



AIRPORTS AUTHORITY OF INDIA
JAMMU AIRPORT

Notice Inviting Tender (NIT)
For
Comprehensive License for Meet and Greet & Paid
Porterage Services and Trolley Retrieval cum
Advertisement Rights Facilities
at
Jammu Airport

Tender Reference No.: AAI/JU/Coml./1438/

E-bid no.: 2025_AAI_230097_1

March 2025

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DISCLAIMER

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

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

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

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this e-Tender or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the e-Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this e-Tender or arising in any way for participation in the bidding process.

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

The Authority may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this e-Tender.

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

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

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



AIRPORTS AUTHORITY OF INDIA
DEPARTMENT OF COMMERCIAL

E-tenders are invited for award of Comprehensive License for Meet and Greet & Paid Porterage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport.

INTRODUCTION

1. Airports Authority of India is ("AAI") is the largest Airport Operator in India providing Modernization, Air Navigation, Operation and Management of 125 plus Airports across India.
2. AAI is desirous of participation of eligible entities in the subject **E-tender Comprehensive License for Meet and Greet & Paid Porterage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport.**
3. AAI came into existence on 1st April 1995. AAI has been constituted as a Statutory Authority under the Airports Authority of India Act, 1994. The main functions of AAI include:
 - Design, development, operation and maintenance of passenger terminals.
 - Development and management of cargo terminal at international and domestic airports.
 - Provision of passenger facilities at terminals like Duty Free Outlets, Travel Retail Outlets, F&B facilities, Executive Lounges, Ground Transportation Facilities (Maxi Cab, Radio Taxi etc.) and other non-aero activities like; Money Exchange Counters, Trolley Services and information systems.
4. Since its inception in 1995, Airports Authority of India (AAI) has been at the helm of affairs in the development of airport infrastructure and management and control of airport operations and air navigation services in India. Over the past two decades AAI has been on the forefront of modernizing and developing airside and terminal side infrastructure and improving its services at airports to deliver a better travel experience to passengers. These measures have resulted in improved air safety and passenger satisfaction as is reflected in passenger experience survey results.
5. During the Financial Year 2022-23, AAI has recorded a Total Revenue of Rs.12,172.35 Crores and a Profit After Tax (PAT) of Rs.2,972.05 Crores.
6. The spurt in air traffic has brought new opportunities as well as challenges for AAI in terms of expanding airport infrastructure and passenger amenities.
7. Major Airlines and Passenger Traffic Data of the airport is placed at Annexure N of this e-tender.

Total passengers travelled through Jammu Airport: 2023-24: 14.56 lakhs

Airlines/Helicopter Services operating through Jammu Airport:

- Air India Limited
- Air India Express
- Indigo
- SpiceJet
- Pawan Hans – Helicopter Services
- Global Vectra -Helicopter Services
- Himalayan Heli Services- Helicopter Services

NOTICE INVITING E-TENDER (NIET)

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

Name of Facility	Tender Processing Fee	Earnest Money Deposit (EMD)	Minimum License (MRLF) (Per Month)	Reserve Fees
Comprehensive License for Meet and Greet & Paid Porterage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport Total Area= 10 Sqm (Tentative) 1. Location: 05 Sqm (approx.) Near Departure Entrance Canopy/Porch Side (Tentative). 2. Location: 05 Sqm. (approx.) Inside Arrival Hall (Tentative)	Rs.10,000/- (Rupees Ten Thousand Only)	Rs. 1,75,000/- (Rupees One Lakh Seventy Five Thousand Only)	Rs. 1,25,000/- (Rupees One Lakh Twenty Five Thousand Only) Per Month + Applicable Taxes/Charges	

NOTE:

- a) Offers below MRLF will not be considered for award.
- b) Highest quote/ offer over and above MRLF, shall be the sole parameter for selection of highest bidder.
- c) License fees shall be the quoted fixed license fees. The quoted fixed license fees/ is subject to annual escalation as detailed in NIT.
- d) In addition to the Concession Fees, the selected bidder shall be liable to pay:
 - (i) Space Rent (AC/ Non-AC as the case may be) at rates as notified by AAI from time to time for additional area allotted (if required by the licensee) for counter space for Meet & Greet service etc. Such space shall be allotted by the AAI to the licensee, subject to the availability.
 - (ii) Utility Facilitation /Common Area Maintenance (CAM) Charges at **10%** of normal space rent (or as may be notified by AAI from time to time, presently normal notified AC space rate is Rs.1,670/- Per Sqm per month + Applicable Taxes and Non-AC space rate is Rs.1,110/- Per Sqm per month + Applicable Taxes for allotted space. The annual escalation of 7.5% will be applicable every year 1st April.
 - (iii) All applicable Government Taxes including GST (presently at the rate of 18%) or at the rates declared by Government of India or State Government from time to time.
 - (iv) Charges for the consumption of the electricity consumed for the purpose of use of the said license as becomes due and payable and in accordance with the directions of the Authority and at the rates as fixed by AAI from time to time.
2. **Location Details:** Indicative PDF drawing of concession area layout along with detailed schedule of premises specifying area is at Appendix 3 & 4.

3. **Period of Concession: 03 (Three) Years.**
4. **Rate of Escalation:**
 - a. License Fees shall be subject to annual escalation of @ **10%**.
 - b. The first annual escalation will be applicable after completion of one year license period. Thereafter the same will be applicable after completion of subsequent every one year period there from. Even if, on account of any delay whatsoever, licensee could not commence business operations on the expiry of gestation period stipulated in NIT, for the purpose of calculation of date on which 12 months of license are completed (date on which first escalation is applied) shall be deemed from next day of expiry of gestation period stipulated in NIT.
5. The prospective bidders are requested to go through the tender conditions and visit the site / airport to assess the feasibility of business / undergo proper diligence study and thereafter may bid in the Tender. No reduction in license fee will be entertained by AAI at any stage for whatever reasons.
6. Participants are advised not to give any conditional tender and adhere to the terms and conditions indicated in the tender documents provided by AAI. Conditional tenders would be summarily rejected.
7. **Business Incubation Period** shall mean a period of **15th** days from the date of issuance of LOIA to the selected bidder. The selected bidder will be under obligation to complete all the formalities/conditions of award as will be specified in the LOIA.
8. **Handing Over of Sites:**
 - a. Sites will be handed over to the selected bidder upon fulfillment of conditions of award within the stipulated time of business incubation period.
 - b. If the licensee fails to complete the conditions of award which are pre-requisite for handing over of site, then the gestation period will be deemed to have commenced on 16th Day of issuance of LOIA i.e. immediately after expiry of business incubation period. However, actual handing over of sites shall only be done after completion of all conditions of award.
 - c. In case tender process has been completed and successful tenderer has been awarded LOIA, but, concession/ license period of incumbent licensee is not over, then, date of hand over of site should not be later than 7th day of expiry of incumbent license or expiry of business incubation period (whichever is later). However, in extreme circumstances, if due to some reason, the vacant site could not be made available, the Airport Director in consultation with concessionaire can identify an alternate location for commencement of concession/ license. Rebate shall not be considered in such a case.
9. **Gestation Period:**
 - a. Gestation period of **30 days**, will be reckoned from the date of expiry of Business Incubation Period i.e. from the 16th day of issue of award letter and expiring on the 90th day from the date of issue of award letter.
 - b. No gestation period is to be permitted in case of renewal/award of the concession/ license in favor of the existing licensee in the same place (i.e. same area as well as location). However,
 - i. where there is change in location or due to suspension of the business to carry-out modification at the existing area etc. in the concession/ license premises, normal gestation period, as defined above, may be permitted.

- ii. If there is increase in the area in the new license at the same location awarded to existing licensee, the gestation period would be applicable for the incremental area only (if he continues with the business from the existing area and needs development period for the incremental area). In this scenario, licensee shall continue to be billed on the basis of quoted license fee on pro-rata basis for existing area. Billing for the newly developed/incremental area shall be started after expiry of gestation period.
- iii. The successful tenderer has to obtain BCAS security clearance (wherever necessary) within the gestation period allowed. No rebate in license fee will be allowed at a later stage if the licensee is not able to commence the business due to non-receipt of BCAS Security clearance/Security Program.

10. Eligibility Criteria:

a. Technical Criteria:

No Prior experience is required subject to the condition that the successful bidder will obtain all the requisite statutory/ regulatory permission & certification etc. as per the time line mentioned in the RFP from the date of award of work. In case of failure in obtaining the requisite statutory/ regulatory permission & certification etc. within a period of six months from the date of award of work, the award will be cancelled.

b. Financial Criteria:

- (i) The bidder must have an Annual Turnover of at least **Rs. 01 Crore** in any one of the financial years during the last Seven (07) in accordance with audited financial statement duly certified by a statutory auditor. And;
- (ii) Net worth of the bidder should be at least 50 Lacs as on date of publication of the NIT in accordance with audited financial statement duly certified by a statutory auditor.

Note:

- The bidder shall submit a Certificate issued by Statutory Auditor/ Chartered Accountant clearly indicating the Annual Turnover as per the financial eligibility criteria and the Net-worth of the bidder as on date of publication of the NIT.
 - The Certificate must be supported by Profit & Loss Statement and Balance Sheet duly audited by the statutory auditor/ chartered accountant.
 - Bidder shall ensure that all the certified documents undertaken/signed by Chartered accountants must contain Unique Document Identification Number (UDIN). [As mandated under the guidelines issued by The Council of the Institute of Chartered Accountants of India through the Gazette of India, dated 2nd August 2019].
11. Only one e-tender document shall be sold to a single party either a firm or an individual. The proprietor of more than one company or firm will be considered as single party and one legal entity.
 12. Any party either a firm or an individual falling under the following categories is not eligible:
 - a. Participation in the form of Consortium is not allowed.
 - b. De-barred/black listed by CBI or AAI or Undertakings/ Departments like; Railway, Defense, or any other Department of Govt. of India, State Govt. Dept. etc. A declaration to this effect is also to be submitted by the party with tender documents.
 - c. Parties facing action under PPE Act, with AAI.

- d. Parties either an individual or a business establishment, who has been ordered by a Court of Law to pay the outstanding dues of AAI at any of the airports as a whole and has not paid such dues to AAI shall also not be eligible for the e tender.
- e. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or a Sole Proprietor and any of the Directors/Partners/Sole Proprietor of such company is also a Director of any other company or partner of a concern or a Sole Proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity may not be allowed in AAI tenders.
- f. If the entity participating in any of the tenders is a private or Public Limited Company, Partnership Firm or sole proprietor and any of the Director/partners/sole proprietor of such company is also a Director of any other company or partner of a concern or a sole proprietor having established business with AAI and has outstanding dues payable to the AAI except the dues pertaining to the current quarter i.e. the quarter in which the tender is invited, then the said entity shall not be allowed to participate in AAI tenders.

The disputed amounts which are referred for conciliation/arbitration by the competent authority shall not be considered as outstanding dues provided the agency has furnished an additional validated Security Deposit (in addition to the Security Deposit as per terms and conditions of the existing license/concession) equivalent to 50% of the value of the disputed amount or as stipulated in the agreement. The period of this Security deposit of disputed dues under arbitration shall be minimum 2 years from the date of DRC/Arbitration and further renewable. In the event of specific Order/judgement from a Judicial court/ Arbitral Tribunal staying/withholding the realization of certain dues, the adherence to the above condition will be exempted and regulated in accordance with the specific orders.

Once the request of the Party is accepted under Mediation Policy of AAI, the dues of the party shall be treated as disputed for all purposes.

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

(Refer: Annexure: G) following declaration will also be part of Annexure: G

“I/ We declare that “No raid/seizure/search has been carried out and/or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its affiliates or against any of the Directors/Managers/Employees” (In case if raids/seizure/search conducted, please furnish all such relevant details).”

- 13. The selected party (licensee) will have a non-exclusive right, privilege, and obligation to operate License in and from the Concessioned Premises. It is understood and agreed that nothing in the NIET or the License Agreement is to be construed to grant or authorize the granting of an exclusive right to an individual Concessionaire.
- 14. E-Tender documents indicating full details of the licence can be seen in the e-tender documents uploaded on the NIC CPPP E-Tendering Portal at etenders.gov.in
 - a) The bids shall be submitted only on the NIC CPPP E-Tendering Portal at etenders.gov.in
 - b) The bids shall not be accepted in any other form.
 - c) The e-tendering process is online at NIC CPPP E-Tendering Portal at etenders.gov.in
 - d) Tenderers are requested / advised to get themselves acquainted for e-tendering participation requirement themselves at NIC CPPP E-Tendering Portal at etenders.gov.in mentioned above.
 - e) Clarification needed, if any, may be sent through NIC CPPP E-Tendering Portal only.

- f) Cost of tender fees amounting to **Rs.10,000/- (Rupees Ten Thousand Only)**, shall be paid by the bidder before the scheduled time of e-tender submission through online mode on CPP Portal. No other mode of payment shall be acceptable.
- g) The amount of Earnest Money Deposit (EMD) of **Rs.1,75,000/- (Rupees One Lakh Seventy Five Thousand Only)** shall be paid by the tenderers before the scheduled time of e- tender submission through online mode on CPP Portal. No other mode of payment shall be acceptable.
- h) Non-submission of cost of tender document and EMD shall lead to disqualification of tenderers.
- i) E-bids shall be submitted in two bid system as follows:-
- i. Technical bid – Earnest Money Deposit (EMD) and other documents as required under clause 3 of the general information / guidelines of Notice Inviting Tender.
 - ii. Financial Bid – As required under clause 4 of general information /guidelines of Notice Inviting Tender.

15. **Critical dates**

SNo.	ACTIVITY	DATE	TIME IN IST
1.	Download of e-tender document from NIC CPP portal	From 21-03-2025 to 15-04-2025	Upto 1800 Hrs.
2.	Submission of Queries related to E-Tender, if any; on NIC CPP portal only	Up to 26-03-2025	By 1600 Hrs.
3.	Reply to the queries by AAI on NIC CPP portal	By 04-04-2025	By 1700 Hrs.
4.	Last date of Online submission of Bids (Technical Bid as well as Financial Bid) on E-Tender portal	Up to 15-04-2025	By 1800 Hrs.
5.	Opening of Technical Bids/Proposals(s) (online only) (<i>Tentative as per discretion of AAI</i>)	On 16-04-2025	at 1500 Hrs.
6.	Opening of Financial Bids/Proposals(s) (online only) (<i>Tentative as per discretion of AAI</i>)	On 25-04-2025	at 1500 Hrs.

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

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

- i. In case bidder withdraws from tender process before last date of submission of technical bid, 10% of EMD amount shall be forfeited.
- ii. After last date of submission of bid, at any stage if a Bidder/agency withdraws from tender process, entire EMD amount shall be forfeited and the Bidder is liable to be debarred from participating in any tender of AAI for one year.
- iii. The agency does not complete the post-award formalities of Acceptance of Award Letter, Submission of Security Deposit and Execution of Agreement within the stipulated date after award of license/concession; entire EMD shall be forfeited and the Bidder is liable to be debarred from participating in any tender of AAI for one year.
- iv. The agency submits false document(s) in the tender and his/their bid is rejected/tender is cancelled, entire EMD shall be forfeited.

**AIRPORT DIRECTOR
JAMMU AIRPORT**



“E-Tendering guidelines to the bidders”

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

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

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

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

CPPP under GePNIC, Help Desk Services

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

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

Tel : 0120-4200462,0120-4001002

Mobile :91 8826246593

E-Mail :support-eproc@nic.in

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

E-Mail:cphp-doe@nic.in

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

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

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

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

S. No.	Support Persons	Escalation Matrix	E-mail address	Contact Number	Timings
1.	Help Desk Team	Instant Support	eprochelp@aai.aero	011-24632950 Ext-3512	0800-2000 Hrs. (MON-SAT)
2.	Mr. Sanjeev Kumar (IT)	After 4 hours of issue	etendersupport@aai.aero or sanjeevkumar@aai.aero	011-24632950 Ext-3523	0930-1800 Hrs. (MON-FRI)
3.	Sh. Dharmendra kumar Jt. GM(IT)	After 12 hours	dkumarr@aai.aero	011-24632950 Ext-3527	0930-1730 Hrs. (MON-FRI)
4.	General Manager (IT)	After 03 Days.	gmitchq@aai.aero	011-24657900	0930-1800 Hrs. (MON-FRI)
5.	Mr. Jasdeep Singh Dhaliwal (Bid Manager/ Commercial In-charge)	After 12 hours.	jammu_commercial@aai.aero	0191-2437843	0930-1800 Hrs. (MON-FRI)

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

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

GENERAL INFORMATION AND GUIDELINES

1. E-Tender Documents are not transferable.
2. Following bids shall be submitted through online only at e-portal by the bidder / tenderer:-
 - a) The technical e-bid through e-portal.
 - b) The financial e-bid through e-portal.
3. Each page of Technical Bids should be signed by the tenderer or person authorized by the tenderer. The authorization (Power of Attorney) should be on non-judicial stamp paper of Rs.100/- duly attested by Notary Public (Format as per Annexure: B). The technical e-bid which will be opened first, shall contain the following documents specified as under (Bidders shall upload scanned copy of following documents along with authorization letter in readable form at NIC CPPP E-Tendering Portal at etenders.gov.in as a part of technical bid):-
 - a) Details of the concern and legal status that is whether it is sole proprietor, partnership firm or a company under the Companies Act. Details to be provided as per **Annexure:D**
 - b) Self-attested copies of the PAN card, GST registration. In case any or all the provisions mentioned above are not applicable, the party should give a declaration to that effect. Non-submission will not be considered as exemption. AAI reserves the right to confirm the legal applicability of the provisions before accepting the declaration of non- applicability as submitted by the party.
 - c) Copies of (duly audited and certified by a chartered Accountant) Profit and Loss Account / Balance sheet of the sole proprietor concern or a partnership firm, Annual Report in case of company as per the companies Act.
 - d) Self-attested copies of Memorandum and Articles of Association in case of Companies and Partnership deed in case of firms and approved by-laws in case of co-operative societies.
 - e) The Bidders are required to furnish Earnest Money Deposit of **Rs.1,75,000/- (Rupees One Lakh Seventy Five Thousand Only)** the EMD and Tender Processing Fee of **Rs. 10,000/- (Rupees Ten Thousand Only)** shall be deposited through Online Payment Gateway on CPP Portal in favor of "AIRPORTS AUTHORITY OF INDIA". A copy of document indicating payment of EMD is to be uploaded in the technical bid. Non-payment of EMD by the stipulated date & time shall lead to disqualification of tendered(s).

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

Refund of EMD:

EMD of unsuccessful bidders shall be refunded online to their source account. The refund of EMD to bidders who fail to qualify the eligibility/ technical stage shall be initiated automatically.

- f) **No Dues Certificate:**
- i. **Self-Declaration of Dues:**
The party should submit the details of contracts held (current and past) at all AAI controlled airports and offices and the details of disputed and undisputed dues there on along with the details of Security Deposit and mode of Security Deposit (Refer **Annexure G**).
 - ii. **No Dues Certification from AAI:**
The party should also enclose the no dues certificate issued by AAI upto **31st December 2024**, in respect of all airports under its control. Only signed certificate will be valid. Photocopy of the signed certificate to be attested by the party at the time of tender submission. Format as per **Annexure: I**
 - iii. If the entity participating in the e-tender is a private or public limited company, Partnership Firm or Sole Proprietor and any of the Directors / Partners / Sole Proprietor of such company is also a director of any other company or partner of a concern or a Sole Proprietor having established business with AAI and has outstanding dues payable to the Authority, then the said entity shall not be allowed in AAI e- tenders. A declaration to this effect has to be submitted by the party / tenderer. (Refer **Annexure: G**)
- g) Form of unconditional acceptance duly signed (enclosed as **Annexure “C”** along with tender documents).
 - h) Declaration to the effect that no raid/seizure/search has been carried out and/or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its affiliates or against any of the Directors/Managers/Employees”
 - i) Declaration giving the details of blacklisting or debarring by AAI, or any Government of India department, any Central or State public sector undertakings. (NIL statement also to be filed). (Refer **Annexure G**).
 - j) Declaration of cases / action under PPE Act initiated by AAI. (NIL statement also to be filed). (Refer **Annexure: G**)
 - k) Declaration in respect of near relatives* working in AAI, as per **Annexure: H**.
 - l) Certificate from Chartered Accountant/Statutory Auditor in respect of Financial Criteria, as per **Annexure: E**.
 - m) Letter of Undertaking by Bidder, as per **Annexure: F**
 - n) Documents supporting eligibility criteria.
 - o) Scanned copy of complete set of e-tender document containing **75** no. of pages (duly signed and stamped by the authorized person)
 - p) Certified details of Gross Turnover of **Rs.1.00 Crore** in any one of the financial years during the last seven (07) years and net worth to be submitted by the tenderer duly certified by Chartered Accountant/Statutory Auditor (with Valid UDIN).

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

Note:

One set of scanned copy of complete technical documentation comprising of documents as listed at clause 3 (a to p) above shall be uploaded in the technical bid.

4. Financial Bid

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

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

- i. Earnest Money Deposit of **Rs.1,75,000/- (Rupees One Lakh Seventy Five Thousand Only)** liable to be forfeited by AAI, if on award of license, I/We do not accept the award or do not fulfill any of the conditions stipulated in e-tender documents, within prescribed time.
 - ii. On account of non-acceptance of award or on account of non-completion of e-tender conditions within the prescribed time, I/We shall be liable to be debarred by AAI for further participation in the tenders at its airports or at any other place under the control of AAI, for a period of one (1) year.
 - iii. In case the documents submitted by my/our firm along with e-tender are false / incorrect, the e-tender of my/our firm will be liable to be rejected by giving reasons. In addition, AAI reserves its right to forfeit the EMD of my/our firm and debar my/our firm from participation in the further e-tender/ tender of AAI, for a period of three (03) years.
- b) AAI reserves itself the right to reject the conditional offer without assigning any reason thereto.
- c) The AAI does not bind itself to accept the highest or any e-tender and reserves to itself the right of accepting the whole or any part of the e-tender and the tenderer shall be bound to provide the service at the rate quoted.
- d) The amount of license fee should be conspicuously written both in figures as well as in words. Any over-writing, correction or insertion should be duly signed by the authorized signatories of the tenderer(s).
- e) In case of discrepancy between the amount offered in figures and words, the offer written in words will only be considered.
- f) In the event that the financial bid of two or more bidders are found to be same and is the highest (the "Tie Bidders"), Authority shall invite fresh Financial Bids, as per Authority's policy, from such Tie Bidders and shall identify the selected bidder from amongst such Tie Bidders. Provided that the revised financial bids of such Tie Bidder (s), shall be no less favorable to the authority than their respective original bids.
5. It may be noted that the Earnest Money Deposit of the successful bidder may be forfeited and the bidder shall be liable to be debarred for further participation in AAI's tender(s)/ e tender(s) for a period of one (1) years, on account on non-completion of the following:
- a) Acceptance of the offer within seven (07) days from the date of issuance of the award letter addressed to the party.
 - b) Payment of advance license fee for one month within 15 days from the date of issuance of the award letter.

- c) i) Payment of Security Deposit within 15 days from the date of issuance of LOIA, amounting to **04 months** equivalent Concession fee of the First (1st) year to AAI as an interest free security Deposit. The SD to be furnished in the form of Bank Guarantee only to be issued by Scheduled Bank having a validity period of 180 days from the date of expiry of contract. However, Bank Guarantee from co-operative bank (even scheduled) or in the form of FDR is not acceptable.
- ii) Security deposit in respect of electricity charges equivalent to **5%** of annual licence / concession value for the **last year** subject to minimum deposit of Rs.10,000/- and a maximum deposit of Rs.10 lakhs. The said security deposit will cover SD towards all types of utilities such as Electricity, Water, Data Port, Telephone etc.
- d) Execution of the Agreement within 15 days from the date of issuance of award letter (on Stamp Paper of appropriate value, related costs to be borne by the licensee).
- e) Commencement of the facility within gestation period.
6. E - Tender(s) will remain valid for a period of 180 days from the date of opening of the Financial Bid. If any tenderer withdraws during the validity period, his Earnest Money Deposit will be forfeited. However, after opening of financial bid, being H1 (highest bidder) in the tender if the party withdraws its bid, EMD shall be forfeited and the said bidder will be debarred from participating in any tender of AAI for one year.
7. The tenderer(s) shall give the list of his near relatives employed in AAI.
8. The successful bidder shall intimate the names of the persons employed by him or going to employ, who are **near relatives*** of AAI employees, or are ex-employees of AAI who have separated from AAI in the past two years.
- 9. Fraud & Corrupt Practices and Penalty:**
- a) Even if the bidder satisfies every criterion as per the guidelines set forth above, but at any stage during the tender process, or after the issuance of LOIA to the successful bidder, or after the execution of concession agreement or during the subsistence thereof, AAI at its discretion can disqualify the bidder or terminate the concession (as the case maybe), if the bidder/licensee:
- i. has been debarred by any state or central government or government agency in India and the same is subsisted at the time of NIT; or
 - ii. has made misleading or false representation in the forms, statements and attachments submitted; or
 - iii. the applicant does not respond promptly and thoroughly to requests for supplementary information requested by AAI for the evaluation of the Proposal; or
 - iv. One or more of the eligibility criteria have not been met by the Applicant; or
 - v. The Applicant has made a material misrepresentation; or
 - vi. The Applicant has engaged in a corrupt, fraudulent, coercive, undesirable or restrictive practice;
 - vii. The applicant or its affiliates or a person or entity having legal relationship with applicant committed any fraud or forgery by way of submission of any kind of documents/ bank guarantee/ Security Deposit etc. (during the tender process and thereafter) with this or any other tender/ contract with Airports Authority of India or any PSU or Government Departments during the last 5 years;

- b) Then the LOA or the draft Agreement, as the case may be, shall, notwithstanding anything to the contrary contained therein or in this NIT Document, be liable to be terminated by a communication in writing by AAI to the agency without AAI being liable in any manner whatsoever to the agency. In such an event, AAI shall forfeit and appropriate the EMD and Performance Security and debar the agency from AAI tenders for any period not succeeding subject to minimum of three years, as the case may be without prejudice to any other right or remedy that may be available to AAI in this regard.
- c) If such an event occurs after the issuance of LOIA and during the contract period, then AAI reserves the right to take any such measure as may be deemed fit in the sole discretion of AAI, including annulment of the contract and forfeiture of the Performance Security amount.
- d) Proposals shall be deemed to be under consideration immediately after they are opened until such time that AAI makes an official intimation of award/rejection to the Applicants. While the Proposals are under consideration, Applicants and/or their representatives or other interested parties are advised to refrain from contacting, by any means, AAI and/or their employees/representatives on matters relating to the Proposals under consideration.

10. **Conflict of Interest:**

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

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

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

For the purpose of this clause, indirect shareholding held through 1 (one) or more intermediate persons shall be computed as follows:

- (A) Where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person: and
- (B) Subject always to sub-clause (A) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis: provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six percent) of the aggregate issued, subscribed and paid up equity shareholding of such intermediary: or
- (ii) A Bidder/nominated Entity has nominated the same Nominated Entity or Nominated Personnel as another Bidder; or
- (iii) A constituent of such Bidder is also a constituent of another Bidder; or

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

Explanation:

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

NOTE:

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

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

11. Exit Clause, Dispute Resolution (to be read along with Annexure - O), Arbitration & Litigation.

a) Normal termination:

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

b) Termination for cause:

If the party or AAI has invoked the internal dispute mechanism (to be read along with Annexure - O) clause (as per which the dispute is to be completed within stipulated time) and the same remains unresolved after the specified time period, it will be deemed that the notice period for the termination has commenced from the next date within which the dispute should have been resolved. No extra notice period. If such termination happens to fall within 50 % of the contract period, then the party is liable to pay AAI the values of license fee equal to the amount of current license fee for the six months as demurrage charges. The agreement should also provide for invocation of arbitration clause only after the internal dispute mechanism has been exhausted. However, the notice for termination will deem to have commenced irrespective of the arbitration proceedings.

c) **Termination for convenience:**

Either party, AAI on one part and the contractor on the other party can serve the notice for termination by giving the requisite notice period. The notice by AAI to be served only after obtaining the approval of the acceptance authority. Similarly, the notice given by the party should be approved by the acceptance authority. However, the date on which notice was received at AAI will be the commencement of the notice period and the administrative time required for the approval will not be added. If the concession/license has been terminated within 50% of the license period or the party has not served the requisite notice of **60 days**, for surrender of license/concession after completion of 50% licence period, then the Security Deposit equivalent to current license fee/MMG shall be forfeited as demurrage charges, as per the details below:

S.No.	If termination of concession/ licensee occurs	Security deposit equivalent to current license fee/MMG to be forfeited (in months)
		For contract period of 1-3 years
(i)	Before 50% contract period	4
(ii)	Between 50% to 75%	3
(iii)	Between 75% to 100%	2

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

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

12. Set Off Clause

In the event of a default or breach in payment of License Fee or interest amount or any other amount due with the licensee of whatever nature as per the provision of this contract, AAI is hereby authorized to adjust such amount from time to time to the fullest extent, with prior notice of 7(seven) days to the licensee, by set off and apply any or all amount at any time held with AAI as security deposit or bank guarantee or any other amount as part of this contract or from any other expired/closed/terminated contracts of licensee with AAI. This is without prejudice to any rights and remedies available with AAI to recover the dues from licensee as prescribed by Law”.

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

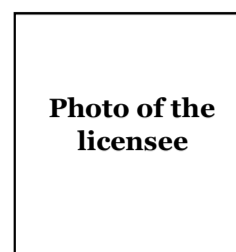
Explanation 2- Outstanding dues shall mean and include any amount accrued/ due against the licensee under this or any other agreement at any of AAI airport or airport premises.

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

14. Novation Clause : Notwithstanding anything contained in this agreement, Parties agree that during the Concession Term, in the event the Authority opts to transfer its rights such as operation, maintenance, development etc. of the Airport to a third party under PPP model or in any manner as may be decided by AAI/Government of India, then the Authority shall have the right to assign/novate/alter this agreement, in favour of such third party, to which concessionaire hereby gives their consent unconditionally and Authority will not be bound to obtain any further consent of concessionaire. Such assignment/novation/alteration would release Authority of all liabilities and obligations arising under this agreement from and after the date of assignment/novation/alteration and the rights and obligations of Authority under this Agreement and other arrangements entered into in accordance with the provisions of this Agreement shall be vested in such third party. The Parties, along with relevant third party shall execute necessary documentation or put in place necessary agreements for the aforesaid assignment/novation/alteration as and when need arises.
15. AAI reserves the right to extend the date of submission / opening of the bids as well as to extend the validity of the E-tender if situation warrants and with sufficient reasons.
16. AAI reserves right to reject any or all e-tender(s) in part or in full without assigning any reason.

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

ANNEXURE: A

Draft License Agreement

SUBJECT: Grant of License for _____ at _____ AIRPORT,

THIS CONCESSION AGREEMENT (“Agreement”) made and executed at _____ on this _____ day of _____ Two Thousand _____ by and between:

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

and

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

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

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

AND WHEREAS the Authority is agreeable to grant the license.
NOW, THEREFORE, this indenture witnesses:

1. That the license for the said facility shall be valid for the period of _____ () years from _____ to _____, unless terminated earlier on account of following;
 - a. By giving 60 days of notice in writing without assigning any reason.
 - b. Terminated by AAI on a short notice on account of unsatisfactory performance.
 - c. Termination on expiry of the specified time period allotted for unresolved internal dispute resolution (to be read along with (**Appendix - O**)).

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

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

Year	Amount of Monthly License Fee
1 st Year	_____ + GST applicable on time
2 nd Year	_____ + GST applicable on time
3 rd Year	_____ + GST applicable on time

4. Rate of Escalation:

- a. License Fees shall be subject to annual escalation of 10%.
- b. The first annual escalation will be applicable after completion of one year license period. Thereafter the same will be applicable after completion of subsequent one year period there from. Even if, on account of any delay whatsoever, licensee could not commence business operations on the expiry of gestation period stipulated in NIT, for the purpose of calculation of date on which 12 months of license are completed (date on which first escalation is applied) shall be deemed from next day of expiry of gestation period stipulated in NIT.

5. Authority shall raise all bills (including MMG/MAG and any other bills except annual land lease bills) for the current month on 1st day of month in advance expect true-up and reimbursement of expenditure bills like electricity, water etc.

The invoices for reimbursement of expenditure like electricity, water charges etc. for the completed month shall be raised on 5th of succeeding month.

A credit period of 15 days (date of invoices plus 15 days) shall be provided, which is subject to reduction as and decided by Authority.

Authority shall levy penal interest @12% per annum from the due date (i.e. date of invoice plus 15 days) till the actual date of payment received in Authority's account in the cases concessionaire/ agencies settled the invoice after due date but within 90 days (date of invoice plus 90 days) and 18% per annum from the due date till the actual date of payment received in Authority's account in the case of concessionaire/ agencies settled the invoices after 90 days. In case of part payment made by any agency, same rate of interest on the balance amount of invoice as applicable shall be charged.

6. That in addition to the above said License Fee, Licensee is also liable to pay Utility Facilitation /Common Area Maintenance (CAM) Charges at 10% of normal space rent (or as may be notified by AAI from time to time, presently normal notified space rent AC is Rs. 1,670/- Per Sqm. per month and Non AC is Rs. 1,110/- Per Sqm per month. The annual escalation of 7.5% will be applicable from 01/04/2026.

7. That in addition to the above said licence fee, licensee shall pay all charges towards consumption of electricity and water as may be due as determined by the Authority and at the rate(s) fixed by it from time to time. Such charges shall be paid within the date(s) specified in the bill(s). The Licensee shall have to provide his own meter(s) for the purpose, failing which Licensee shall be billed on assessed consumption. In default of payment of said charges, the Authority may without prejudice to its other rights disconnect or cause to be disconnected the water and electricity to the said premises without any notice and the Licensee shall not be entitled to any compensation whatsoever on account of any such disconnection.
8. That the Licensee shall pay all rates, assessments, out goings and other taxes as leviable on the Licensee in 'Laws'.
9. That the Licensee shall make payment of license fee etc. either by cheque/demand drafts drawn on local banks or through RTGS/NEFT. No outstation cheque shall be accepted in payment of license fee etc.
10. That the licensee shall deposit a sum of Rs. _____/- (Rs. _____ only) i.e. an amount equal to **04 (Four)** months of license fee (based on First year license fee) as Security Deposit in the form of Bank Guarantee from a Nationalized/Scheduled Bank (Bank Guarantee from Co-operative Banks, even scheduled co-operative banks, shall not be acceptable) in favor of Airport Director, AAI, _____ Airport. Bank Guarantee should be valid for the entire period of license plus **Six (06)** months. In the event of the Licensee committing any breach of the terms & conditions of the license agreement, the Authority may without prejudice to other rights and remedies be entitled to forfeit the Security Deposit or any part thereof. In Such an event he shall pay in the same manner as stated above such additional sum immediately as he may be called upon by the Authority to pay, so that the Security Deposit shall at all times during the continuance of these presents, be for the same amount. On the expiration or earlier determination of the license the Authority shall return the Security Deposit or part thereof which has not been forfeited as aforesaid, to him, without interest.
11. That the Licensee shall also liable to make the payment towards security deposit in respect of electricity charges equivalent to **5%** of annual licence/concession value for the last year subject to minimum deposit of Rs.10,000/- and a maximum deposit of Rs.10 lakhs. The said security deposit will cover SD towards all types of utilities such as Electricity, Water, Data Port, Telephone etc.
12. 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.
13. That the Licensee shall maintain such regular and proper account books along with other supporting documents regarding sales effected by the Licensee in the said premises and said accounts/documents shall all the times be kept open for inspection by Authority in such manner as may be prescribed. The Licensee shall provide to the Authority, if so required by the Authority, Statements of audited Accounts in such manner and within such period as the Authority may prescribe. Licensee shall be liable to share invoicing details live with AAI.
14. That the Licensee shall have no right to object as and when the Authority decides to grant additional License for similar Facility at the airport premises where the Licensee is rendering such services.

- 15.** That Authority shall provide bare space for the subject service and other expenses of any kind for establishment and rendering of the services shall be incurred by the Licensee. However, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by the Authority.
- 16.** All the times during the currency of the license agreement, it shall be the responsibility of the licensee to obtain proper fire insurance coverage including theft and burglary in respect of all the movable and immovable assets stored or used in the licensed premises and authority shall not be responsible for any loss or damage caused to the licensee on any accounts whatsoever.
- 17.** That Licensee shall operate the subject facility by charging the rate from users, as may be approved in advance by the Authority. Licensee shall exhibit the said approved charges at a conspicuous place inside the licensed premises.
- 18.** That the Authority reserves to itself the right to change the location of the premises at any time and may at its discretion, call upon the Licensee to vacate the site and may give him an alternative premise for the purpose of this license. In such a case, the Licensee shall be bound to vacate the premises immediately and accept the said alternate premises. The entire expenditure on such shifting shall be borne by him and the licensee shall not be entitled to claim any compensation or revision in the license fee on that score.
- 19.** The Licensee shall use the premises for the bona fide purpose as provided in the Agreement, more particularly described in the enclosed schedule, for the use of all passengers and bona fide visitors to the Airport and Officers of the Authority and the staff of various Airlines using the Airport and for no other purpose.
- 20.** The Licensee shall not erect or display any advertisement or signboards except after obtaining the prior approval in writing of the Authority.
- 21.** The licensee must necessarily operate the contract for minimum 50 % of the total period of the contract failing which the licensee may be debarred from participating in any tender in AAI for minimum period of 01 (one) year.
- 22.** That in case if at any stage during the currency of the agreement, AAI finds that the party had bagged the contract by submitting any false/wrong document or concealed any information/document, in such an eventuality the SD/BG lying deposited with the AAI shall be forfeited and the licensee shall be debarred for three years for participation in AAI tender. However, in case the licence is terminated due to any illegal activity which is punishable under any of the laws of the land then the party will be debarred till the case is cleared by the concerned legal authority of the land.
- 23.** The Licensee shall not terminate the license before the expiry of the period of the license except by giving 60 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 60 days notice in writing without assigning any reason thereto.

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

A. Normal Termination: -

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

B. Termination for cause:-

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

C. Termination for convenience: -

Either party, AAI on one part and the contractor on the other party can serve the notice for termination by giving the requisite notice period. The notice by AAI to be served only after obtaining the approval of the acceptance authority. Similarly, the notice given by the party should be approved by the acceptance authority. However, the date on which notice was received at AAI will be the commencement of the notice period and the administrative time required for the approval will not be added. If the concession/license has been terminated within 50% of the license period or the party has not served the requisite notice of **60 days**, for surrender of license/concession after completion of 50% licence period, then the Security

S.No.	If termination of concession/ licensee occurs	Security deposit equivalent to current license fee/MMG to be forfeited (in months)
		For contract period of 1-3 years
(i)	Before 50% contract period	4
(ii)	Between 50% to 75%	3
(iii)	Between 75% to 100%	2

Deposit equivalent to current license fee/MMG shall be forfeited as demurrage charges, as per the details below:

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

D.Termination for regulatory / legislative or supervisory requirements: If any provision of law or legislation of India makes it mandatory to stop /prohibits the continuation of any contract at any particular location or otherwise then it will deemed to be closed from the date of such enactment.

25. Set Off Clause

In the event of a default or breach in payment of License Fee or interest amount or any other amount due with the licensee of whatever nature as per the provision of this contract, AAI is hereby authorized to adjust such amount from time to time to the fullest extent, with prior notice of 7 (seven) days to the licensee, by set off and apply any or all amount at any time held with AAI as security deposit or bank guarantee or any other amount as part of this contract or from any other expired/closed/terminated contracts of licensee with AAI. This is without prejudice to any rights and remedies available with AAI to recover the dues from licensee as prescribed by Law”.

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

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

- 26.** No compensation is payable by AAI. Exponential penalty on licensees @ double the licence fee per month in the form of damage charge can be imposed on licensees unauthorized occupying the premises after expiry of contract period.
- 27.** Novation Clause : Notwithstanding anything contained in this agreement, Parties agree that during the Concession Term, in the event the Authority opts to transfer its rights such as operation, maintenance, development etc. of the Airport to a third party under PPP model or in any manner as may be decided by AAI/Government of India, then the Authority shall have the right to assign/novate/alter this agreement, in favour of such third party, to which concessionaire hereby gives their consent unconditionally and Authority will not be bound to obtain any further consent of concessionaire. Such assignment/novation/alteration would release Authority of all liabilities and obligations arising under this agreement from and after the date of assignment/novation/alteration and the rights and obligations of Authority under this Agreement and other arrangements entered into in accordance with the provisions of this Agreement shall be vested in such third party. The Parties, along with relevant third party shall execute necessary documentation or put in place necessary agreements for the aforesaid assignment/novation/alteration as and when need arises.
- 28.** In the event of any default, failure, negligence or breach, in the opinion of the Authority on the part of the Licensee in complying with all or any of the conditions of the license agreement, the Authority will be entitled and be at liberty to determine the license forthwith and resume possession of the premises without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the Licensee for due performance of Agreement.
- 29.** Acceptance of award letter and NIT conditions shall form part and parcel of the license agreement.
- 30.** The Authority and the Licensee further agree that they are bound by the General Terms & Conditions, Special Terms and Conditions, Concession Layout, Schedule of Premises, found in Appendix ‘1,2,3&4’ respectively annexed here to.

Signed by _____ Airport Director, Airports Authority of India,
_____ Airport, for and on behalf of The Airports Authority
of India, in the presence of:

AIRPORT DIRECTOR

WITNESS:

1. _____

2. _____

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

SIGNATURE OF LICENSEE

Witness:

1. _____

2. _____

APPENDIX: 1 of Annexure-A**GENERAL TERMS AND CONDITIONS**

The Authority hereby covenants with the licensee as follows:

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

- (c) The Licensee shall at his own cost maintain the premises in a proper state of cleanliness and abide by such directions as may be given by the Authority and such other departments as may be entrusted by the rules and regulations with the works of inspection and enforcement about the conditions of sanitation, cleanliness and hygiene. If the premises is not maintained in reasonably clean condition by the licensee, Airport Director shall have powers to get the premises cleaned at the risk & cost of the licensee and recover liquidated damages at the rate of Rs.200/- per day for each default upto 7 days & thereafter Rs.500/- per day and can take other actions including termination of the licence.
- (8) The licensee shall comply with the requirements of all standard health clauses including those given below:
- a. The Airport Health Officer/ Medical Officer of AAI or persons authorized by them may without notice, enter the premises any time and inspect the premises, materials, instruments and implements etc. used by the licensee.
 - b. All instructions given by the Airport Health Officer/Medical Officer of AAI or any persons authorized by them in the maintenance of public health of the Airport including sanitation control prevention of infectious diseases, control and prevention of nuisance from insects, rodents or any other source shall be carried out by them and his agent and servants.
 - c. The licensee shall notify to the Airport Health Officer whenever any person working under him is suffering or suspected to be suffering or convalescing from any infectious disease. The Airport Health Officer may medically inspect the said person or any person who is suspected to have been in contact with the person and take any precautionary and preventive measures considered necessary.
 - d. The licensee his agents and servants shall not without consent of the Airport Health Officer, interfere with injure, destroy or render useless any work executed or any materials or things placed in, under or upon any land or building by or under the orders of the Airport Health Office with the object of preventing the breeding or entry of mosquitoes or maintenance of sanitation.
 - e. The licensee, his agents and servants shall not abuse the water sources, and drainage facilities in the airport area so as to create a nuisance or in sanitary situation prejudicial to public health.
 - f. In the event of any default, failure, negligence or breach in the opinion of the Authority, on the part of the licensee in complying with either of these conditions specified in the foregoing sub-clause (a) to (c), the Authority will be entitled and be at liberty to determine the licensee forthwith and resume a possession of the premises without payment of any compensation or damages and forfeit in full or in part the amount deposited by the licensee for due performance of the agreement.
- (9) The licensee shall employ only such servants as shall have good character and as well behaved and skillful in their business. He shall furnish the Authority in writing with the names, parentage, age, residence and specimen signature or thumb impression of all servants whom he proposes to employ for the purpose of this agreement before they are so employed and the Authority shall be at liberty to forbid the employment of any person whom it may consider undesirable. The servants employed by him shall be under the general discipline of the Authority and shall 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.

- (10) (a) The licensee would be required to install adequate number (as may be determined by Fire Officer or any other officer of AAI depending upon the area of the licensed premises) of minimum a 2.5 kg CO₂ fire extinguisher in the licensed premises at his cost before commencement of business.
- (b) No wooden partition / inflammable material shall be permitted in the licensed premises. The material to be used for partition / fabrication of the shop / office premises shall be as per the specification given by AAI and to be got approved by AAI in advance.
- (c) Licensee shall not use a naked light or cause or permit any such light to be used in the licensed premises.
- (11) The licensee shall not damage the premises for any part of the Airport premises and in the event of any damage being caused to the same intentionally or otherwise, by the licensee, or his employees or invitees or customers, the Authority shall be entitled to repair the damage or make the requisite replacement and call upon the licensee to replacement and call upon the licensee to reimburse cost thereof which the licensee undertakes to pay forthwith on demand.
- (12) The licensee shall not store or bring or keep in the premises heavy articles so as to injure or damage the premises or keep goods of combustible or inflammable nature unless required for executing the licence.
- (13) (a) The licensee shall not use electrical heater, toaster and other allied appliances in the premises for preparation of tea, coffee and for heating of food etc. unless specifically provided under the agreement to perform contractual obligations.
- (b) The licensee hereby agrees to provide necessary training to the employees posted in the licensed premises for handling fires extinguisher as provided in the terminal/licensed premises.
- (c) The licensee will, during the continuance of this licence insure against any claim for workmen's compensation or otherwise of all persons employed by him in connection with his business to be carried on as aforesaid with such insurance company as the Authority shall approve of and shall produce for inspection on demand by the Authority all policies in respect thereof and the receipts from time to time for current premium.
- (14) In the case of such breach of the terms of this licence as minor offences and complaints coming to its notice for which in the opinion of the Authority this agreement need not be terminated, the Authority may at its discretion recover compensation from the licensee up to the limit of the Security deposit of the licensee. The decision of the Authority in this respect will be final and binding on the licensee.
- (15) The licensee shall not hold or permit to be held any public or private auction in the licensed premises.
- (16) The Licensee shall sell articles in the premises at prices which shall be marked on the articles or on tags attached thereto and it shall not be in excess of the retail prices/fair prices fixed by the manufacturers or Government or any other local authority whichever is lower or controlled price in case such case controlled price has been fixed by any authority and in all other cases, not exceeding the reasonable market rates for similar goods. The Authority can after giving reasonable opportunity to the Licensee to show cause, itself fix the price of any article or articles, if, in its opinion, the prices charged are unreasonable or exorbitant and thereupon the Licensee shall sell only at the price so fixed by the Authority and he/she shall also be liable to refund to any customers any amount in excess paid by such customer for any articles in excess of the price so fixed.

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

After the contract expires, the concessionaire shall stop business and shall be given a maximum of 07 days to vacate the premises (after settlement of dues). The onus of clearing all the dues and vacating the premises within 07 days lies on the licensee. If the agency fails to vacate the premises within 07 days of expiry of contract, twice of normal notified space rent of that area shall be charged from date of expiry to the date of vacation.

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

- (25) The licence herewith granted shall not be construed in any way as giving or creating any other right or interest in the said space / building(s)/ land/ garden/ tank/ premises to or in favour of the licensee but shall be construed to be only as a licence in terms and conditions here in contained.
- (26) The Authority, its servants and agents shall at all times have the absolute right of entry into the said premises.
- (27) The provision of the Airports Authority of India Act, 1994 as amended by Act 2003 and the rules framed there under (Chapter VA – Eviction of Unauthorized Occupants etc. of Airport Premises) which are now in force or which may hereafter come in force shall be applicable for all matters provided in the said Act.
- (28) Dispute Resolution

29.1.1 All disputes and differences arising out of or in any way touching or concerning this Agreement (except those the decision whereof is otherwise herein before expressly provided for or to which the AAI ACT, 1994 and the rules framed there-under which are now enforce or which may here-after come into force are applicable) (the "Dispute") shall be dealt as under:

29.1.2 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.

29.1.2.1 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 Clause 29.1.3 within 30 days from the date of receipt of Partial Settlement Agreement or Failure Report.

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

Once the request of the Party is accepted under Mediation Policy of AAI, the dues of the party shall be treated as disputed for all purposes.

29.1.3 Adjudication through Arbitration: In case no final settlement has been arrived at between the parties after mediation or partially settled as per sub Para 29.1.2 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 the Authority, AAI, after obtaining consent of the other party, as per format annexed at Appendix-V.

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

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

29.1.3.3 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.

29.1.3.4 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.

29.1.3.5 The venue of such arbitration shall be Jammu Airport and the language of arbitration proceedings shall be English.

29.1.3.6 The Arbitrator shall make an award (the "Award") for each dispute and /or claim and shall give reasons for the Award. Any award made in any arbitration held pursuant to this Article 29 shall be final and binding on the parties. For avoidance of doubt, the parties hereto agree that the adjudication hereunder shall not be final and binding until an appeal against such adjudication has been decided by an appellate tribunal or judicial court, as the case may be, or no such appeal has been preferred within the time specified in the Applicable Law.

29.1.3.7 The Concessionaire and the Authority agree that an Award may be enforced against the Concessionaire and /or the Authority, as the case may be, and their respective assets wherever situated.

29.1.3.8 This Agreement and the rights and obligations of the parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. For the avoidance of doubt, the Concessionaire hereto agree that the Concessionaire shall pay to the Authority, the Concession Fee, the Space Rent, Common Area Maintenance Charges, Utility Charges and Taxes and any other payments that may become due and payable, pending the Award in any arbitration proceedings hereunder.

29.1.4 The parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

29.2 Adjudication by Regulatory Authority or Commission

29.2.1 In the event of constitution of a statutory Regulatory Authority or Commission with powers to adjudicate upon disputes between the Concessionaire and the Authority, all disputes arising after such constitution shall, instead of reference to adjudication under this Clause, be adjudicated upon by such Regulatory Authority or Commission in accordance with the Applicable Laws and all references to Dispute Resolution Procedure shall be construed accordingly. For the avoidance of doubt, the parties hereto agree that the adjudication hereunder shall not be final and binding until an appeal against such adjudication has been decided by an appellate tribunal or judicial court, as the case may be, or no such appeal has been preferred within the time specified in the Applicable Laws.

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

The case shall be referred to the sole Arbitrator by the Chairman/Member/ RED of the Authority, subject to the condition that the licensee shall have to deposit 50% of the disputed amount (in the form of BG /((Additional bank guarantee with validity of minimum two years from the date of making reference to DRC, and further extendable))/ DD/PO/ RTGS/ NEFT) with AAI as condition precedent before making reference to the Arbitration for adjudication of dispute. During the arbitral and Dispute resolution (to be read along with Annexure - O) proceedings, the licensee(s) shall continue to pay the full amount of license fee/dues regularly as per the award/agreement and perform all covenants of the agreements.

- (29) It would be the responsibility of the licensee to obtain all necessary security clearance from BCAS/any other regulatory agency as required.
- (30) In case of any dispute where legal action is compelled to be initiated by any of the party, jurisdiction of the court shall be the city / town / district where the airport is located.

(SIGNATURE OF LICENSEE)

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

1. The bidders can conduct a survey of the area and the business potential of the contract before quoting their bids.
2. The staff engaged by the Licensee/ contractor has to be properly uniformed and shall deal with all the passengers with extreme courtesy and caution.
3. The Licensee shall invariably issue bills/ receipts to the customers on account of any purchases.
4. The design of the outlet shall be in line with overall aesthetics of the terminal building, the fabrication of outlets and offices shall be with the prior approval of layout (including height etc.) and design by AAI.
5. On the front elevation, the display of name of the agency and/or brand is permitted. In-shop advertisements to be restricted to the brand/agency name/product line of the licensee, and no other advertisement shall be displayed in the shop premises.
6. Only Space is allotted for the said business in said area within which the agency has to make their own arrangements for their business. Vertical shadow area or projection of counter is not permitted. The structure made by the agency should be within the allotted bare space. Any extra area (up to 10%) occupied by the agency for furthering its concession activities and found subsequently by AAI shall be charged on pro rata basis. In case extra area is beyond 10%, licensee will be charged at double the pro-rata amount.
7. The Licensee will be liable to obtain License for operating the facility from concerned agency if applicable.
8. The Licensee will ensure proper hygiene and quality of products sold must conform with State Govt. & Central Govt. statutory bodies for Quality parameters.
9. The successful tenderer (s) shall operate the facility throughout the operational hours of the Airport. The outlet is to be kept open/close for the period as directed by the Airport Director from time to time.
10. No Product/Items Services should be sold above MRP/Schedule of Charges. Wherever MRP/Schedule of Charges is not mentioned, the rates are to be based on reasonable market rates.
11. The Licensee shall maintain a complaint book at the allotted counter and the same should be easily accessible for recording of suggestions/complaints which shall be kept open for inspection by AAI.
12. The Licensee shall keep the premises in a clean and tidy condition and open to inspection to the satisfaction of Airport Director, AAI or his representative. Licensee shall abide by all other statutory and government regulation.
13. Licensee shall be responsible for all safety and security of his premises. Authority shall not be responsible for any claim for users/employee etc. on account of loss/damage due to accident/mishap in the premises. The Licensee shall be responsible for such losses/claims if any. Prior approval of AAI is required to be obtained for any structure to be erected.

14. AAI officials may inspect the allotted premises and verify the billing etc. at any time.
15. AAI may impose penalty for selling unauthorized items/services or for unsatisfactory performance. Also AAI may take action against the Licensee for termination of the License forthwith.
16. The successful bidder shall display the rate at a conspicuous place.
17. The following penalties will be imposed, against the irregularities, to the licensee or staff of licensee.

Annexure-1

Imposition of Penalties - guidelines regarding

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

18. The licensee should abide by all the items and conditions and Rules and Regulations of AAI as may be enforced from time to time.
19. AAI shall not be responsible for any legal cases that arise due to health hazards and other issues on account of quality of product and other legal matters for quantity, price etc. sold by the tenderer. The sole responsibility shall be of the licensee in any legal cases.
20. The licensee shall obey the various central & State Govt. Labor Laws in force from time to time. Any clearance/ permission/ license (such as food license, etc.) shall be obtained by the licensee from the govt. agency/local authority etc. for running the subject facility before commencement of the service. The Licensee shall abide by the Rules & Regulation and legislation of central and state government on environmental protection.

21. AAI will not be responsible for any monetary loss due to poor business etc. and no request for reduction of license fee will be accepted.
22. Charges for the AEP/ADP/AVP/Entry Passes has to be borne by the licensee
23. Agency has to get the necessary approval for Security Clearance/Security Program from BCAS as applicable.
24. The above Special Terms & Condition shall form part of the Agreement.

A. Scope of License:**1. Meet & Greet Facility**

- a. Provide portage services and assistance with baggage.
- b. Provide assistance in arranging reservation/ purchase of tickets.
- c. Provide end-to-end assistance to the departing passengers in the processes/ steps involved at the Airport right from the entry gates to the terminal building till the Boarding Gates. During the Immigration/ Custom/ Security Clearance the assistance shall be limited to guiding the passenger to the right queue, thereafter, the service provider will meet the Passenger in the SHA for extending further assistance.
- d. Provide end-to-end assistance to the arriving passengers in the processes/ steps involved at the Airport right from Arrival Gates to the Exit Gates of the Terminal Building. The passenger shall not be accompanied by the service provider during the immigration/ custom clearance.
- e. Provide assistance for arranging transportation and accommodation bookings. The licensee shall not directly operate services such as taxi booking, hotel bookings etc.
- f. Provide Tourist Information Services.
- g. Any other Passenger Facilitation service subject to prior approval of the Authority.

B. Service Standards:

1. The concessionaire shall, at all times comply with the following service standards and such other standards specified by Authority from time to time.
2. The concessionaire shall ensure that the Meet & Greet Facility and Trolley Advertisement Rights cum Retrieval is operated in un-interrupted manner during the entire operation hours. The concessionaire shall further ensure that sufficient staff shifts shall be arranged accordingly to confirm the round the clock operation.
3. The concessionaire shall ensure and provide, at all times professional, efficient and prompt, polite and courteous service to all passengers without discrimination whatsoever and in an honest and business-like manner and shall improve the standard of service offered at facilities being operated under as per the scope of the Agreement.
4. The concessionaire shall be liable to maintain a complaint register (either in hard copy or electronic form) at the location and shall ensure that all complaints are recorded in the complaint register with the action taken report for each of the complaints received. Immediately after a complaint is registered, the concessionaire shall acknowledge the complaint stating the date and complaint number. The concessionaire shall ensure that all complaints are addressed on the spot, but in any case, not later than 48 hours within the receipt of the complaint, in the event it is not possible to address the complaint on the spot. In the event, any complaint is received against any employee of the concessionaire deployed at any of the location or otherwise, Authority shall have the right to require the concessionaire to remove such personnel and replace him.
5. The concessionaire shall at all-time remove the waste materials and/or garbage with extreme care and dispose the same at garbage collection box as per the guidelines issued by Authority from time to time.

6. The concessionaire shall report to authority any incident, accident, theft, damages occurred at the location promptly.
7. The concessionaire shall ensure that the required assistance is extended to all the disabled, physically challenged and elderly passengers/visitors at the lounge or as part of meet & greet facilities.

10. Manpower Deployment and their Service Condition:

- a. The licensee shall engage and deploy sufficient numbers of skilled and experienced personnel for the execution and performance of services as defined in scope of work.
- b. Staff should be physically fit for the intended purpose and have fulfilled the BCAS
 - (i) AEP requirement.
- c. The staff deployed by the Licensee shall be able to orally communicate in three
 - (i) languages i.e. in local language, English and Hindi.
 - b. The licensee shall provide adequate training in respect of following:
 - d. General orientation in respect of working in an Airport set up.
 - e. Service quality to be provided by its employees under the scope of the license.
 - f. General business etiquette and grooming.
 - g. Refresher training programs from time to time so as to continue and maintain service levels as per the prevailing industry standards.
 - a. The licensee will solely be responsible for service conditions (including payment of
 - (i) minimum wages, bonus, PF, ESI, Insurance and other compliances etc. as per prevailing laws of the land) of workmen employed by the licensee for the purpose of carrying out the functions under the contract.
 - b. There will be no direct employee-employer relation between AAI and workmen.
 - c. The staff deployed by the licensee shall depict a professional, well groomed, and
 - (i) pleasant personality who caters to passenger needs at all times.
 - d. Neat and clean uniform of approved design shall be worn by staff at all times while
 - (i) on duty along with identity cards and name badges.
 - e. In case any damage/loss is caused to any property of AAI or of the passenger(s) by
 - (i) the workers/staff of the licensee, then the licensee shall be liable to make good of the said loss/damage at its own cost and AAI shall not be responsible for the same.

11. Trolley Management:

- a. Agency will be allowed to bring appropriate number of trolleys (at its own cost, as per Specification given in Appendix 1 for providing Meet & Greet Services as per the scope of the license. The number of trolleys will be approved by Airport Director. However, depending upon business need, the number of trolleys can be increased with prior approval from the Airport Director.
- b. However, Agency or any of its employees/workers is not permitted to use the AAI trolleys for any purpose.
- c. Agency will have to use colour coding to identify and keep his trolleys segregated from the trolleys belonging to AAI.
- d. No advertisement or any sort of Media is permitted to be displayed on the trolleys belonging to the agency.
- e. Agency has to ensure that the trolleys are placed in designated areas identified and allotted to it.
- f. Any trolley lying idle outside the designated area will be impounded by the Terminal Manager.

12. Kiosk Space:

- a. Kiosk space will be allotted in the porch area (departure side and arrival side) for providing Meet & Greet Services. Kiosk space may also be allotted in the arrival hall of terminal buildings, for providing Meet & Greet Services.
- b. Counters shall be maintained in a neat and clean fashion at all times.

- c. Porters/assisting staff of Meet and Greet Services can be present only at the counters and designated area for porters. They should not be found roaming here and there in search of passengers especially near baggage belt area in arrival hall and drop lanes near departure gates on city side.
- d. The porter/assisting staff will be available in a designated area near to the counter, the passenger will go to that area and show the token to get the services;
- e. A complaint register must be present at the counters and shall be made available to the passengers on demand.

13.Charges for Rendering Services:

- a. In respect of Meet and Greet Facilities Licensee is entitled to charge from passengers as per the schedule of charges given in Appendix 2.
- b. Passenger upon demanding a particular service will make the payment as per approved rate.
- c. The agency will issue an invoice to the passenger and also a printed token in case of Meet & Greet Services
- d. In case of Meet & Greet Services, the passenger will hand over the token to the porter after availing the services;
- e. The services offered by the licensee shall be purely optional, passengers should not be coerced/persuaded to avail the services. No canvassing shall be permitted.
- f. A helpline number should be printed on the token as well as on invoice which the passenger can use if he/she has some issue with the porter during the course of availing services. This number will generally be of shift supervisor who can immediately resolve the issue. In case shift supervisor is unable to resolve the issue, the matter should be reported to Terminal Manager of AAI.

14.Performance Evaluation:

- a. Evaluation of performance of licensee will be based on following parameters:
 - (i) Outstanding Dues
 - (ii) Continuity and Quality of Service: Evaluation based on passenger feedback and number of complaints received and the licensee's response to those complaints.
 - (iii) Maintenance, upkeep and management of trolleys.
 - (iv) Compliance towards statutory requirements
 - (v) Staff behaviour and compliance to norms.
- b. Penalties shall be imposed on the licensee as per schedule of penalties given in Appendix 3.
- c. The Agreement may be Terminated by AAI on a short notice on account of unsatisfactory performance.

15. Accessible Areas to the Staff:

The staff of the agency i.e. Porter/Assisting Staff will have the access of the following area(s) to accompany the passengers, however, the porters/assisting staff will be governed by the scope of the license, prevailing BCAS norms, directions and circulars issued by Government of India Departments, other statutory/regulatory authority(ies) as also AAI from time to time:

Areas are to be identified by the Airport after constituting a Special Coordination Committee comprising of Airport Director and representatives of Commercial, Operation and Security Departments for ensuring issuance of passes for the said areas)

16. Miscellaneous:

- a. There should be a provision in the billing solution for up gradation to the Industry Standard EPOS system. AAI at its sole discretion may direct licensee to upgrade its billing solution to the Industry Standard EPOS system and integrate the same with AAI system for the purpose of real time sales tracking. Cost of such upgradation to EPOS and integration of the EPOS with AAI system shall be borne by the licensee.
 - b. The licensee shall submit an itemized system generated monthly report to AAI with regard to the total number of passenger catered/served and amount realized for reference purpose.
 - c. Licensee shall fix the Electricity meter at his own cost for the area for which electricity charge is applicable.
 - d. In case any employee is found engaged in doing anything beyond the scope of this Agreement, his/her Airport Entry Permit shall be confiscated and cancelled and the Vendor shall dispense with his service forthwith and arrange replacement in his place immediately.
 - e. Vendor shall ensure that permits/sanction of Central Govt./State Govt./Local Govt bodies or any other statutory/regulatory body(ies) are obtained for operation of subject facilities.
 - f. No rebate/reduction in license fee shall be considered/allowed on account of temporary disruption of Airport operations, reduction in the number of flights operation etc.
 - g. In case of Meet & Greet Facility, and Advertisement Rights cum Trolley Retrieval no rebate/ reduction in license fee shall be considered/ allowed, on this score.
 - h. The licensee shall abide by all the terms and conditions of AAI /Govt. Authorities as may be enforced from time to time.
 - i. The licensee shall be solely responsible for any claim and/or liability arising out of the above activities.
17. All the above guidelines will form part of the agreement.

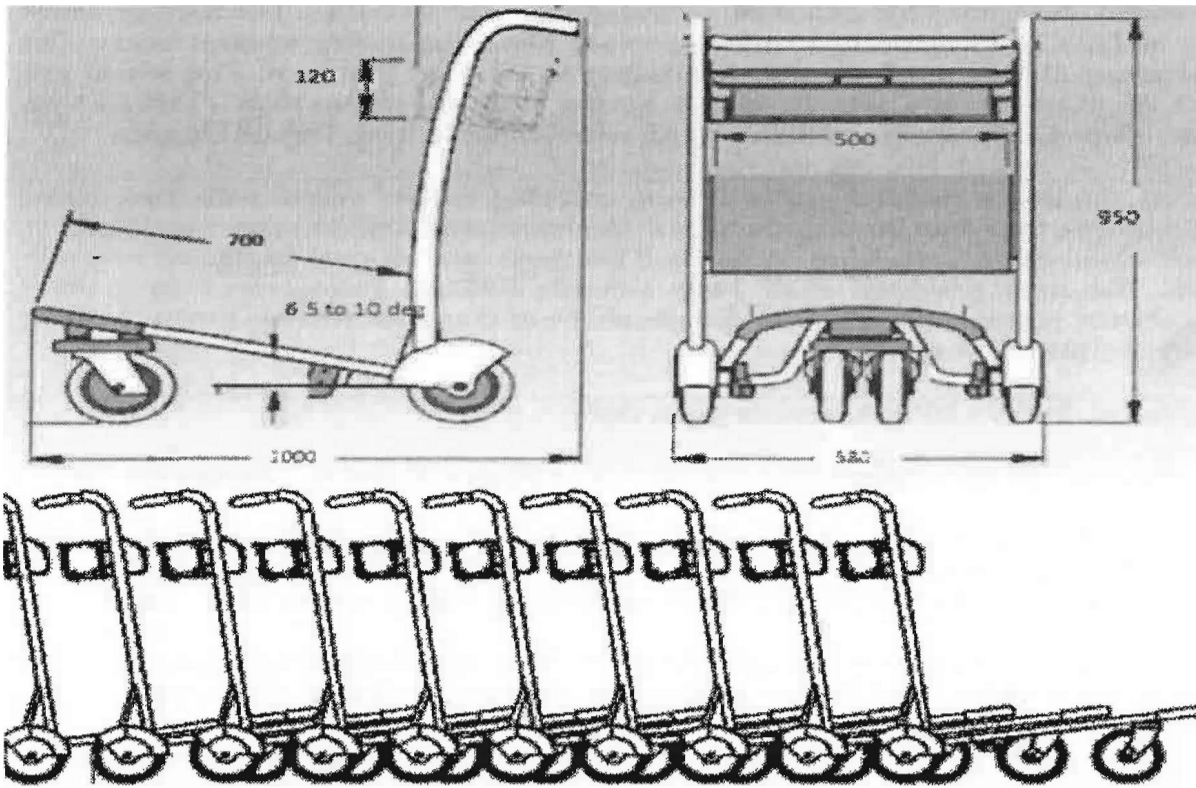
Appendix I of Annexure-A

**TECHNICAL SPECIFICATIONS
PASSENGER BAGGAGE TROLLEY (STAINLESS STEEL TYPE)**

S. No.	Technical Specification
1.	Trolleys will be of 3 wheel type. Front wheels will be either one wheel on a single swivel type or two independent swivel type. Rear wheels shall be 2 fixed type.
2.	The Main frame and load platform will be of AISI grade 304 SS pipes having circular section or elliptical section with minimum thickness of 2 ±0.12MM . In case of circular sections, the vertical frame dia should not be less than 30 mm and horizontal frame dia should not be less than 25mm and in case of a separate load platform mounted on horizontal frame the size of platform frame should not be less than 22MM. In case of elliptical section, the size should not be less than 38 mm X 20 mm for Vertical and horizontal frames and 30 mm x 16mm for load platform.
3.	Hand Baggage Basket will be of AISI grade 304 SS Rods / Pipes. The basket should be of the following size: Length: 500 mm or above. Width: 220 mm or above. Height: 120 mm or above. Also the projection of the basket beyond the vertical frame should not be more than 60 mm, so that the load platform area is not affected. The design shall incorporate finger protection clearance.
4.	Hand Baggage Basket will consist of frame of SS rods having a minimum 5mm±0.25mm or higher thickness. The basket will be welded to the mainframe by SS welding rods.
5.	All wheels will be of moulded synthetic non-marking rubber tyred with two precisions, industrial, dust protected, metal sealed on both sides, self-lubricated ball bearings (bearings should be of SKF/NBC/TIMKEN/NTN of reputed Foreign / Indian make of same features). Swivel will have dust protected large ball bearings with rubber sealing on both sides (SKF/NBC/TIMKEN/NTN 6305-2RS1 or bigger size of reputed Foreign / Indian make of same features). Such wheels should be trouble free long life as specified in clause on maintenance.
6.	The axles shall be made from EN 8 Grade Rods or Equivalent.
7.	Ten trolleys should stack with each other within 4.00 meters length and the design should be such that while stacking and moving in a group of 15 trolleys, the maneuvering should be smooth.
8.	Overall Dimensions: Length: 1000 mm or above. Height: 950 mm or above. Width (rear): 580 mm or above. Load Platform Length (Effective) : > 700 mm or above
9.	Load Area Slope (towards rear) 6.5° to 10° (towards rear).
10.	Overall weight: Not less than 19 Kgs (in case of no separate load platform mounted on horizontal frame). 22 Kg to 28 Kg.(In case of a separate load platform mounted on horizontal frame).
ii.	Normal carrying weight :100 Kgs.
12.	Maximum carrying weight : 300 Kg. (will be checked randomly).

S. No.	Technical Specification
13.	<p>Front Caster Wheel and Rear Wheels:</p> <p>i) Front castor wheel should be molded synthetic non marking rubber wheel with two precision double sealed industrial ball bearing dust protected and hub thickness sufficient to carry a weight of 75 Kg on each wheel. Swivel Caster will have precision double ball bearings sealed; dust protected and self-lubricated large ball bearings. The nuts provided shall have suitable locking arrangement to prevent loosening during normal usage. The caster mounting should not have nut protruding to the load platform. The wheel size should be of diameter 125 mm or above having bearing of SKF/NBC/TIMKEN/or equivalent. Shore hardness 75+50 Shore A. All wheels should have Thread Guards.</p> <p>ii) Rear wheels should be molded synthetic non marking rubber wheel with two sealed industrial ball bearings dust protected and hub thickness sufficient to carry a weight of 75 Kg on each wheel having precision double ball bearings, sealed, dust protected and self-lubricated. The nuts provided shall have suitable locking arrangement to prevent loosening during normal usage. Wheel size should be of diameter 180mm having bearing of SKF/NBC/TIMKEN or equivalent.</p>
14.	Front bumper guard: PVC / LDPE minimum 5mm thick.
15.	Finish: Trolley frames will have Ra 0.2 to 0.4 mm finish or Electra Polished Shining Finish
16.	Identification Plate: The size not less than 100 mm X 80 mm X 1.5mm thick Aluminium Plate will be riveted on the left side of the basket at the rear side on to the SS Plate fixed on the horizontal member of the basket.
17.	Number Plate: The size not less than 100 mm X 80 mm X 1.5 mm thick Aluminium Plate will be riveted on the right side of the basket at the rear side on to the SS Plate fixed on the horizontal member of the basket.
18.	The trolley platform shall ensure that the maximum hand baggage size do not fall through any gap at the rear side of trolley. Suitable baggage stop should be in place.
19.	<p>Workmanship: high standard of workmanship only shall be acceptable which includes</p> <p>i) Using the latest technology for welding i.e. MIG/TIG/ARGON welding or better so as to achieve quality welded joints without flaws, uniform applications and no sharp edge or weld burrs.</p> <p>ii) Fabrication shall be done using CNC bending machines and Jigs & fixtures to ensure consistency in shape and dimension.</p> <p>iii) Superior surface finish.</p> <p>iv) All used fasteners are to be tamper proof and shall not protrude in the loading platform of trolley or movement area of baggage</p>
20	The agency shall submit Manufacture's Test Report (MTC) confirming to all above parameters. In case agency fails to submit MTC, AM reserves the right to test the parameters from outside labs at the cost of the licensee.

Illustration of Dimensions of PBT



width 4000

Appendix II of Annexure-A**Schedule of Charges****A. Meet & Greet Services:**

S.No.	Particulars	Jammu Airport
a)	Provide end-to-end assistance to the departing passengers in the processes/steps involved at the Airport right from the entry gates to the terminal building till the Boarding Gates.	Rs.200/-per pax
b)	Provide end-to-end assistance to the arriving passengers in the processes/ steps involved at the Airport right from Arrival Gates to the Exit Gates of the Terminal Building.	Rs.200/-per pax
c)	Providing Porterage Services and assistance with baggage;	Rs. 50/- per pax
d)	Providing assistance for arranging transport and accommodation bookings.	Rs. 50/- per instance
e)	Providing assistance in arranging reservation/purchase of tickets	Rs.50/- per instance

***The charges are tentative and AAI may decide the same from time to time.**

****Above rates are inclusive of GST**

The licensee shall not directly operate services such as taxi booking, hotel booking etc.

Appendix III of Annexure-A

SCHEDULE OF PENALTIES

S.No.	Description of Irregularities	Penalty (Per instance per day)
i)	Staff not in uniform/without ID Card	Rs.500/-
ii)	Misbehaviour by the staff	Rs.1000/-
iii)	Trolleys lying in non-designated area	Rs. 1000/-
iv)	Closing the facility without intimation during passenger movement	Rs.5000/-
v)	Providing services other than the specified one	Rs.10000/-
vi)	Selling items/services other than specified	Rs. 5000/-
vii)	Using AAI's properties like trolleys, passenger chairs etc.	Rs. 2000/-
viii)	Not maintaining the quality in providing service /facility	Rs. 100/-
ix)	Not displaying Charges / Rates as approved by AAI	Rs. 100/-
x)	Not manning the counter round the clock	Rs. 100/-

B. TROLLEY ADVERTISEMENT RIGHTS CUM RETRIEVAL

Total No. of Trolley 650 tentatively (This may increase at the discretion of AAI keeping in mind operational requirements and/or passenger needs.)

1. The scope of work includes three key aspects:

a. Advertisement

The licensee shall have the right to display advertisement on the baggage trolleys.

b. Trolley Retrieval

The licensee shall ensure availability of trolleys at the airport on a 24/7 x 365 day basis. Ensure usage of Free Baggage Trolleys by the passengers for carrying their luggage/goods only and retrieve and position them in the specified areas of Arrival/Departure, Inside/Outside the Terminal Building.

c. Maintenance

Proper cleaning on daily basis and repairs of trolleys.

2. Space for Advertisement on Trolleys

- Trolleys to be supplied by AAI, will have space (not exceeding 2 X 2 = 4 sqft each) for the purpose of displaying advertisement, in any direction, on trolley. Designing/Fabrication and installation of the Display Boards and advertisement thereon shall be arranged by the licensee at its own cost to offer a pleasing ambience standard to Airport. The material used by the licensee should be such that it enhances the aesthetic of the trolleys.
- All display/signage should be of standard/uniform shape and size for all trolleys and has to be approved by AAI.
- Objectionable material display will not be permitted. AAI also reserves the right to not allow any advertisement of certain commodities/products.

3. LICENCE FEE AND REBATE

- The licensee shall pay the quoted license fee in the comprehensive license.
- AAI, at its discretion, may increase or decrease number of trollies based upon operational requirements and for passenger facilitation and it shall be obligatory on the part of the licensee to take over such additional trollies and shall ensure proper retrieval, positioning along with clean/upkeep of said additional trollies in addition to the existing trollies.
- The Licensee shall promptly handover the defective trolleys to the technical department, AAI and no rebate will be entertained on the grounds of trollies inunserviceable condition in possession of the licensee.
- In case of increase or decrease in nos. of trollies due to operation requirement, pro-rata increment or rebate will be calculated based on Rs.195/- per trolley with annual applicable escalation if any.

4. Statutory/Requisite Approvals

- The licensee shall ensure that permits/sanctions/approvals of Central Govt./State Govt./Local Govt. bodies or any other statutory/regulatory body(ies) are obtained for advertisement display on trolleys at airport, the authority shall not entertain anyrebate/claim of damages/consequential loss etc. on this ground

5. **Termination**

- The contract can be terminated by AAI in case of unsatisfactory performance and in such a scenario a notice of dis-satisfaction will be issued to the licensee for which reply is to be received within 30 days there from.
- In case there is no improvement to the satisfaction of AAI, a 60 days notice of termination of concession is to be issued to the licensee.
- Evaluation of the performance of the licensee will be based on parameters: Timely rendering of services, Quality of works/services, Compliance with statutory requirements, Safety consciousness, Maintenance of staff in proper uniform;
- Contract termination can be initiated due to either of, but not limited to, the following reasons:
 - i) Non-payment of penalties for 2 or more months;
 - ii) or more licensee infractions and/or penalties for 2 or more months;
- On expiry or termination of the contract, the licensee shall be responsible for handing over of all the trolleys back to AAI in serviceable conditions.
- All the trollies shall remain the properties of AAI and on the expiry of expiry or termination of the contract, the licensee shall have to ensure to hand over all the trollies back to AAI in serviceable conditions. The cost of any shortfall or damages shall be recoverable from the licensee.

6. **Penalties**

- Provision of porter services by manpower of licensee is strictly prohibited and beyond the scope of this license. In case, it is found that porter services are being provided by the manpower of licensee, a penalty of Rs.2,000/- in the first instance, and Rs.5,000/- on subsequent instance(s) shall be levied by the Terminal Manager. AAI is entitled to terminate the license if such violation occurs quite often.
- The penalties will also be imposed on following violation by the licensee:

S.No.	Description of Irregularities	Penalty
i)	Non-deployment of sufficient manpower	Rs.2,000/- per violation
ii)	Non-availability of sufficient number of trollies at designated places.	Rs.1,000/- per violation
iii)	Non-retrieval of trollies/trollies found scattered and lying here and there.	Rs.1,000/- per violation
iv)	Trolley (ies) being used for any other purpose other than the Intended purposes.	Rs.1,000/- per violation
v)	Trolley (ies) found uncleaned/dirty	Rs.500/- per violation
vi)	Staff not in uniform/without ID Card	Rs.500/- per violation per staff
vii)	Misbehaviour of the staff with passenger (s) or any employee(s) of AAI/other agencies at the airport.	Rs.500/- per violation

7. **Others**

- For the purpose of operation and positioning of trolley as provided herein above, Airport Authority of India shall issue entry passes to the personnel of the licensee, as per BCAS norms. AAI shall have the right to withdraw such passes issued to such personnel whose behavior is found or reported to be bad.
- In case, any employee of the licensee is found engaged in doing any other work which is not relevant to the scope of this license, his/her entry permit shall be confiscated and cancelled. The licensee shall dispense with his/her services forthwith and arrange for suitable replacement immediately.

8. **Operation and management of Trolleys**

a) CONSTITUTION OF COORDINATION COMMITTEE AND OPERATING PROTOCOL

- Airport Director has formed a Protocol & Coordination Committee comprising representatives from Operation/Technical Departments and Commercial Department which will coordinate retrieval and upkeep of the trolleys in the terminal building. Inspection and counting of trolleys will be conducted by the above team on monthly basis in presence of authorized representative of the licensee and the report so generated by the Technical Department will be submitted to the Airport Director for further action.
- In case, any trolley is missing or damaged beyond repair due to negligence/mishandling, the cost of such trolley shall be recovered from the licensee.

b) ROLES & RESPONSIBILITIES OF AAI's COORDINATION COMMITTEE AND LICENSEE

- AAI Technical Department shall initially supply 650 nos. of baggage trolleys to the licensee in serviceable condition.
- Handing/Taking over of trolleys will be done by Technical Department within 30 days from the date of issue of award letter to the complete satisfaction of the licensee.
- All the trolleys shall remain property of AAI. Trolleys handed over to the licensee should be duly numbered.
- Technical & Operation Department, AAI at one side and the licensee on the other, will ensure minimum availability of 90% of serviceable trolleys for passenger facilitation.
- The licensee shall ensure that the trolleys are cleaned and in a presentable manner, free from dust accumulation, stickers and grease.
- A register is to be kept with the Duty Terminal Manager, AAI in which the defects are to be recorded on weekly basis by the licensee. Status in respect of serviceable trolleys available for passengers is also to be recorded. The defective trolley (ies) shall be handedover to the Technical Department of AAI and it should be recorded in the register with no. of such trolley and date.
- Technical Department of AAI has to ensure proper maintenance and upkeep of trolleys through an AMC contractor.
- Technical Department of AAI to maintain 100 trolleys in standby to ensure availability of at least 90% of trolleys in serviceable condition to the vendor at all times.
- AAI and the licensee both will ensure minimum availability of 90% of serviceable trolleys for passenger facilitation.
- The licensee shall ensure deployment of minimum number of trolleys at predefined locations at all time as mentioned in the "Trolley Deployment Plan".
- The licensee shall ensure that scattered trolleys are collected from all the areas in and around the Terminal Building, Kerb side, Car Park, basement etc. and re-distributed in accordance with the trolley deployment plan.
- The licensee shall ensure that trolley movement is done in a discreet and organized manner without inconveniencing the passenger movement or airport processes.

AREAS EARMARKED	ZONE	LOCATION AT TROLLEY STATION	MIN # TROLLEY	MAX # TROLLEY
ARRIVAL	Domestic	Between Conveyor Belt No. 1 & 2	As per requirement of AAI	As per requirement of AAI
DEPARTURE	Domestic	Entry Gate of Departure	As per requirement of AAI	As per requirement of AAI
GENERAL	Car Park	Car parking Zone	As per requirement of AAI	As per requirement of AAI

c) TROLLEY DEPLOYMENT PLAN

- Deployment plan mentioned above may be updated by AAI based on flight schedule;
- Ensure trolleys are placed in assigned locations and no scatter is observed for an unreasonable time at any unassigned locations.
- Check in Counters – Trolleys should be regularly retrieved from near Check-in- counter areas. The licensee to ensure that not more than 15 number of trolleys scattered/accumulated at any island for an unreasonable time. Check for scatter near check in counters:
Trolley Deployment Plan shall be based on the operational requirement of AAI and shall be changed according to the flight schedule at the Jammu Airport as per discretion of AAI.

d) MANPOWER DEPLOYMENT AND THEIR SERVICE CONDITIONS

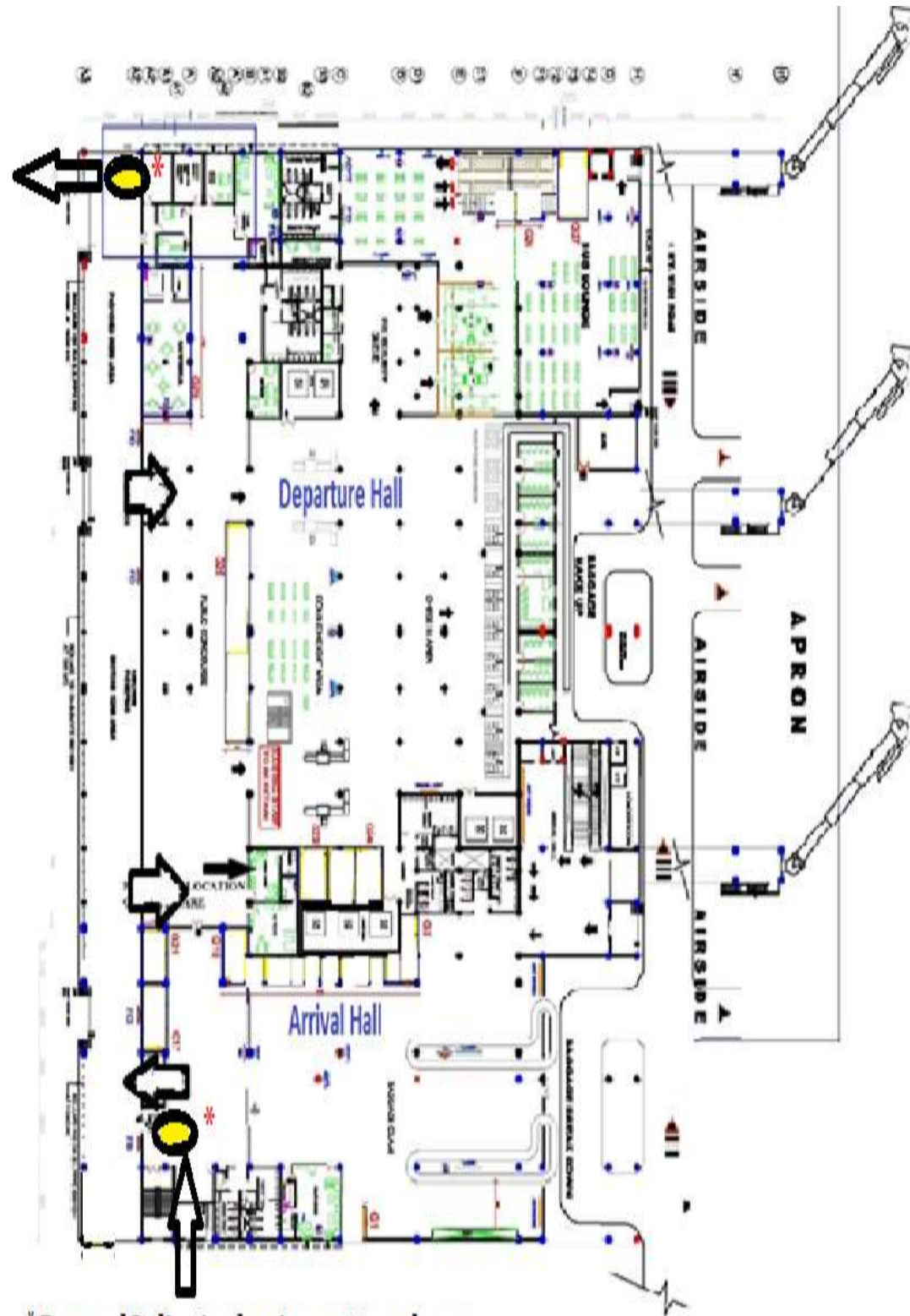
- The licensee shall engage and deploy sufficient numbers of skilled and experienced personnel for the execution and performance of Operation and Maintenance Services which include retrieval, positioning and daily upkeep/cleaning of trolleys, either through itself or through third party or outsourcing of manpower and it shall also be over all responsibility of the licensee that the personnel are:
- Skilled, trained and experienced; Properly dressed in clean uniform clearly depicting that the service is free and identity cards for all seasons which shall be finalized/approved in consultation with AAI. Minimum two sets of uniform shall be provided to the workers and entire expense for the same shall be borne by the licensee;
- Physically fit and for the intended purpose and have fulfilled the BCAS AEP requirement. Medical fitness certificates approved by certified doctors should be submitted to AAI;
- Imparted training of supervisory once per quarter and the licensee has to share training plan in advance.
- The licensee will solely be responsible for service conditions (including minimum wages, bonus, PF, ESI, Insurance and other statutory compliances etc. as per prevailing laws of the land) of workmen employed by it for the purpose of carrying out the functions under the contract.
- There will be no direct employee-employer relation between AAI and the workmen of the licensee.
- In case any damage/loss is caused to any property of AAI or that of the passenger(s) by the workers of the licensee, then the licensee shall be liable to make good of the said loss/damage at its own cost and AAI shall not be responsible for the same.

The above Special Terms & Conditions shall form part of the Agreement.

(Name of the Licensee)

CONCESSION AREA LAYOUT

(05 SQM for each location, Tentative)



* Proposed Indicative drawing ; not to scale

SCHEDULE OF PREMISES**Comprehensive License for Meet and Greet & Paid Porterage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport**

1.	Area Allotted/Location	<p>Total Area= 10 Sqm (Tentative)</p> <p>1. Location: 05 Sqm (approx.) Near Departure Entrance Canopy/Porch Side (Tentative).</p> <hr/> <p>2. Location: 05 Sqm. (approx.) Inside Arrival Hall (Tentative)</p>
2.	Purpose	Comprehensive License for Meet and Greet & Paid Porterage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport.

SIGNATURE OF THE LICENSEE

ANNEXURE: B

POWER OF ATTORNEY FOR SIGNING OF PROPOSAL
(To be executed on non-judicial Stamp paper of Rs 100/- or as per applicable State Laws and duly notarised)

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

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

IN WITNESS WHEREOF WE... THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2.....

Witnesses:

1.

For
(Signature, name, designation and address)

2.

Accepted

(Notarised)

.....

(Signature)

(Name, Title and Address of the attorney)

Notes:

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

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

To,

Date: _____

Airport Director,
Airports Authority of India
Jammu Airport.

Subject: Acceptance of AAI' s Tender Conditions.

Sir,

The tender documents for the "Comprehensive License for Comprehensive License for Meet and Greet & Paid Portage Services and Trolley Retrieval cum Advertisement Rights Facilities at Jammu Airport have been provided to me/us by Airports Authority of India and:

1. I/We hereby certify that I/We have inspected the sites and read the entire terms and conditions of the tender documents made available to me/us. Which shall form part of the contract agreement and I/We shall abide by the conditions/Clauses contained therein.
2. We are enclosing and submitting here with our original Proposal, along with the information and documents as per the requirements of the Tender Document, for your evaluation and consideration.
3. I/We hereby unconditionally accept the tender conditions of AAI' s tender documents in its entirety for the above facility.
4. The contents of Clause No.6 of Notice Inviting Tender of the Tender Documents have been noted wherein it is clarified that AAI reserves the rights to reject the conditional tenders without assigning any reason thereto.
5. I/ We hereby undertake that, all information provided in the Proposal and in its Appendices is true and correct.
6. I/We shall make available to AAI any additional information it may find necessary or require to clarify, supplement or authenticate the Proposal within such time as may be prescribed by AAI.
7. I/We acknowledge the right of AAI to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
8. I/We certify that I/we or any of my/our constituents or my/our predecessor entity have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any contract nor have had any contract terminated for breach on our partner have I/ we or any of my/our constituents or my/our predecessor entity defaulted in complying with any statutory requirements.
9. I/ We hereby declare that:
 - a. I / We have examined and have no reservations to the Tender Document, including the Addendum (if any) issued by AAI.

- b. I /We have not directly or indirectly or through any agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in **Clause No. 9 of General Information and Guidelines** of the Tender Document, in respect of any tender or request for proposal issued by or any agreement entered into with AAI or any other public sector enterprise or any government, Central or State; and
- c. I / We hereby certify that I / we have taken steps to ensure that, in conformity with the provisions of **Clause No. 9 of General Information and Guidelines** of the Tender Document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- d. I/ We do not have any conflict of interest in accordance with **Clause No. 10 of General Information and Guidelines** of the Tender Document of the Tender Document.
10. I/We declare that we satisfy and meet the requirements as specified in the Tender Document and eligible to submit a Proposal in accordance with the terms of this Tender Document.
11. I / We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising or accruing to challenge or question any decision taken by AAI in connection with the selection of the Applicant, or in connection with the tender process itself, in respect of the award of above mentioned concession and the terms and implementation thereof.
12. I / We understand that, except to the extent as expressly set forth in the Agreement, I/we shall have no claim, right or title arising out of any documents or information provided to us by AAI or in respect of any matter arising out of or concerning or relating to the Empanelment process including the award of work.
13. I / We confirm having submitted the Tender Processing Fee of **Rs.10,000/- (Rupees Ten Thousand only)** to AAI in accordance with the Tender Document. The copy of payment receipt is attached.
14. I / We confirm having submitted the EMD of **Rs.1,75,000/- (Rupees One Lakh Seventy Five Thousand Only)** to AAI in accordance with the Tender Document. The copy of payment receipt is attached.
15. I / We agree and understand that the Proposal is subject to the provisions of the Tender Documents. In no case, I / We shall have any claim or right of whatsoever nature if the contract is not awarded to me / us or our Proposal is not opened.
16. I / We agree and undertake to abide by all the terms and conditions of the Tender Document.

Dated thisDay of ,20__.

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

ANNEXURE: D**Details of Bidder**

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

(Signature of Authorized Signatory)

Name: [•]

Designation: [•]

Date:

Seal or Stamp of Bidder

ANNEXURE: E**Certificate from Chartered Accountant/Statutory Auditor in respect of Financial Criteria**

Based on the audited records of the company, this is to certify that..... (Name of Bidder/Lead Member of Consortium) has a turnover from , as per details below.

Financial Year	Turnover (in INR lakh)
Total	Rs lakh

Net worth of the bidder is INR_____.

Note: -

(i) The turnover of the company should be in any one of the financial years during last Seven (07) years.

(ii) Duly signed undertaking by the bidder on its letter head regarding Turnover to be submitted separately in technical bid.

Signature:-

Name & Membership No of Chartered Accountant/Statutory Auditor

Seal of the audit firm:

UDIN:

Date

ANNEXURE: F**FORMAT FOR LETTER OF UNDERTAKING**

[SELF-DECLARATION OF THE BIDDER THAT THE FURNISHED INFORMATION FOR EXPERIENCE IS TRUE, TO BE SUBMITTED ON COMPANY LETTER HEAD]

Sir,

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

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

Yours faithfully,

Signature of the licensee

Name _____

Designation (with seal) _____

ANNEXURE: G**DECLARATION**

I

Name, Designation & Company Name with Address, do hereby solemnly affirm and state as follows:

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

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

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

2. I/We are not debarred / blacklisted by CBI or AAI or undertakings/ Departments like Railways, Defense or any other department of Government of India or State Government. (In case if you have been debarred/blacklisted, submit all the details).
3. I/We have not faced/are not facing any action under PPE Act with AAI. (In case if you have faced/are facing action under PPE Act with AAI, submit all the details).
4. I/We have never been ordered by a Court of Law to pay the outstanding dues to AAI at any of the airports (In case if you have been ordered by Court of Law, submit all the details).
5. I/ We declare that none of the Directors/Partners/ Sole Proprietor of our company is also a Director of any other company or partner of a concern or a Sole Proprietor having established business with AAI and has dues with AAI".(In case if you fall under anyone of the above category, please furnish all such relevant details).
6. I/We do not have any conflict of interest as detailed in **clause 10** of general information and guidelines of tender document.
7. I/We declare that we do not fall under the categories a, b, c, d, e and f as per **clause 12 g)** of the NIT.
8. I/ We declare that "No raid/seizure/search has been carried out and/or pending by a Regulatory Authority in respect of the license granted by AAI in any of the Airport premises either against me and/or any member of the consortium or against our/its affiliates or against any of the Directors/Managers/Employees" (In case if raids/seizure/search conducted, please furnish all such relevant details).

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

Date:

Signature with Seal

ANNEXURE: H**LIST OF NEAR RELATIVES EMPLOYED IN AIRPORTS AUTHORITY OF INDIA**

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

SIGNATURE OF TENDERER

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

ANNEXURE: I

FORMAT OF OUTSTANDING DUES/ NO DUES CERTIFICATE

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

Item	Disputed Amount (Rs)	Un-disputed Amount (Rs.)	Remarks
Licence Fee			
Space Rent			
Utility Charges			
Interest			
Dues referred to Mediation, if any			
Any other item			
Total			

8. Details of any arbitration/litigation

Signature of Airport Director
 Name: [•]
 Designation: [•]
 Airport

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

ANNEXURE: J

Collection/Refund/Settlement of Tender Processing Fee and EMD payment and refund of EMD shall be operated through CPP Portal through tenderer's source account.

ANNEXURE: K

FORM OF BANK GUARANTEE

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

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

1. Now therefore in consideration of the promises aforesaid and the at the request of the licensee we, _____ do, hereby irrevocably and unconditionally undertake to pay to you, the Authority on demand and without demur or protest and without reference to the Licensee, any sums of money at any time or from time to time demanded by the Authority on account of the License Fee and Royalty and other outstanding dues/charges due from the Licensee (inclusive of any costs or expenses and interest) and or by way of losses and damages caused or that would be caused to the Authority by reason of any breach by the Licensee of any of the terms or conditions of the said License Agreement and AAI shall be sole judge for this demand: PROVIDED that our liability under this Guarantee shall be limited to a sum of (Rupees...../USD.....) and extended for the amount increased from time to time as aforesaid.
2. Notwithstanding any right the Licensee may have against the Authority or any dispute raised by the Licensee or any suit or proceedings pending in any Court /Tribunal/ any statutory authorities relating thereto or before any Arbitrator(s), your written demand stating that the amount is due to the Authority as stated herein above shall be conclusive evidence to us that the amount demanded by you, the Authority is payable under the terms of the said License Agreement without any consent or knowledge of the licensee.
3. We shall not be discharged or released from the aforesaid undertaking and guarantee by any variation(s) or any of the terms & conditions of the said License Agreement made between the Authority and the Licensee and or any act of omission on part of AAI or any indulgence to the Licensee by the Authority or any forbearance whether as to payment, time performance or otherwise or to enforce any of the terms and conditions of the said License Agreement without our consent and knowledge.

4. This Guarantee shall be a continuing guarantee and binding on us and our successors and assignee(s) and shall not be discharged or affected by any change in the constitution of _____ or that of the Licensee or the Authority.
5. We further confirm that the Guarantee has been issued with due observance and compliance of the appropriate Exchange Control laws and Foreign Exchange Regulations and applicable laws as in force in India.
6. This Guarantee shall be valid till _____ and you have the right to encash this Guarantee upto _____ from the said date unless extended on demand by AAI.

NOTWITHSTANDING anything contained herein:

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

For Bank name

Dated:

Place:

Witnesses:

ANNEXURE: L**For Successful bidder only**

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

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

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

Sir,

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

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

Signature of the Depositor

Place:

Date:

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

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

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

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

Advisory: For Applicant and its BG issuing Bank Branch

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

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

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

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

IFSC CODE: **ICIC0000007**

Corporate Name – **Airport Authority of India**

Field Number

7037

Particulars (to be mentioned in Row 1)

AAIJAMMU

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

Annexure L, Appendix II**Request Letter: Transmission of Bank Guarantee Cover Message****<to be submitted by applicant to BG issuing bank>**

Date: _____

Sub: Inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC – ICIC0000007).

Dear Sir/Ma'am,

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

Thanking You,

(Vendor/Customer/Concessionaire)

ANNEXURE: M**CHECKLIST FOR BIDDERS**

S. No.	Particulars	Detail
1.	Type of Facility / Concession	
2.	Period of license/ concession	
3.	Tender Fee	
4.	Bank Name: Bank Address: Account No.: RTGS Code/ IFSC Code:	
5.	Earnest Money Deposit	
6.	Gross area for license	
7.	Minimum Reserved Licensed Fee/MMG	
8.	Eligibility Criteria:	
	(a) Technical Qualification	
	(b) Financial Qualification	
9.	Space Rent for AC space	
10.	Space Rent for Non-AC space	
11.	Applicable Space Rent	
12.	CAM/Utility Charges	
13.	Electricity & Water Charges	
14.	Applicable Govt. taxes (GST, etc.)	
15.	Gross Turnover	
16.	Experience Certificates	
17.	Incubation Period	
18.	Gestation Period	
19.	Security Deposit Towards License Fee	
20.	Security Deposit Towards Electricity Charges	

Critical Dates

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

ANNEXURE: M**A. Checklist 1:**

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

B. Checklist 2:

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

ANNEXURE: N**PASSENGER AND TRAFFIC MOVEMENT AT JAMMU AIRPORT****<https://www.aai.aero/en/business-opportunities/aai-traffic-news>**

Major Airlines and Passenger Traffic Data of the airport is placed at Annexure N of this e-tender.

Total passengers travelled through Jammu Airport: 2023-24: 14.56 lakhs.

Airlines/Helicopter Services operating through Jammu Airport:

- Air India Limited
- Air India Express
- Indigo
- SpiceJet
- Pawan Hans – Helicopter Services
- Global Vectra -Helicopter Services
- Himalayan Heli Services- Helicopter Services

ARTICLE-22 [DISPUTE RESOLUTION MECHANISM]**22.1 Dispute Resolution**

22.1.1. All disputes and differences arising out of or in any way touching or concerning this Agreement (except those the decision whereof is otherwise herein before expressly provided for or to which the AAI ACT, 1994 and the rules framed there-under which are now enforce or which may here- after come into force are applicable) (the "Dispute") shall be dealt as under:

22.1.2 **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.

22.1.2.1 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 Clause 22.1.3 within 30 days from the date of receipt of Partial Settlement Agreement or Failure Report.

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

Once the request of the Party is accepted under Mediation Policy of AAI, the dues of the party shall be treated as disputed for all purposes.

22.1.3 **Adjudication through Arbitration:** In case no final settlement has been arrived at between the parties after mediation or partially settled as per sub Para (22.1.2) 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 the Authority, AAI, after obtaining consent of the other party, as per format annexed at Appendix-1.

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

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

22.1.3.3 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.

- 22.1.3.4 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.
- 22.1.3.5 The venue of such arbitration shall be, **Jammu Airport** and the language of arbitration proceedings shall be English.
- 22.1.3.6 The Arbitrator shall make an award (the "Award") for each dispute and /or claim and shall give reasons for the Award. Any award made in any arbitration held pursuant to this Article 22 shall be final and binding on the parties. For avoidance of doubt, the parties hereto agree that the adjudication hereunder shall not be final and binding until an appeal against such adjudication has been decided by an appellate tribunal or judicial court, as the case may be, or no such appeal has been preferred within the time specified in the Applicable Law.
- 22.1.3.7 The Concessionaire and the Authority agree that an Award may be enforced against the Concessionaire and /or the Authority, as the case may be, and their respective assets wherever situated.
- 22.1.3.8 This Agreement and the rights and obligations of the parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. For the avoidance of doubt, the Concessionaire hereto agree that the Concessionaire shall pay to the Authority, the Concession Fee, the Space Rent, Common Area Maintenance Charges, Utility Charges and Taxes and any other payments that may become due and payable, pending the Award in any arbitration proceedings hereunder.
- 22.1.4 The parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith, and further agree to provide each other with reasonable access during normal business hours to all non-privileged records, information and data pertaining to any Dispute.

22.2 Adjudication by Regulatory Authority or Commission

- 22.2.2 In the event of constitution of a statutory Regulatory Authority or Commission with powers to adjudicate upon disputes between the Concessionaire and the Authority, all disputes arising after such constitution shall, instead of reference to adjudication under this Clause o, be adjudicated upon by such Regulatory Authority or Commission in accordance with the Applicable Laws and all references to Dispute Resolution Procedure shall be construed accordingly. For the avoidance of doubt, the parties hereto agree that the adjudication hereunder shall not be final and binding until an appeal against such adjudication has been decided by an appellate tribunal or judicial court, as the case may be, or no such appeal has been preferred within the time specified in the Applicable Laws.

Appendix: 1 of ANNEXURE: O

Format of Consent Letter
Dispute Resolution Clause – 22.2.3

To,
 The Chairman / Member / Regional Executive Director, Airports Authority of India,

**SUB:- Request for appointment of arbitrator under Clause _____ of
 the _____ agreement _____ dated
 _____ for _____**

Sir/Madam,

1. We state that _____ (contractor/agency) was awarded work / concession _____ of _____ at _____ Airport / _____ (other location) of Airports Authority of India through Award Letter dated _____.
2. Dispute related to _____ arose between us (contractor/agency) and AAI.
3. On _____ (date), dispute was referred to Mediation as per AAI Mediation Policy and any settlement on the following claims/disputes was not reached between the parties:
 - (i)
 - (ii)
 - (iii)
4. A concise statement along with claim in respect of each of such disputes is attached herewith.
5. In view of the above, we invoke arbitration under clause _____ of the _____ agreement between us and AAI and as per provision to Section-12(5) of the Arbitration & Conciliation Act, 1996, we hereby agree and request the Chairman/Member/Regional Executive Director AAI to appoint arbitrator from AAI's panel of arbitrators.
6. I/ We also give my/our consent for appointing any of an arbitrator from AAI's approved panel of arbitrators, **as per paragraph-5 above.**

Thanking you,

(_____)

Authorized signatory of

Encl: As above