



**AIRPORTS AUTHORITY OF INDIA
CALICUT INTERNATIONAL AIRPORT**

TENDER DOCUMENT

NAME OF THE WORK

**JOB CONTRACT FOR AIRPORT OPERATIONS
CONTROL CENTRE (AOCC) AT CALICUT
INTERNATIONAL AIRPORT**

**DEPARTMENT OF OPERATIONS – AIRSIDE MANAGEMENT
CALICUT INTERNATIONAL AIRPORT**

I N D E X

Name of Work: Job Contract for Airport Operations Control Centre (AOCC) at Calicut International Airport

Tender Reference No.: AAI/CL/OPS/AOCC/2025

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This Notice Inviting e-Tender Document Contains 40 Pages serially numbered excluding index & cover page.

Sd/-
Dy. General Manager (Operations)
(Bid Manager)
Airports Authority of India
Calicut International Airport

**AIRPORTS AUTHORITY OF INDIA
CALICUT INTERNATIONAL AIRPORT**

AAI/CL/OPS/AOCC/2025

29.09.2025

NOTICE INVITING e-TENDER (2 ENVELOPE OPEN TENDER)

1. Item rate tenders are invited through the GeM portal by Bid Manager, AAI, Calicut International Airport on behalf of Chairman, AAI, from eligible agencies for the work of “**Job Contract for Airport Operations Control Centre (AOCC) at Calicut International Airport**” at an estimated cost of **Rs. 83,05,440/-** (Rupees Eighty-Three Lakh Five Thousand Four Hundred Forty only) (**Including GST and Statutory components**) with period of completion **24 (Twenty-four) Months**.

Tender documents may be downloaded from GeM portal: <https://gem.gov.in> and Airports Authority of India web site www.aai.aero (for reference only) as per the schedule given in CRITICAL DATE SHEET under.

Critical Dates

S.No	Activity	Date	Time in IST
1.	Publishing Date	29.09.2025	17:00HRS
2.	Bid Submission End Date	14.10.2025	16:00HRS
3.	Last date and time of submission of original BG against EMD	14.10.2025	16:00HRS
4.	Opening of envelope- I (Eligibility & Technical bids) on the GeM portal	14.10.2025	16:45HRS

Last date and time of submission of tender documents is **14.10.2025 up to 16:00 hrs.**

Bidders will be required to submit the EMD of Rs. 1,66,109/- (Rupees One Lakh Sixty Six Thousand One Hundred and Nine only) with Payment online through RTGS / internet banking in Beneficiary name AIRPORT DIRECTOR Account No. 40533613627 IFSC Code SBIN0070311 Bank Name STATE BANK OF INDIA Branch address Kondotty Branch MALAPPURAM. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

However, no EMD will be taken from exempt category of sellers as per General Terms and Conditions on GeM

AAI Bank & Account Details for preparation of Demand Draft / Bankers cheque / Insurance Surety Bonds/ Bank Guarantee (BG) are as follows: -

AIRPORT DIRECTOR
AIRPORTS AUTHORITY OF INDIA

CALICUT INTERNATIONAL AIRPORT
CALICUT AIRPORT (PO)
PIN CODE 673 647

IFSC CODE: SBIN0070311
MICR CODE: 673002946
ACCOUNT NUMBER: 40533613627
BANK NAME: STATE BANK OF INDIA
BRANCH ADDRESS KONDOTTY BRANCH, MALAPPURAM

The original documents against EMD should be send via Speed Post to the concerned officials as specified in the tender document. The details of documents physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time.

2. Bid Submission:

Bidders are advised to visit this website regularly to keep themselves updated as any change/modification in the tender will be intimated through this website only. Bids shall be submitted online only at GeM portal: <https://gem.gov.in>.

Tenderer/Agency are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the Appendix-I” for online submission of bids.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Following 2 covers shall be submitted through online GeM-portal by the bidder.

Cover I (EMD, PQ & Technical Bid folder): -

The tenderer shall upload the digitally signed file of scanned documents in support of their meeting each criterion in Cover I as mentioned below.

A. Proof of EMD.

B. Qualifying requirements of Agencies / firms:-

- (i) Scanned copy of Registration Certificate of Company or MSME/NSIC Certificate
- (ii) Scanned copy of Permanent Account Number (PAN) and GST Registration
- (iii) **The Bidder should have experience of Management and operation of Airport Operations Control Centre (AOCC) / Similar works (definition of similar works as below)at Indian Airports during the last seven years ending on 31.08.2025.** The bidder has to submit the relevant **work experience certificates** to the tune of 03 works (40% of annual estimated value) each of Rs.16,61,088/- per year (or) 02 works (50% of the annual estimated value) each of Rs.20,76,360/- per year (or) 01 work (80% value of the annual estimated value) of Rs.33,22,176/- per year in last 07 years.

Similar works mean – Management and operation of Airport Operations Control Centre (AOCC) OR Supplying/Providing Data Entry Operator or supply of manpower for computer operations or manning & processing operations/ control center at Indian Airports

Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work. Firms showing work experience certificate from non-government / non-PSU organizations should submit copy of tax deduction at sources certificate in support of their claim for having experience of stipulated value of work.

- (iv) Scanned copy of proof of EPF & ESIC Registration
- (v) Scanned copy of duly signed and stamped Unconditional Acceptance of AAI Tender Conditions (Performa given in Annexure-B).
- (vi) Scanned copy of Affidavit (regarding payment of minimum wages & deduction of EPF/ESIC,etc on non-judicial stamp paper value of 200/-) as per Annexure-C
- (vii) Undertaking regarding Debarment/Blacklisting as per Annexure-D
- (viii) Duly signed tender document shall be uploaded in GeM portal.
- (ix) Should have annualized average financial turnover of Rs. 12,45,816/- against works executed during last three years ending 31st March of the previous financial year. As a proof, copy of **Abridged Balance Sheet** along with **Profit and Loss Account Statement** of the firm and certificate from Chartered accountant should be submitted along with the application. Firms showing continuous losses for the last three years in the balance sheet shall be summarily rejected.

All documents issued/attested by Chartered accountant shall have UDIN. Any document issued/attested by Chartered accountant without UDIN shall not be accepted.
- (x) The agency should have a valid BCAS clearance certificate for performing the work and the documents shall be uploaded in GeM portal. (Agency without BCAS clearance shall not be accepted.)

C. TECHNICAL BID

The technical bid shall contain documents for Technical Evaluation (Segregated type) having separate file of each criteria

CLARIFICATION ON TECHNICAL BID EVALUATION.

- i. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any

clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.

- ii. If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- iii. Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.

TECHNICAL BID EVALUATION (SEGREGATED TYPE) (Additional Eligibility Criteria)

1. The Client shall follow the system where the technical bid and financial bid shall be evaluated separately.
2. The technical bid evaluation shall be done based on the following criteria:

Sl.No	Criteria	Conditions & Score	Remarks/Documents for submission in technical bid folder
01	Agency turnover	Should have annualized average financial turnover of Rs. 12,45,816/- against works executed during last three years ending on 31st March of the previous financial year.	<i>Firm turnover is defined as the average turnover of firm over the last 3 years ending on 31st March of the previous financial year.</i> <i>Chartered Accountant verified / audited turnover statements (with UDIN) to be furnished as proof for the same</i>
02	Work experience	<ol style="list-style-type: none"> a) One work of similar nature of Rs. 33,22,176/- per year in last 7 years. b) Two works of similar nature each of Rs. 20,76,360/- per year in last 7 years. c) Three works of similar nature each of Rs. 16,61,088/- per year in last 7 years. 	<p>Similar works means – Management and operation of Airport Operations Control Centre (AOCC) OR Supplying/Providing Data Entry Operator or supply of manpower for computer operations or manning & processing operations/ control center at Indian Airports</p> <p><i>Client certificate for experience should show the nature of work done, the value of work, date of start, date of completion as per agreement / status of ongoing work</i></p> <p><i>Level of satisfaction of client with work needs to be mentioned in the work experience certificate.</i></p>

3. Financial Bid of the Bidder who qualifies in Technical Evaluation shall be opened. **Work shall be awarded to the bidder with lowest financial quote.**

4. The bidder who qualified in the technical evaluation stage shall only be considered for opening of financial bids. Client shall intimate the bidders, the time / venue for the **Financial Bid opening**.

6. Financial Bid Opening Procedure

- i. The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders / their authorized representatives, who choose to be present at the time of opening of the financial bids.
- ii. Absence of bidders or their authorized representatives shall not impair the legality of the process.
- iii. The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid price would be arrived at after detailed scrutiny /correction of arithmetical error in the financial bid.
- iv. Work shall be awarded to the bidder with lowest financial quote.
- v. Bidders are required to upload BOQ Template on GeM portal as per the format failing which, the bid will be rejected.
- vi. If bidder's total quoted cost is less than the total cost of manpower specified in tender document plus GST@18%, then bidder shall be disqualified
- vii. If there is a discrepancy between words and figures, the amount in words shall prevail.

Cover-II: - The Financial e-bid through GeM Portal.

1. All rates shall be quoted in the BOQ template provided and no other format is acceptable. Bidders are required to upload the BOQ template with financial quotes.
2. Original EMD to be sent to **O/o Dy.GM(Operations), AAI, Calicut International Airport, Calicut Airport P.O, Malappuram, Kerala – 673647** on or before the date and time as specified in the tender document. **Tender of the tenderers whose EMD is not received by the time as specified in the tender document, then their tenders will be summarily rejected.** Any postal delay will not be entertained.
3. Refund of EMD of unsuccessful bidders who fail to qualify the eligibility / technical stage shall be initiated within minimum 7 days of their rejection. For all bidders who qualify and their financial bids are opened the refund of EMD of all unsuccessful bidders shall be processed within minimum 7 days of opening of the financial bid.
4. AAI reserves the right to accept or reject any or all applications without assigning any reasons. AAI also reserves the right to call off tender process at any stage without assigning any reason.
5. AAI reserves the right to disallow the working agencies whose performance at ongoing project (s) is below par and usually poor and has been issued letter of restrain/Temporary or Permanent debarment/blacklisting by any department of AAI/MoCA/ DoE (Debarment applicable for all Ministries/Departments). AAI reserves the right to verify the credential submitted by the tenderer at any stage (before or after the award the work). If at any stage, any information/ documents submitted by the applicant is found to be incorrect/false or have some discrepancy which disqualifies the tenderer then AAI shall take the following action:

a) Forfeit the entire amount of EMD submitted by the firm.

b) The agency shall be liable for debarment from tendering in AAI, apart from any other appropriate contractual /legal action.

6. No contract of any kind whatsoever shall be placed to debarred firm including its allied firms after the issue of a debarment order by the AAI/MoCA/DoE (Debarment applicable for all Ministries/Departments). Bids from only such firms shall be considered for placement of contract, which are neither debarred on the date of opening of tender (first bid, normally called as technical bid, in case of two packet/two stage bidding) nor debarred on the date of contract. Even in the cases of risk purchase, no contract should be placed on such debarred firms.

If case, any debar firms has submitted the bid, the same will be ignored. In case such firm is lowest (L-1), next lowest firm shall be considered as L-1. Bid security submitted by such debarred firms shall be returned to them.

Contracts concluded before the issue of the debarment order shall, not be affected by the debarment Orders.

The terms “banning of firm”, ‘suspension’, ‘Black-Listing’ etc. convey the same meaning as of “Debarment”.

7. Consortium /JV companies shall not be permitted. No single firm shall be permitted to submit two separate applications.
8. If the entity participating in any of the tenders is a private or public limited company, Partnership firm or proprietary firm and any of the Directors / Partners / 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 to participate in AAI tenders.
9. Concessions to Indian Micro & Small Enterprises (MSEs) units registered with DIC/NSIC/KVIC/KVIB/Directorate of Handicraft and handloom etc., to be given as per the provisions of Public Procurement Policy for MSEs order 2012 with up to date amendments shall be applicable except relaxation in conditions of prior turnover and prior experience. However, splitting of tender is not applicable.
10. Bids Opening Process is as below: -

Cover-I: - Containing documents/technical bids (uploaded by the Agencies/firms) shall be opened on **14.10.2025 at 16:45 Hrs.** The intimation regarding acceptance/ rejection of their bids will be intimated to the Agencies/firms through GeM portal..

If any clarification is needed from the bidder about the deficiency in his uploaded documents in Envelope – I, he will be asked to provide it through GeM portal. The bidder shall upload the requisite clarification / documents within specified time by AAI, failing which the tender will be liable to be rejected.

Sd/-
Dy.GM(Operations)
(Bid Manager)
AAI, Calicut International Airport

APPENDIX-I

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the GeM Portal. The information useful for submitting online bids on the GeM Portal may be obtained at: <https://gem.gov.in>.

CHECK LIST
**PO PERFORMA/CHECKLIST FORMAT TO BE SUBMITTED BY THE BIDDER
ALONG WITH APPLICATION FOR SHORT LISTING**
**NAME OF WORK: "JOB CONTRACT FOR AIRPORT OPERATIONS CONTROL
CENTRE (AOCC) AT CALICUT INTERNATIONAL AIRPORT".**

Ref. No	Qualifying Criteria	Particulars	Enclosure Check Lists
1	Name and address of the firm/contractor		
2	Envelope – I shall contain scanned copy of		
iii	Scanned copy of Registration Certificate of Company or MSME/NSIC Certificate		Copy Enclosed: YES / NO
iv	Digitally signed Tender document		Copy Enclosed: YES / NO
v	Duly signed scanned copy of digitally signed Unconditional Acceptance letter as per Annexure-B		Copy Enclosed: YES / NO
vi	Scanned copy of duly signed Affidavit for Payment of Minimum Wages as per Annexure-C		Copy Enclosed: YES / NO
vii	Scanned copy of duly signed Undertaking for Non-Blacklisting / Debarring of Firm as per Annexure-D		Copy Enclosed: YES / NO
viii	Permanent Account No. (PAN)		Copy Enclosed: YES / NO
ix	GST Registration No.		Copy Enclosed: YES / NO
xi	EPF Registration / Issuing authority		Copy Enclosed: YES / NO
xii	ESI Registration / Issuing authority		Copy Enclosed: YES / NO
xiii	BCAS Security clearance certificate		Copy Enclosed: YES / NO

xiii	<p>Certificate from clients of having satisfactorily completed: One work of Rs.33,22,176/- per year in a single contract of similar nature of work during last seven years ending last due on 31.08.2025 in India</p> <p style="text-align: center;">OR</p>	<p>Details of the One work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>
	<p>Two Works each of Rs.20,76,360/- per year in a single contract of similar nature of work during last seven years ending last due on 31.08.2025 in India</p> <p style="text-align: center;">OR</p>	<p>Details of the Two work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>
		<p>Details of the Two work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>
	<p>Three works each of Rs.16,61,088/- per year in a single contract of similar nature of work during last seven years ending last due on 31.08.2025 in India</p>	<p>Details of the Three work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>

		<p>Details of the Three work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>
		<p>Details of the Three work(s) as applicable to client: Name of work: Work order/Agreement no. & Date: Cost: Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:</p>	<p>Copy of certificates enclosed: YES /NO</p>
xiv	Whether experience from Govt. organizations or private clients?	Work order/Agreement no. & Date:	Copy of certificates enclosed: YES /NO
xv	Turn Over: Annualized average Financial Turnover equivalent to Indian Rupees Rs.12,45,816/- during last three financial years ending on 31.03.2025	Year INR (In Lakhs) 2022-23 2023-24 2024-25	Proof of turnover Enclosed (Abridged balance sheet & Profit & Loss A/c): YES / NO CA certificate should bear UDIN.
xvi	Details of EMD		EMD Fee paid: YES / NO
xvii	Duly filled PQ Performa and Checklist	Stipulated date of completion as per contract agreement: Actual date of Completion: Completion Cost:	YES /NO

3	Envelope –II shall contain		
I	Financial bid through GeM portal		YES /NO
	Any other information		
DECLARATION			
<p>I, () hereby declare that the documents submitted/enclosed are true and correct. In case any document at any stage found fake/incorrect, I/we will be suspended for a period of one year and shall not be eligible to bid for AAI tenders from the date of issue of suspension order & action as deemed fit by AAI can be taken against me.</p> <p>Place: Signature</p> <p>Date: Authorized Signatory of the contractor/Firm</p> <p>Note: If any of the supporting document is submitted in any language other than English, a self-attested English Version shall be submitted with the respective document, however as mentioned all the documents duly self-attested shall be submitted.</p>			

SPECIAL CONDITIONS OF CONTRACT

1. GENERAL

1. General Scope of Work

The scope of work consists of routine data entry & operation and processing of data round the clock including all Holidays & Sundays.

1.1 Period of Contract

The job contract shall be for a period of **two years** from the date of commencement. The contract periods may also be extended for **further period of one year** on the same terms and conditions of the work award letter subject to satisfactory performance. AAI reserves the right to terminate the contract wholly or partially by giving 30 days' notice in writing to the contractor. However, if in the opinion of the Operations-in-charge, it is observed that the contractor is not doing the work satisfactorily as per the terms and conditions of contract, and then the contract can be terminated with immediate effect without giving any reasons thereof.

Contractor shall produce the Labour License within one month of award of work.

1.2 Entry Passes

The entire work lies in the restricted area. The Contractor shall apply in writing in advance for issue of necessary entry passes to workmen engaged by him. All applicable fees for obtaining the passes shall be borne by the agency and the quoted rates shall be deemed to include these costs. No additional payment shall be made on this account. The tenderer has to make arrangements for police verification and security clearance for their agency and staff.

The Contractor shall ensure that Airport Entry Passes (AEPs) are handled with the utmost care and shall not, under any circumstances, be taken outside the airport premises. At the conclusion of each shift, the Supervisor shall collect the AEPs from all duty personnel and return them to the representative of the Airport Director. At the commencement of each shift, the AEPs may be collected from the same representative and distributed to the contract workforce only after the completion of biometric attendance. The Contractor should have security clearance through the e-Sahaj portal or any other platform as prescribed by AAI/BCAS, and must secure the approval of their security program from BCAS

The Contractor shall ensure the deployment of the workforce strictly in accordance with the conditions specified in the tender. AAI shall not be held responsible for any external influence that the Contractor may encounter during the deployment of work force.

- a. The submission of applications for Temporary Photo Identification Cards (PICs) in advance along with Certificate of Police Verification and company security clearance (BCAS) etc. as per the prevailing practice and regulations of BCAS will be the responsibility of contractor. Any financial expenditure involved such as fees for PICs, Photos, fees for Police Verification, if any, will be borne by the contractor.
- b. The Photo Identification Cards (PICs) has to be re-validated in advance to ensure that the employees are always in possession of their entry passes. No employee will be permitted in the terminal buildings and operational areas without valid PICs. Employees without valid PICs will be considered as equivalent to absence of staff and necessary recovery will be made from the bills of the contractor for this period.

1.3 **Security**

The contractor and his employees shall abide by security regulations framed by AAI, BCAS or the Police Authorities. Contractor shall obtain the necessary BCAS clearance certificate in the name of their company. Any worker of the contractor, whose presence is found undesirable in AAI premises, shall not be allowed to work in the restricted area of the Airport. The contractor shall be fully responsible for the working of his staff.

1.4 **Care of Computer/Equipment/Network Installations**

Care shall be taken during operation and maintenance of computers to avoid damage to systems and other network installations. On completion of the terms of the contract, the contractor shall hand over all the computers/equipment/installations in good working condition.

1.5 **Agreement**

The contract agreement shall be executed on a non-judicial stamp paper of value of Rs.200/- and the cost of stamp paper shall be borne by the contractor within 15 days of issuing of award of work. No running bill shall be paid before signing the agreement.

1.6 **Security Deposit**

- (i) The agency, whose tender is accepted, will also be required to furnish by way of Security Deposit for the fulfillment of his contract, an amount equal to 10% of the tendered amount.
- (ii) The person/persons whose tender(s) may be accepted (hereinafter called the contractor) shall permit AAI at the time of making any payment to him for work done under the contract to deduct a sum at the rate of 10% of the gross amount of each running bill till the sum along with the sum already deposited as earnest money, will amount to security deposit of 10% of the tendered value of the work. Earnest money shall be adjusted first in the security deposit and further recovery of security deposit shall commence only when the update amount of security deposit starts exceeding the earnest money. Such deductions will be made and held by way of Security Deposit unless he/they has/have

deposited the amount of Security at the rate mentioned above in the form of fixed deposit receipts or guarantee bonds of Nationalized Bank or any Scheduled Bank but not Co-Operative or Gramin Bank. In case a fixed deposit receipts or Guarantee Bonds of any Bank is furnished by the contractor to the AAI as part of the security deposit and the Bank is unable to make payment against the said fixed deposit receipt, the loss caused thereby shall fall on the contractor and the contractor shall forthwith on demand furnish additional security to the AAI to make good the deficit. All compensations or the other sums of money payable by the contractor under the terms of this contract may be deducted from, or paid by the sale of a sufficient part of his security deposit or from the interest arising there from, or from any sums which may be due to or may become due to the contractor by AAI on any account whatsoever and in the event of his Security Deposit being reduced by reason of any such deductions or sale as aforesaid, the contractor shall within 10 days make good in fixed deposit receipts or Guarantee Bonds tendered by the Nationalised bank or Scheduled Banks (but not any Co-operative or Gramin bank) endorsed in favour of the Airports Authority of India, any sum or sums which may have been deducted from, or raised by sale of his security deposit or any part thereof. The security deposit shall be collected from the running bills of the contractor at the rates mentioned above and the Earnest money deposited at the time of tenders will be treated as part of the Security Deposit. The security deposit as deducted above can be released against bank guarantee issued by Nationalised Bank or any Scheduled Bank (but not from Co-operative / Gramin Bank), on its accumulations to a minimum of Rs.5 lakh subject to the condition that amount of such bank guarantee, except last one, shall not be less than Rs.5 lakh.

1.7 **Payment Terms:**

- (i) Payment shall be made on Monthly basis. The Agency shall ensure that the Monthly bill is to be submitted by 7th of every Month along with attendance sheet, proof of salary disbursement, ESI/Group Mediclaim policy documents, EPF Authority Submission Challans, and GST amount payments . The delay in release of payment for the bill will not impact the timely disbursement of wages to workers. The Payment to the workers shall be made exclusively through bank transfer on or before 7th of every month.
- (ii) The final bill shall be prepared on successful completion of the contract.

1.8 **ESI Scheme:**

The Agency has to cover his employees under the scheme and to submit the Proof to AAI before releasing their running bills. Wherever ESI coverage is not applicable, Agency shall take a group Mediclaim policy covering healthcare of minimum Rs.2 lacs/annum for each employee including his family members (limited to a maximum of four persons per family). As this amount is reimbursable, no The Agency shall ensure that all employees are covered under the applicable scheme and shall submit proof of such coverage to AAI prior to the release of any running bills. In cases where ESI coverage is not applicable, the Agency must provide a Group Mediclaim Policy with a minimum health coverage of ₹2 lakhs per annum for each employee, inclusive of family members (limited to a maximum of four individuals per family). Since this expense is reimbursable, no deductions shall be made from the employees' salaries on this account.

1.9 **Uniform:**

The contractor shall supply three(03) sets of uniforms (Full sleeve shirts and trousers) per year with company logo . The cost may be reimbursed upon submission of the bills, subject to a maximum of Rs. 2,500 per uniform.

1.10 **Provision of Bio-metric attendance:**

The agency shall install bio-metric attendance equipment at the workplace for close monitoring of employee attendance. A consolidated monthly attendance report must be submitted to the Office of the **Dy.GM(Operations), AAI, Calicut International Airport** for the release of monthly salaries to employees. Any delay in reporting for duty by the employees may attract penalties, as deemed appropriate.

1.11 **Provision for extra duty payment.**

Double payment of daily wages shall be given to the employees for performing duties on National holidays. No additional remuneration shall be provided for work carried out on other festival or local holidays.

1.12 **Others:**

The Agency shall strictly adhere to the provisions of the Payment of wages Act, 1936, Minimum Wages Act, 1948, Employees Liability Act, 1938, Workmen’s Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefits Act, 1961, and the Contract Labour (Regulation and Abolition) Act 1970, or the modifications thereof or any other laws relating thereto and the rule made there under from time to time.

The quoted rate shall be inclusive of labour components such as PF, ESI and Bonus as per the prevalent Govt. guidelines and inclusive of GST. Employer’s share of all such payment will be reimbursed upon submission of documentary evidence/ proof of deposit/ proof of remittance of such amount to statutory, regulatory authorities. Any additional statutory taxes by state govt. will be reimbursed on production of documentary evidence of payment to statutory, regulatory authorities duly certified by the Officer-in- charge.

2.13 **Force Majeure**

a. Force Majeure

As used in the Agreement the expression “Force Majeure” or “Force Majeure Event” shall mean occurrence in India of any or all of event, as defined in Clause 22.1.2, if it affects the performance by the Party claiming the benefit of Force Majeure (“Affected Party”) of its obligations under this Agreement and which act or event

(i) is beyond the reasonable control of the Affected Party, or

(ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, or

(iii) has material adverse effect on the Affected Party.

A Force Majeure Event shall mean one or more of the following acts or events:

(i) nation-wide lawful strike or lockout by persons other than the Concessionaire's / agency's personnel, employees and workmen; or

(ii) acts of God, fire, flood, lightning, storm, tornado, earthquake, landslide, soil erosion, epidemics, pandemics, volcanic eruption, tsunami or other natural disaster excluding circumstances where the source or cause of the explosion or contamination or radiation is brought or has been brought onto or near the Airport by the Affected Party or those employed or engaged by the Affected Party unless it is or was essential for fulfilling obligations under this Agreement; or

(iii) loss of or serious accidental damage at the Airport; or

(iv) act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, rebellion, terrorism, revolution, insurrection, military or usurped power, blockade, embargo, hostilities (whether war declared or not), revolution, riot, bombs or civil commotion or civil war; or

(v) any act, event or circumstance of a nature analogous to the foregoing.

Provided further that none of the following matters or their consequences shall be capable of constituting or causing Force Majeure:

(i) failure or inability to make any payment; or

(ii) the effect of market conditions unless such market conditions were themselves caused by or were a result of a Force Majeure event; or

(iii) strikes or labour disputes of any kind or collective bargaining agreements, by/of Concessionaire/agency, resulting in a delay or stoppage of work (other than strikes, labour disputes on a nationwide basis; or

(iv) economic hardship.

b. Duty to Report Force Majeure Event

Upon occurrence of a Force Majeure Event, the Affected Party shall by notice report such occurrence to the other Party forthwith. Any notice pursuant hereto shall include full particulars of:

i. the nature and extent of each Force Majeure Event which is the subject of any claim for relief under this Clause 22 with evidence in support thereof;

- ii. the estimated duration and the effect or probable effect which such Force Majeure Event is having or will have on the Affected Party's performance of its obligations under this Agreement;
- iii. the measures which the Affected Party is taking or proposes to take for alleviating the impact of such Force Majeure Event; and
- iv. any other information relevant to the Affected Party's claim.

The Affected Party shall not be entitled to any relief for or in respect of a Force Majeure Event unless it shall have notified, other Party of the occurrence of the Force Majeure Event as soon as reasonably practicable, and in any event not later than 7 (seven) days after the Affected Party knew, or ought reasonably to have known, of its occurrence, and shall have given particulars of the probable material effect that the Force Majeure Event is likely to have on the performance of its obligations under this Agreement.

For so long as the Affected Party continues to claim to be materially affected by such Force Majeure Event, it shall provide the other Party with regular (and not less than weekly) reports containing information, and such other information as the other Party may reasonably request the Affected Party to provide.

c. Allocation of Costs Arising out of Force Majeure

- (i) Upon occurrence of any Force Majeure Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.
- (ii) Save and except as expressly provided in this Clause 22, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, cost, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereto.

d. Effect of Force Majeure Event

- i. The Affected Party shall make all reasonable efforts to mitigate or limit damage to the other Party arising out of or as a result of the existence or occurrence of such Force Majeure Event and to cure the same with due diligence.
- ii. It is agreed by the Parties that when the Affected Party is able to resume performance of its obligations under this Agreement, it shall give to the other Party notice to that effect and shall promptly resume performance of its obligations hereunder.

e. Termination notice for Force Majeure Event

If a Force Majeure Event subsists for a period of 180 (one hundred and eighty) days or more within a continuous period of 365 (three hundred and sixty-five) days, either Party may in its

discretion terminate this Agreement by issuing a Termination Notice to the other Party without being liable in any manner whatsoever, save as provided in this Article 22, and upon issue of such Termination Notice, this Agreement shall, notwithstanding anything to the contrary contained herein, stand terminated forthwith; provided that before issuing such Termination Notice, the Party intending to issue the Termination Notice shall inform the other Party of such intention and grant 15 (fifteen) days' time to make a representation, and may after the expiry of such 15 (fifteen) days period, whether or not it is in receipt of such representation, in its sole discretion issue the Termination Notice.”

2. COMMERCIAL SPECIFICATIONS:

2.1 Price: The tendered rates should be **including GST and Statutory components (Including EPF).**

IF THE CONTRACTOR IS QUOTING LESS THAN THE MINIMUM WAGES, AS PER THE TERMS AND CONDITIONS OF TENDER, THEN THE TENDER SHALL BE SUMMARILY REJECTED. AAI SHALL WITHOUT PREJUDICE TO ANY OTHER REMEDY BE AT LIBERTY TO FORFEIT THE FULL SAID EARNEST MONEY DEPOSIT ABSOLUTELY

2.2 Payment: No advance payment shall be made to the contractor; however monthly payment shall be made by AAI against the bills for the actual work done by the contractor after making statutory deductions including security deposit etc. as per general conditions of contract. The contractor has to submit his bill every month for the completed period of one month with all supporting documents like copy of attendance register, PF, ESI/Group medical insurance receipt, etc.

Security Deposit of the work shall not be refunded till the contractor produces a clearance certificate from the Labour Officer. As soon as the work is virtually complete the contractor shall apply for the clearance certificate to the Labour Officer under intimation to the Airport Director. The Airport Director, on receipt of the said communication, shall write to the Labour Officer to intimate if any complaint is pending against the contractor in respect of the work. If no complaint is pending, on record till after 3 months after completion of the work and / or no communication is received from the Labour Officer to this effect till six months after the date of completion, it will be deemed to have received the clearance certificate and the Security Deposit will be released if otherwise due.

2.3. Penalties

2.3.1 Absence of Operational staff

1.5 times of minimum wages per shift for each manpower found absent for that particular day.

2.3.2 For un-attended Operational works

a. Critical complaints

Any complaint which directly or indirectly disturb or affect the normal operation or cause direct or indirect difficulty or discomfort to the passengers or airlines operators or any other agency involved in air traffic operation.

All critical complaints have to be attended and rectified within one hour from the time of occurrence of the complaint, failing which a Penalty @ Rs. 1000/- per hour will be recovered.

b. Urgent Complaints

The urgent complaint, which may result to critical complaint, if not attended in time, a Penalty @ Rs. 500/- per three hours will be recovered. All urgent complaints must be

attended and rectified within 3 hours from the time of occurrence of the complaint. Regarding the categorization of complaint, the decision of Airport Director /Operations in charge will be final and binding on the contractor.

2.3.3 Staff is found not working/missing/sleeping.

In the event that any staff member is found to be not working, missing from duty, or sleeping during their assigned shift, a penalty equivalent to 1.5 times the minimum wages per shift shall be levied for each such individual for that particular day

2.3.4 Staff on duty without uniform.

Penalty@ Rs.300/-per day per Employee if found on duty without uniform/ uniform not properly cleaned and maintained.

2.3.5 Delay in Salary.

Salaries shall be disbursed to all employees on or before the 7th day of each calendar month. In the event of any delay in salary payment, a penalty of ₹50 per employee per day shall be imposed for the duration of the delay.

REQUIREMENTS OF DATA ENTRY OPERATOR FOR THE WORK

3. MINIMUM LABOUR REQUIRED TO BE DEPLOYED IN VARIOUS SHIFTS

SL. NO	LOCATION OF WORK	CATEGORY & NO. OF MANPOWER	NO. OF SHIFTS
1.	AOCC	RESOURCE ALLOCATOR, DEPARTURE TRACKER & ARRIVAL TRACKER (SKILLED) (Three (03) skilled manpower per shift) Total 11 Nos. including reliever for three shifts	03

The Contractor shall comply with minimum wages per worker as mandated by Labour Laws. As of the date of the release of the tender, minimum wages for skilled manpower (Data Entry Operator) is Rs.893/- Per Day.

The employees shall be given weekly off as per rules. The above mentioned wages should be paid to the employees by the contractor. The rate quoted by the bidders shall be inclusive of the weekly off and nothing extra shall be paid on this account. The shift timings and deployment of manpower will be decided by Airport Director or his authorized representative

NOTE:

THE INCREASE IN MINIMUM WAGES AS A DIRECT RESULT OF STATUTORY RULE OR ORDER ISSUED BY THE CENTRAL/STATE, SUCH INCREASE WILL BE REIMBURSED ON PRODUCTION OF DOCUMENTARY EVIDENCE.

Any increase as in above shall not be payable if such increase has become operative after completion of the work.

3.1 Qualification:

Resource Allocator/Departure Tracker/Arrival Tracker in AOCC (Skilled):
Graduation or Diploma in Science/Engineering with knowledge in computer applications with minimum one-year experience in data entry processing/services.
Preference will be given to B.E/B.Tech (IT/Computer science) graduates.

3.2 **Age :** Each employee shall be between 18 and 60 years of age and must be medically fit to perform the assigned duties

3.3 **Proficiency:** The proficiency of personnel shall be evaluated by AAI officials. Only those individuals deemed to possess adequate skill and competence, as determined by AAI, shall be deployed for the assigned work

3.4 **Integrity:** The employee shall possess high profile of integrity so that he is eligible for obtaining **Airport Entry Pass**.

3.5 **Replacing the employee:** The contractor is liable to replace the employee on the directives of AAI in the following conditions:

- a) If the employee is not proficient enough to the requirement of the work.
- b) If the employee is misbehaving.
- c) If the employee is acting against the interest of AAI.
- d) If the employee is non-punctual or irregular.
- e) If the output of the employee is not to the expectation of AAI.

The decision/assessment of Operations-in-charge on this matter will be final and binding.

3.6 **Continuity of service:** This being a contract related with the airport operations, the service rendered shall be uninterrupted and continuous. One shall leave duty only after the next man turns out. The period covers all 365 days and 24hrs/day including holidays since it is on 24 hrs operations/service, night duty is also to be carried out or as may be decided by AAI from time to time.

3.7 **Over Time:** In case of requirement of more than one person in any shift/part thereof pro-rata payment as per the minimum wages prevailing at that time will be made.

3.8 **Utility of workmen:** AAI will be at liberty to utilize the employee deployed at AOCC for any similar works of AAI at the discretion of the Operations – in Charge. Even if the work so carried out is beyond the purview of the scope of this contract, nothing extra on that account will be admissible and it shall be deemed that such works so carried are as included in the scope.

3.9 **Labour Regulation:** - In respect of all labourers employed directly and indirectly on the work, the successful tenderer (hereinafter called Contractor) at his own expenses will have to arrange the safety provisions to comply with the statutory regulation and CPWD safety codes for the manpower deputed for the work.

3.10 **P.F. Contribution:** - The contractor shall register himself with Labour Licensing Authority and obtain Labour License Number in this regard. The payments towards P. F. shall be paid by the contractor directly to the concerned governing bodies as per existing rules. The receipts of payments shall be submitted to AAI for verification at the time of submission of bills.

The EPF contribution for employer share will be reimbursed along with the running bills on actuals upon production of documentary evidence, original for verification.

3.11 **E.S.I.C. Contribution:** - The contractor shall obtain ESIC registration or ESIC's workmen compensation policy as applicable as per the prevailing labour legislation for workmen engaged for the work within 45 days from the date of taken over of site.

The ESI contribution for employer share will be reimbursed along with the running bills at actuals upon production of documentary evidence, original for verification.

3.12 **Payments to the Labourer:** The contractor has to maintain the record for labour wages in the prescribed Performa. The payment shall be made only to the respective bank accounts of the labours engaged.

The minimum wages have been taken as per Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner(C) order File No.1/16(3)/2025-LS-II dated 28.03.2025. Accordingly, the minimum for Skilled labour is Rs.893/- for area "B". The contractor shall pay the minimum wages as amended from time to time. No escalation on item is applicable, however agency is entitled to get reimbursement of hike in Minimum Wages, PF, Bonus, ESI contribution on production of documentary evidence.

3.13 **The contractor shall be responsible for the following points during period of contract:**

- a. The contractor will be bound by the labour laws, industrial rules and the contract labour (Regulation and Abolition) Act 1970 with up to date amendments.
- b. The minimum rates of the wages of the staffs shall be payable as per the minimum wage Act 1948 and as per the notification of the Regional Labour Commissioner (Central) time to time.
- c. Maintaining of all the records of workers deployed for the works as per contract labour (Regulation) and Abolition Act 1970.
- d. The payment to the workmen engaged by the contractor has to be made on or before 7th of every month in their bank account. If fails for any two months in the contract period, then the contract will be cancelled by default.
- e. The contractor has to maintain the wage register for his employees and has to be produced for verification of the principal employer (AAI) as and when required.

3.14 The contractor should quote the rates very carefully in Financial Bid, considering rates of minimum wages & all statutory requirements as per above. Quoted rates by the firm should include, the following cost components:

- a. Total manpower cost per year based on actual wages paid as per labour act by the firm per day per employee (should not be less than minimum wages rates considered).
- b. Total Cost for provision of stationeries, logbooks, formats, maintenance schedules, BCAS entry pass, etc. as mentioned above for a period of year.
- c. Total cost for other miscellaneous expenses like over-time payment and other charges if any applicable for this contract.
- d. Profit and overhead charges.
- e. Taxes and duties as applicable except GST.

3.15 The contractor has to produce the Xerox copy of challan of the P.F., E.S.I.C.'s premium paid to the concerned regulating bodies and ECR copies of ESI & EPF, Statement bank transaction details of minimum wage paid for each month to their manpower through their respective bank account at the time of submission of bills. No payments shall be made to the firm without submission of these documents.

3.16 The contractor has to produce details of works carried out as per the schedule in each month as per AAI norms and instructions of Operations-in-charge in the first week of successive month before submission of bill.

APPENDIX-II

LIST OF ACTS AND OMISSIONS FOR WHICH FINES CAN BE IMPOSED

In accordance with rule 7(v) of the AAI Contractor's Labour Regulations to be displayed prominently at the site of work both in English and local Language.

1. Willful insubordination or disobedience, whether alone or in combination with other.
2. Theft, fraud or dishonesty in connection with the contractors beside a business or property of AAI.
3. Taking or giving bribes or any illegal gratifications
4. Habitual late attendance.
5. Drunkenness lighting, riotous or disorderly or indifferent behaviors
6. Habitual negligence.
7. Smoking in airside/near or around the area where combustible or other materials are locked
8. Habitual Indiscipline
9. Causing damage to work in progress or to property of the AAI or of the contractor.
10. Sleeping on duty.
11. Malingering or slowing down work.
12. Giving of false information regarding name, age, father's name, etc.
13. Habitual loss of wage cards supplied by the employers'
14. Unauthorized use of employer's property of manufacturing or making of unauthorized particles at the work place
15. Making false complaints and/or misleading statements.
16. Engaging on trade within the premises of the establishments.
17. Any unauthorized divulgence of business affairs of the employees.
18. Collection or canvassing for the collection of any money within the premises of an establishment unless authorized by the employer.
19. Holding meeting inside the premises without previous sanction of the employers.
20. Threatening or intimidating any workman or employer during the working hours within the premises.

TENDER DECLARATION

To,

Airport Director,
Airports Authority of India,
Calicut International Airport,
Malappuram – 673 647, Kerala

I / We have read and examined the notice inviting tender, schedule, Specifications applicable, General Rules and Directions, Conditions of Contract, Clauses of contract, Special conditions, Schedule of Rates & other documents and Rules referred to in the conditions of contract and all other contents in the tender document for the work.

I / We hereby tender for the execution of the work specified for the Airports Authority of India within the time specified in Schedule and in accordance in all respects with the Rules and Directions Conditions of contract and in respects in accordance with, such conditions so far as applicable.

We agree to keep the tender open for Ninety (90) days from the date of opening of tender and not to make any modifications in its terms and conditions.

If I / we fail to commence work as specified, I / we agree that A.A.I. or his successors in office shall without prejudice to any other right or remedy available in law, be at liberty to be suspended for a period of one year and they shall not be eligible to bid for AAI tenders from the date of issue of suspension order.

I / We hereby declare that I / we shall treat the tender documents and other records connected with the work as secret/confidential documents and shall not communicate information / derived there from to any person other than a person to whom I / we am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the State.

I (_____) hereby declare that the documents submitted/ enclosed are true and correct. In case any document at any stage found fake/incorrect, my EMD may be forfeited and action as deemed fit by AAI, Calicut International Airport can be taken against me.

Date:

Signature of Contractor

ANNEXURE-B

TENDER ACCEPTANCE LETTER (To be given on Contractor's Letter Head)

Date:

To,

**Dy. General Manager (Ops)
Airports Authority of India
Calicut International Airport**

Sub: Acceptance of Terms & Conditions of Tender.

Name of Work: -

Job Contract for Airport Operations Control Centre (AOCC) at Calicut International Airport

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from GeM Portal web site(s) namely: <https://gem.gov.in> as per your advertisement, given in the abovementioned website(s).
2. I / We hereby certify that I / we have inspected the site and read the entire terms and conditions of the tender documents, corrigendum(s) and reply to query if any made available to me/ us which shall form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. I / We hereby unconditionally accept the tender conditions of AAI's tender documents in its totality / entirety for above mentioned work.
4. I/We declare that I/We have not paid and will not pay any bribe to any officer of AAI for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAI asks for bribe/gratification, I will immediately report it to the Appropriate Authority in AAI'.
5. I/ We hereby submitted that I/ We paid/ submitted the required earnest money as per NIT conditions
6. I / We certify that all information/ documents furnished by our Firm is true & correct and in the event at any stage, the information/ documents is found to be incorrect/ untrue or found violated, then we shall be liable for debarment from tendering in AAI without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-C

(To be submitted in Envelope – I)

AFFIDAVIT FOR PAYMENT OF MINIMUM WAGES

I.....(Name),aged.....
years, S/o(Name), Proprietor/Managing
Partner/Managing Director of(Name
of the Agency) do hereby solemnly affirm and state as follows: -

I am competent to swear this affidavit on behalf of... ..
... ..(Name of agency). I state that, in the event of the work is awarded to our agency; the
wages to be paid to the workers engaged shall not be less than **the minimum wages** determined
by appropriate Govt. Authorities from time to time.

Dated this, the.....day of.....month.....year.

DEPONENT

Place:

Date:

Note: - This affidavit is to be attested by a First Class Magistrate / Notary Public on Non-judicial stamp paper of Rs.200/-

UNDERTAKING REGARDING DEBARMENT/BLACKLISTING

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

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

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

Place:

Note: Above undertaking is to be given on company's letter head.

FORM OF BANK GUARANTEE AGAINST EARNEST MONEY DEPOSIT

WHEREAS, contractor _____ (Name of contractor) (hereinafter called “the contractor”) has submitted his tender dated _____ (date) for the construction of “__” (name of work) (hereinafter called “the TENDER”).

KNOW ALL PEOPLE by these presents that we _____ (name of bank) having our registered office at _____ (hereinafter called “the bank”) are bound unto _____ (Name of Senior Manager) (hereinafter called “the Officer-in-charge”) in the sum of Rs. _____ (Rs. In words _____) for which payment well truly to be made to the said Officer-in-charge the bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the Bank this _____ day of _____ 20 .

THE CONDITIONS of this obligation are:

- (1) If after tender opening the Contractor withdraws, his tender during the period of validity of tender (including extended validity of tender) specified in the Form of Tender.
- (2) If the contractor having been notified of the acceptance of his tender by the Officer-in-charge. a) Fails or refuses to execute the form of Agreement in accordance with the instructions to contractor, if required –
OR
- b) Fails or refuses to furnish the performance guarantee, in accordance with the provisions of tender document and instructions to contractor,
OR
- c) Fails or refuses to start the work, in accordance with the provisions of the contract and instructions to contractor, OR
- d) Fails or refuses to submit fresh bank guarantee of an equal amount of this bank guarantee against security deposit after award of contract.

We undertake to pay to the Officer-in-charge either up to the above amount or part thereof upon receipt of his first return demand, without the officer-in-charge having to substantiate his demand, provided that in his demand the Officer-in-charge will note that the amount claimed by him is due to him owing to the concurrence of one or any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including the date* _____ after the deadline for submission of tender as such deadline is stated in the instructions to contractor or as it may be extended by the officer-in-charge, notice of which extension (s) to the bank is heard by waived. Any demand in respect of this guarantee should reach the bank not later than the above date.

DATE

SIGNATURE OF THE BANK

WITNESS

SEAL

(SIGNATURE NAME AND ADDRESS)

Date to be worked out on the basis of validity period of 6 months from last date of receipt of tender.

FORM OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT IN INDIVIDUAL CONTRACT

(On Non-Judicial Stamp Paper)

To

The Airports Authority India

1. In consideration of the Airports Authority India having its head office at New Delhi (hereinafter called the “AAI” which expression shall unless repugnant to the subject or context include its administrators, successors and assigns) having agreed under the terms and conditions of Contract Agreement No. _____ dated _____ made between _____ and AAI in connection with the work of _____ (hereinafter called the said contract), to accept Deed of Guarantee as herein provided’ for Rs. _____ (Rupees _____ only) from a Nationalized Bank in lieu of the Security deposit to be made by the contractor or in lieu of the deduction to be made from the contractor’s bills, for the due fulfillment by the said Contractor of the term and conditions contained in the said Contract. We, the _____ bank (hereinafter referred to as “the said Bank” and having our registered office at _____ do hereby undertake and agree to indemnify and keep indemnified AAI from time to time to the extent of Rs. _____ (Rupees _____ only) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAI by reason of any breach or breaches by the said Contractor of any of the terms and conditions contained in the said contract and to unconditionally pay the amount claimed by AAI on demand and without demur to the extent aforesaid.
2. We, the _____ Bank, further agree that AAI shall be the sole judge of and as to whether the said Contractor has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAI on account thereof and the decision of AAI that the said Contractor has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAI from time to time shall be final and binding on us.
3. We, the said Bank, further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contracts and till all the dues of AAI under the said Contract or by virtue of any of the terms and conditions governing the said Contract have been fully paid and its claims satisfied or discharged and till the Accepting Authority of the contract certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Contractor and accordingly discharges this guarantee subject, however that AAI shall have no claim under this Guarantee after 90 (Ninety) days from the date of expiry of the Defects Liability Period as provided in the said Contract, i.e., _____ (date) or from the date of cancellation of the said Contract, as the case may be, unless a notice of the claim under this Guarantee has been served on the Bank before the expiry of the said period in which case the same shall be enforceable against the Bank notwithstanding the fact, that the same is enforced after the expiry of the said period.
4. AAI shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee or Indemnity from time to time to vary any of the terms and conditions of the said contract or to extend time of performance by the said Contractor or to postpone for any time and from time to time any of

the powers exercisable by it against the said Contactor and either to enforce or forbear from enforcing any of terms and conditions governing the said Contract or securities available to AAI and the said Bank shall not be released from its liability under these presents by any exercise by AAI of any liberty with reference to the matters aforesaid or by reason of time being given to the said Contractor or any other forbearance, act or omission on the part of AAI or any indulgence by AAI to the said Contractor or any other matter or thing whatsoever which under the law relating to sureties would but for this provisions have the effect of so releasing the Bank from its such liability.

5. It shall not be necessary for AAI to proceed against the Contractor before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which AAI may have obtained or obtain from the Contractor at the time when proceedings are taken against the Bank hereunder be outstanding or unrealised.
6. We, the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of AAI in writing and agree that any change in the Constitution of the said Contractor or the said Bank shall not discharge our liability hereunder.
7. Address of Regional / Controlling branch of the issuing branch of bank Guarantee is -----

In presence of: _____ Dated this ____ Day of _____

WITNESS

1. For and on behalf of (The Bank)

2. Signature _____
Name & Designation _____

Authorisation No. _____
Name & Place _____
Bank's Seal _____

The above Guarantee is accepted by Airports Authority of India.

For and on behalf of Airports Authority of India.

Signature _____

Name _____

Designation _____

Dated _____

Note:

***For Proprietary Concerns**

Shri _____ son of _____ resident of _____
_____ carrying on business under the name and style of
_____ at _____ (hereinafter called "the said Contractor" which expression shall unless the context requires otherwise include his heirs, executors, administrators and legal representatives).

For Partnership Concerns

1. Shri _____ son of _____ resident of _____

2. Shri _____ son of _____ resident of _____ carrying on business in co-partnership under the name and style of _____ at _____ (hereinafter collectively called “the said contractor” which expression shall unless the context requires otherwise include each of them and their respective heirs, executors administrators and legal representatives).

For Companies

M/s _____ a Company registered under the Companies Act, 1956 and having its registered office in the State of (Hereinafter called “the said Contractor” which expression shall unless the context requires otherwise include its administrators, successors and assigns).

Format for Letter of undertaking from the Depositor to Bank

(To be submitted along with Security Deposit / Earnest Money / Performance Guarantee to
Airports Authority of India)

(To be submitted in the Letter head of the firm)

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

Sub: - My / Our Bank Guarantee bearing No.....dated for amount..... Issued in
favour of Airport Authority of India A/c.....

Sir,

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

I hereby authorized the Airport Authority of India in whose favour the deposit is made to close the subject Bank Guarantee before maturity/ on maturity toward adjustment of dues without any reference /consent /notice from me / our side and the bank is fully discharged by making the payment to Airport Authority of India.

Signature of the Depositor

Place:

Date:

SOP for BG Certification through SFMS of ICICI Bank

AAI has made arrangement for Verification of Bank Guarantees received by AAI from Vendors/Customers/Concessionaires through Structured Financial Messaging System (SFMS) of ICICI bank. The system will operate on pan India basis.

The following bank details in which successful bidder may submit BG (PBG/BGSD/FBG) in accordance with the bank details.

CORPORATE NAME : AIRPORTS AUTHORITY OF INDIA

BANK NAME : ICICI BANK

IFSC CODE : ICIC0000007

BG ADVISING MESSAGE : IFN 767 COV (BG ISSUE)

IFN 767COV (BG AMENDMENT)

UNIQUE IDENTIFIER CODE : Specific code for each unit to be mentioned

in field 7037 of the BG advising message code.

Please note that only unique identifier code will change depending on the AAI unit calling the tender.

While submitting the documents to BG issuing bank, the vendors/customer/concessionaire will also submit letter to the issuing bank as per the format in page 50. The letter will also form part of the tender document.

Advisory: For Applicant and its BG issuing Bank branch.

It is to be noted that along with physical; BG; we have 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 proved 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 filed. 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

<u>Field Number</u>	<u>Particulars (to be mentioned in Row 1)</u>
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7037	<unique identifier> (List attached)
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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.

Please find below indicative request letter format to be sent to issuing bank for ensuring transmission of BGs through SFMS.

Sl. No	Name of the AAI Unit	E mail ID	UNIQUE IDENTIFIER CODE (7037)
1	CALICUT	fin.voicl@aai.aero	AAICALICUT

Request letter, Transmission of Bank Guarantee cover Message
(to be submitted by applicant to BG issuing bank)

Date :

The Manager

(Bank)

(Branch)

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

Dear Sir/Madam,

I/we.....request you to include unique identifier AAIRHQ-SR 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)

AGREEMENT FORM

(To be printed on - stamp paper of appropriate Value)

This agreement made this (date in figures & words) between Airports Authority of India a statutory corporation incorporated under the Airports Authority of India Act 1994 having its Head Office at Rajiv Gandhi Bhavan, Safdarjung Airport , New Delhi-110 003 through its _____ (here in after referred to as “AAI” which expression shall include its administrators, successors, executors and assign of the One part and M/s. _____ (hereinafter referred to as the “Contractor”, which expression shall include its administrators, successors, executors and permitted assigns)of the Other part.

Whereas AAI is desirous of getting the work of “**Job Contract for Airport Operations Control Centre (AOCC) at Calicut International Airport**” (hereinafter called work) done by means of a contract, had invited tenders for this work as per tender documents sold for this purpose.

And whereas the contractor had participated in the above referred bidding vide his tender application dated _____ and other subsequent referred letters. AAI accepting his tender offer awarded the work to the contractor on the terms and conditions contained in its acceptance letter No. AAI _____ Dated _____ and documents, terms and conditions referred to therein which have been accepted by M/s. _____ resulting into a contract.

NOW THEREFORE THIS DEED WITNESSTH AS UNDER:

AAI has awarded the contract to the contractor, for the work of “**Job Contract for Airport Operations Control Centre (AOCC) at Calicut International Airport**” on the terms and conditions contained in its acceptance letter No. AAI _____ Dated _____ and documents referred to therein. The award has taken effect from the date of letter of Award. The terms and expression used in this agreement shall have the same meaning as are assigned to them in the contract documents referred to in the succeeding articles.

2.0 Contract Documents:

The contract shall be performed strictly as per the terms and conditions stipulated herein and in the following documents attached herewith (hereinafter referred to as contract documents)

S.No.	Name of the Documents	Page No.
01.	Award letter of AAI Dated:	-
02.	Contractor’s Tender Application No. Dated:	-
03.	Envelope cover-I	-
04.	Tender Documents	-
05.	Notice Inviting Tender	-

- | | | |
|-----|--|---|
| 06. | Tender forms | - |
| 07. | General Conditions of Contract | - |
| 08. | Special Conditions of Contract | - |
| 09. | Schedule of quantities | - |
| 10. | Envelope cover-II | - |
| 11. | All correspondences between AAI & Contractor before award of work. | - |

All the aforesaid contract documents shall form an integral part of this agreement in so far as the same or any part thereof conform to the tender document and what has been specifically agreed to by AAI on its letter of Award. Any matter inconsistent therewith, contrary or repugnant thereto or any deviation taken by the contractor in its proposal not agreed to by AAI in its letter of Award or any other letter which forms a part of contract documents mentioned sake of brevity this agreement along with its aforesaid contract document shall be referred to as the agreement.

The scope of contract, consideration, terms of payment, wherever applicable, insurance, liquidated damages, period of completion and all other terms and conditions are contained in aforesaid tender documents. The contract shall be duly performed by the contractor strictly and faithfully in accordance with the terms of agreement.

This agreement constitutes full and complete understanding between the parties and terms of the presents. It shall supersede all prior correspondence to the extent of in-consistency or repugnancy to the terms and conditions contained in the tender agreement. Any modification of the agreement shall be effected only by written instrument signed by both the parties.

Any notice given by either party to the other under the agreement shall be written and shall be deemed to have been duly and properly served upon the parties here to if delivered at the address mentioned hereby in above.

THIS CONTRACT AGREEMENT IS ALLOTTED THE NUMBER:
AAI/_____ Dated:

In witness whereof, the parties have executed these presents, day, month and year first above mentioned at _____.

Contractor's signature

Signature for AAI

WITNESS:

1.

2.

WITNESS:

1.

2.

(This Bill of Quantity is for reference only; Price shall be quoted only in BOQ Template of GeM Portal)

BILL OF QUANTITIES

NAME OF WORK: - JOB CONTRACT FOR AIRPORT OPERATIONS CONTROL CENTRE (AOCC) AT CALICUT INTERNATIONAL AIRPORT

SCHEDULE-A

Item No.	Description	Qty	Unit	Rate per month (including GST & Statutory components) (In Rs.)	Total Rate for 24 months (In Rs.)
1	Job contract for providing data entry operation in AOCC, updating the daily data and assistance to duty officer AOCC on round the clock basis as per special conditions, by providing Three(3) skilled manpower per shift (3 shifts per day) Total 11 Nos. including reliever for three shifts	24	Months		

NOTE

- 1.1. The quoted rate shall be inclusive of labour components such as PF, ESI and Minimum Statutory Bonus as per the prevalent Govt. guidelines. All such payment will be reimbursed on production of documentary evidence/proof of depositing/proof of remittance of such amount to statutory, regulatory authorities/workers. GST will be paid on submit of GST compliant Invoice mentioning the GST Nos. of both parties and SAC Code
- 1.2. The minimum wages were considered as per Government of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner(C) order File No.1/16(3)/2025-LS-II dated 28.03.2025.
- 1.3. No escalation on item is applicable, however agency will be entitled to get reimbursement of hike in minimum wages, PF, Minimum Statutory Bonus, ESI contribution on production of documentary evidence/proof of depositing/proof of remittance of such amount to statutory/regulatory authorities/workers.
- 1.4. One shift means 8 hours duty. The shift timings will be decided by APD or his authorized representative. However deployment of manpower may be redefined by AAI. The employees shall be given weekly off as per rules. The rate quoted by the bidders shall be inclusive of the weekly off and nothing extra shall be paid on this account

Name & Signature of the Bidder

Date: