SIGNED BY

Airport Director or his Authorized representative, FOR AND ON BEHALF OF THE AAI

IN THE PRESENCE OF:

WITNESS

1. Signature:

Name/Designation:

2. Signature:

Name/Designation:

SIGNED BY

FOR AND ON BEHALF OF

IN THE PRESENCE OF:

WITNESS

1. Signature:

Name/Designation:

Address:

2. Signature:

Name/Designation:

Address:

GENERAL TERMS AND CONDITIONS

1. The Service Provider/OEM shall provide, install, operate and maintain 15 sanitary Napkin vending machines at the airport on a EOI basis. AAI shall not bear any financial liability whatsoever.
2. Installation, operation, refilling, upkeep and maintenance of the machines shall be the sole responsibility of the Service Provider/OEM. Each machine shall have a minimum capacity of 25 sanitary napkins, and refilling shall be carried out regularly to ensure uninterrupted service.
3. The machines shall have a sleek design suitable for airport environment, brand logo approved by AAI, automated stock replenishment alerts, UPI-enabled payment system and 4G/5G sim connectivity. Any other dispensing method, if available should be approved by AAI prior to the installation of machines.
4. Any physical, mechanical or software damage to the machines shall be entirely at the risk and cost of the Service Provider/OEM. AAI shall not be responsible for repairs, replacements, loss or damage to the machines, stock or property of the Service Provider/OEM.
5. The prospective service provider may visit the site during the tendering period, with prior permission from the concerned authority to assess the feasibility of installation, operation, and maintenance of sanitary napkin vending machine. The service provider may also verify the availability and suitability of internet connectivity required for the functioning of the machine before submission of bid.
6. The Service Provider/OEM shall collect ₹5/- per sanitary napkin directly from users to prevent misuse. All collections, accounting and refunds shall be the responsibility of the Service Provider/OEM. A monthly statement of total collections shall be submitted to AAI for record purposes.
7. The sanitary napkin vending machine shall be suitable for both wall-mounted and floor-standing installation.
8. No advertisement shall be permitted on or through the machines. Only the following branding is allowed on either side of the machine: "Airports Authority of India (name and logo) and (Name of Sponsor and logo in a size similar to AAI logo.) "
9. All costs related to airport entry passes, parking, staff movement, tools, consumables and security clearances shall be borne by the Service Provider/OEM. A technician shall be permitted to visit the airport or as required for refilling the napkins, inspection and servicing
10. The Service Provider/OEM shall provide adequate round-the-clock customer service contact numbers. All complaints, including refund-related issues, shall be resolved within 24 hours.
11. The sanitary napkins supplied shall conform to all applicable medical, statutory and quality standards. AAI shall not be liable for any quality-related complaints.
12. The Service Provider/OEM shall ensure complete user privacy. No cameras, sensors, audio-visual recording devices or surveillance systems shall be installed in or around the machines.
13. In case of withdrawal, discontinuation or abandonment of service during the contract period without valid justification and prior approval of AAI, AAI may forfeit the security deposit, impose penalties and initiate blacklisting as per applicable norms.
14. In case of passenger's complaint against unserviceability of sanitary pad vending machine or non-availability of pads, a penalty of Rs. 200 shall be imposed for each such complaint.
15. That the Licensee shall submit **an amount equivalent to four (04) months of quoted License Fee** in the form of RTGS/NEFT to the Airports Authority of India.
16. Subletting, assignment or transfer of the license is strictly prohibited. The site shall be used only for the purpose specified in this agreement.

17. Any damage to airport premises caused by the Service Provider/OEM, its employees or agents shall be repaired at the cost of the Service Provider/OEM, payable immediately on demand.
18. On expiry or termination of the license, the Service Provider/OEM shall immediately remove all machines and materials. Failing this, AAI may remove and dispose of the same at the risk and cost of the Service Provider/OEM.
19. This permission constitutes a license only and does not create any right, title or interest in the premises. The Public Premises (Eviction of Unauthorized Occupants) Act, 1971 shall apply.
20. All notices shall be deemed served if sent by registered post or delivered to the last known address of the concerned party. Notices on behalf of AAI may be issued by the Airport Director or any authorized officer.
21. Disputes shall first be referred to the Airport-level Dispute Resolution Committee (DRC). If unresolved within 45 days, the matter shall be referred to sole arbitration appointed by the Chairman/Member of AAI, under the Arbitration & Conciliation Act, 1996. During dispute proceedings, the Service Provider/OEM shall continue to comply with all contractual obligations. Courts at the location of the airport shall have jurisdiction. AAI reserves the absolute right to cancel the approval at any time without assigning reasons, and no compensation shall be payable to the Service Provider/OEM.
- 22. As per BCAS AVSEC Circular amended from time to time, the Service Provider/OEMs should obtain security clearance from BCAS for obtaining AEPs for the service staffs and comply the instructions thereof.** Airports Authority of India shall not be responsible for any delay in this regard. The service provider with all the relevant documents shall apply to RD-BCAS through Airport Director.
- 23. That in the event of failure to pay the license fee along with other charges by the due dates, the Service Provider shall be liable to pay interest at the rate of 9% (nine percent) per annum for delays up to 30 (thirty) days, calculated from the due date. In case the delay exceeds 30 (thirty) days, interest at the rate of 18% (eighteen percent) per annum shall be charged from the due date for the entire period of delay, as per AAI policy, without prejudice to the Authority's other rights and remedies.**

(SIGNATURE OF SERVICE PROVIDER/OEMS WITH SEAL)

Annexure - A

**UNCONDITIONAL ACCEPTANCE LETTER
(To be submitted in Company's Letter Head)**

To,
Airport Director
Airports Authority of India
Goa International Airport,
Goa. 403801

Subject: UNCONDITIONAL ACCEPTANCE OF AAI'S EOI CONDITIONS

Sir,

1. The documents for the "Operation and Maintenance of Sanitary Napkin Vending Machine at Goa International Airport, Goa" 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 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 (if any).
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 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'

Date:

Yours faithfully,

**(Signature of the Service Provider
with Seal)**

Annexure – B

CHECK LIST FORMAT TO BE SUBMITTED BY APPLICANTS ALONG WITH EOI
Name of work: Operation and Maintenance of Sanitary Napkin Vending Machines at
Goa International Airport”, for a period of 01 year.

Documents to be submitted in Envelope – I (Technical Bid)			
S. N.	Parameter as per EOI	Particulars of Service Provider/OEMs	Attached (Yes / No)
1	Copy of Registration certificate (Agency should be registered with Registrar of Companies / Firms / Central Govt. / State Govt.)		Attached (Yes / No)
2	GST Registration (self-attested copy)		Attached (Yes / No)
3	PAN (self-attested copy)		Attached (Yes / No)
4	Duly sealed and signed EOI document		Attached (Yes / No)
5	Duly filled and signed Unconditional Acceptance letter of AAI's EOI Conditions as per Annexure A		Attached (Yes / No)
6	Duly filled and signed check list to be submitted as per Annexure – B		Attached (Yes / No)
7	Duly filled and signed undertaking regarding Debarment/ Blacklisting as per Annexure - C		Attached (Yes / No)
8	Experience Certificate (Min. 1year)		Attached (Yes / No)
Documents to be submitted in Envelope – II (Financial Bid)			
Parameter		Attached (Yes / No)	
Duly filled Financial offer by the participant in the specified form (Annexure – D)		Attached (Yes / No)	

(SIGNATURE OF SERVICE PROVIDER/OEM WITH SEAL)

Annexure – C

UNDERTAKING REGARDING DEBARMENT/BLACKLISTING
(To be submitted in Company's Letter Head)

I/We (name and post of authorized signatory) on behalf of
..... (Name of firm) do here by solemnly affirm and declare as follows:

- (i) Our firm is not restrained/ debarred/ blacklisted by AAI / MoCA / DoE(Debarment applicable for all Ministries/Departments) and the debarment is not in force as on last date of submission of proposal.
- (ii) None of Proprietor /Partners /Board Members /Directors of M/s..... (Name of firm) has remained Proprietor /Partner /Board Member /Director in any firm which stands debarred/ blacklisted by AAI / MoCA / DoE(Debarment applicable for all Ministries/Departments) and the debarment is not in force as on last of proposal.
- (iii) Our firm understands that if our firm either debarred before the date of opening of tender or debarred before the date of contract by AAI / MoCA / DoE(Debarment applicable for all Ministries/Departments), our bid is liable to be rejected at that stage.
- (iv) 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, termination of the contract etc. as deemed fit.

Date:

Place:

[Signature and name of the authorized signatory of the firm]

Annexure -D

Form for Financial Offer
(To be submitted in Company's Letter Head)

1	Name of Work	Expression of Interest for Operation and Maintenance of Sanitary Napkin Vending Machines at Goa International Airport.	
2	Period of License	One (01) year.	
3	Minimum Reserved License Fee per month	Rs. 1200 + applicable GST	
4	a) Name of the Agency (in block letters)		
	b) Address		
	c) Contact number		
	d) E-mail id		
5	Offer of the license fee per month for the first year.	In Figure: (Without GST)	Rs.....per month
		In Words: (Without GST)	Rupees..... per month

NOTE – Applicable Taxes/Duties/Charges etc. levied by central/ State/ Local Bodies from time to time are extra and same is to be paid to AAI in addition to quoted license fee. Work shall be awarded to the bidder with highest financial quote (H1 Quote).

1. I/We have carefully read and understood the terms and conditions of the license as contained in EOI documents issued by the Airports Authority of India (AAI) and we undertake to abide by all the conditions of the same.
 - a. On account of non-acceptance of award or on account of non-completion of conditions within the prescribed time, I/We shall be debarred by AAI for further participation in the EOI at its airports or at any other place under the control of AAI, for a period of 03 years.
 - b. In case the documents submitted by my/our firm along with EOI are found false / incorrect, the offer of my/our firm will be liable to rejected by giving reasons. In addition, AAI reserves its right to debar my/our firm from participation in the further EOI of AAI.
2. AAI reserves itself the right to reject any conditional offer without assigning any reasons thereof.
3. The AAI does not bind itself to accept the highest bid or any EOI and reserves to itself the right of accepting the whole or any part of the EOI and the party shall be bound to provide the service at the rate quoted.

(SIGNATURE OF SERVICE PROVIDER/OEMS WITH SEAL)