



AIRPORTS AUTHORITY OF INDIA
Notice Inviting Expression of Interest
Tender ID: 2020_AAI_60018

EOI is invited by Executive Director (Commercial) on behalf of Chairman,
Airports Authority of India (AAI) for the work as detailed below:

**“Expression of Interest (EOI) for Supply, Installation, Testing and
Commissioning (SITC) for Concessionaire Sales Tracking System for
Various Commercial Facilities at AAI Airports”**

Last date of submission of EoI is 07/11/2020 at 1500 hrs

Sd/
ED (Commercial)

Disclaimer

This EoI is neither an agreement nor an offer by the Authority but an invitation to submit Expression of Interest by the prospective Bidders or any other person. The purpose of this EoI is to get information about Estimated Costs for the proposed Scope of Work, Observations on proposed Scope of work and information about Prospective bidders ("Firm") in this current situation of COVID 19 pandemic. This EoI would help the Authority to understand market sentiments and eventually come up with a comprehensive tender.

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

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

The issue of this EoI does not imply that the Authority is bound to appoint any Firm as Service Provider for the Project.

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

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

The EoI is not a pre-requisite requirement to participate in NIT that may be invited in future.

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1. Introduction

Airports Authority of India (“**Authority**” or “**AAI**”), established under Airports Authority of India Act, 1994, is a category-I mini-ratna public sector enterprise. The Authority is mandated under the Airports Authority of India Act, 1994 to, inter alia, manage the Airports, civil enclaves and the aeronautical communication stations efficiently (other than airports and airfields belonging to, or subject to the Control of, any Armed Force of the Union). The Authority, in its persistent efforts to provide world-class infrastructure and services to stakeholders, has been endeavoring to excel amongst its global peers by undertaking various initiatives.

As a part of Commercial Directorate initiatives and a departure from its former fixed licensee model, there are various facilities which are currently operating and further coming up on revenue sharing model for different facilities (like Food & Beverages, General Retail, Duty Free Shops etc.) at various AAI airports. For this purpose, volume of sales made by Concessionaire and other related parameters need to be tracked to avoid any revenue leakage to AAI along with effective monitoring of the concession. To enable this, an NIT for engaging a Service Provider for Concessionaire Sales Tracking through EPOS Integration method for all these facilities, across all AAI airports is proposed and hence this EoI is being invited.

Further, Authority also intends to conduct a stakeholder consultation with interested bidders to seek their inputs through Video Conferencing (VC). Interested Bidders are requested to submit their willingness to attend the same through an email to edcom1@aai.aero.

2. Key Information

2.1 The Central Public Procurement Portal specified throughout this document is the online system for Firms to submit their EoI.

2.2 More information useful for submitting online EoI on the Central Public Procurement Portal (CPPP) is available at: <http://etenders.gov.in/eprocure/app> and www.aai.aero.

3. Schedule of Important EoI submission Activities

Table 1: Timelines to be followed

Sl No	Particulars	Date and Time in IST
1	Published Date & Time	16.10.2020 & 1500 hrs
2	Download EoI from NIC CPP Portal	16.10.2020 & 1500 hrs
3	EoI Submission Start Date & Time	16.10.2020 & 1500 hrs
4	Last date for submission of willingness to participate in stakeholders meet through virtual mode. The request is to be submitted to edcom1@aai.aero	25.10.2020 & 1800 hrs
5	Date of stakeholders meet*	27.10.2020 & 1500 hrs
5	EoI Submission End Date (EoI due date) & Time	07.11.2020 & 1500 hrs
6	Opening Date & Time	09.11.2020 & 1700 hrs

* - The date is tentative and can be rescheduled at the discretion of AAI.

4. Scope of work:

4.1 Scope of work for 'Expression of Interest (EOI) for Supply, Installation, Testing and Commissioning (SITC) for Concessionaire Sales Tracking System for Various Facilities at AAI Airports' is as per **Annexure - A**.

5. Objectives of EoI:

5.1 The objective of the EoI is to understand and to get information about Estimated Costs for the proposed Scope of Work, Observations on proposed Scope of work and information about Prospective bidders ("Firm") which would not only consider industry requirements but also help the Authority to fulfill its initiative to enhance passenger processing experience at its airports.

5.2 The NIT which may be floated and processed subsequent to this EOI may have a contract period of **Seven (07) years further extendable by Three (03) years**. In the NIT which may be floated subsequently, for the period of contract, AAI may request the Service Provider to handle Concessionaire Sales Tracking through EPOS Integration process at set of AAI airports, which may vary according to the project needs of AAI.

5.3 The subsequent tendered contract may have provision for payment to be made by AAI to the agency selected through Tender, for expected Minimum 200 number of EPOS machines integration. The same could be scaled up further up to 600 number of EPOS machines if such a need arises and payment to be made on pro-rata basis on the amount quoted by the selected agency for per machine (EPOS) integration.

6. Technical Capacity

6.1 With reference to technical capacity, service providers are requested to provide details of their project experience at various airports in the format as stated below. These formats and the project experience sought below are indicative. Service providers can provide in-depth detail of their experience of work done as per Scope of Work at the airports / other transportation center / malls etc.

Table 2: Please provide the information for the **largest airport** by total passenger traffic, where the services for 6.1 (airports only) were provided for each equipment type in last seven years:

S.no	Particulars of the Project in accordance with 6.1	Name and Location of the airport (Domestic / International)	Yearly passenger throughput at the airport during the contract period	Project Cost	No of EPOS integrated	Contract Period	
						From	To
	<Add rows for each project>						

Table 3: Please provide the information for the total footfall, where the services for 6.1 (other than airports) were provided for each equipment type in last seven years:

S.no	Particulars of the Project in accordance with 6.1	Name and Location of the transportation center/ malls etc..	Yearly footfall during the contract period	Project Cost	No of EPOS integrated	Contract Period	
						From	To
	<Add rows for each project>						

7. Financial Capacity

With reference to financial capacity please provide below details for last 3 financial years as per Table 4 below.

Table 4: Financial details

FY	Turnover from projects referred under para 6.1 towards EPOS Integration for various facilities	Net worth
	<Please add rows for each FY in last 3 financial years>	

8. Technical Suggestions

Please provide your inputs/observations/comments on the proposed Scope of Work as per Table 5 below.

Table 5: Technical suggestions on proposed Scope of Work

S. No. as per Proposed Scope of Work	Inputs/Observations/Comments	Proposed changes (if any)
1.1.1 (example)	_____	_____
.....
<New Insertion>	_____	_____
	<Please add rows for each specific technical suggestion made>	

9. Estimated Cost

Please provide your estimated quote per EPOS machine per month in the following format as per Table 6 below.

Table 6: Estimated Quote to bidding parameter

Bidding Parameter	Estimated Quote (In INR)
Charges towards integration of 1no. EPOS machine per month	Rs. _____
Charges towards mystery audit of 1no. EPOS machine	Rs. _____

10. Registration:

10.1 E-Tendering participation requirements: Interested Firms willing to participate through e-tendering process are required to register themselves in the GOI Central Public Procurement Portal www.etenders.gov.in

10.2 For special Instructions to the Firms for the e-submission of the EoI online through eProcurement Portal follow hyperlink given below:
<https://etenders.gov.in/eprocure/app?page=HelpForContractors&service=page>

10.3 Firms manual kit available for download at the hyperlink given below
<https://etenders.gov.in/eprocure/app?page=BiddersManualKit&service=page>

10.4 As part of the enrolment process, the Firms will be required to choose a unique username and assign a password for their accounts.

10.5 Firms are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal. Firm consultation would be organized after EoI submission by Firms.

10.6 Upon enrolment, the Firms will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

10.7 Only one valid DSC should be registered by a Firm. Please note that the Firms are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

10.8 Firm then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

11. Searching for EoI:

11.1 There are various search options built in the CPP Portal, to facilitate Firms to search active EoI by several parameters. These parameters could include EoI ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for EoI, wherein the Firms may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a EoI published on the CPP Portal.

11.2 Once the Firms have selected the EoI they are interested in, they may download the required documents. These EoI can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the Firms through SMS / e-mail in case there is any corrigendum issued to the EoI document.

11.3 The Firm should make a note of the unique EoI ID assigned to each EoI, in case they want to obtain any clarification / help from the Helpdesk.

12. Submission of EoI:

12.1 Firm should log into the site well in advance for EoI submission so that they can upload the EoI in time i.e. on or before the submission time. Firm will be responsible for any delay due to other issues.

12.2 The Firm has to digitally sign and upload the required EoI documents by its Authorised signatory.

12.3 The server time (which is displayed on the Firms' dashboard) will be considered as the standard time for referencing the deadlines for submission of the EoI by the Firms.

12.4 All the documents being submitted by the Firms would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the EoI is maintained using the secured Socket Layer 128 bit encryption technology. Data storage

encryption of sensitive fields is done. Any document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded proposal documents become readable only after the proposal opening by the authorized bid openers.

12.5 The uploaded proposal documents become readable only after the EoI opening by the authorized EoI openers.

12.6 Upon the successful and timely submission of EoI (i.e. after Clicking “Freeze EoI Submission” in the portal), the portal will give a successful EoI submission message & a EoI summary will be displayed with the EoI no. and the date & time of submission of the EoI with all other relevant details.

12.7 The EoI summary has to be printed and kept as an acknowledgement of the submission of the EoI.

12.8 The following documents in single cover shall be submitted through online CPP-portal by the applicants to EOI , which contains;

- a) Submission related to Technical Capacity as per Table 2 and Table 3.
- b) Submission related to Financial Capacity as per Table 4.
- c) Submission related to Technical Suggestions as per Table 5.
- d) Submission related to Estimated Quote as per Table 6.

13. Assistance to Firms:

13.1 Any queries relating to the EoI document and the terms and conditions contained therein should be addressed to the EoI Inviting Authority or the relevant contact person indicated in the EoI.

13.2 Any queries relating to the process of online EoI submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

13.3 For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002

Note- Firms are requested to kindly mention the URL of the Portal and EoI Id in the subject while emailing any issue along with the Contact details. For any issues/clarifications relating to the EoI published kindly contact the respective EoI Inviting Authority.

Tel: 0120-4200462, 0120-4001002.

Mobile: 91 8826246593

E-Mail: support-eproc@nic.in

13.4 For any Policy related matter / Clarifications Please contact Department of Expenditure, Ministry of Finance. E-Mail: cppp-doe@nic.in

13.5 For any Issues / Clarifications relating to the publishing and submission of AAI EoI proposal(s).

13.6 In order to facilitate the Firms as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPPP under GePNIC <http://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).

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

SL.no.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1	Help Desk Team	Instant Support	eprochelp@aai.aero	01124632950, Ext-3512	0800-2000 Hrs.
2	Sanjeev Kumar, Mgr. (IT)	After 4 Hours of issue	etendersupport@aai.aero or sanjeevkumar@aai.aero	01124632950, Ext-3505	0930-1800 Hrs.

3	Sh. Prabhakar Bajpai Jt. GM (IT)	After 12 Hours	prabhakar@aai.aero	011- 246329344	0930-1800 Hrs.
4	General Manager (IT)	After 03 Days	gmitchq@aai.aero	011- 24657900	0930-1800 Hrs.
5	CHQ Nodal Officer	After 03 days	cio@aai.aero	011- 24645858	0930-1800 Hrs. (MON-FRI)

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

13.8 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. For queries related to the EoI published on the portal, Firms are advised to contact GM (Commercial), email id: gmcommercial@aai.aero contact no. 011-24632950 extn : 3073.

13.9 AAI may at its discretion, extend/change the schedule of any activity by issuing an addendum / corrigendum on the e-procurement portal <http://etenders.gov.in/eprocure/app>. In such cases, all rights and obligations of AAI and the Firms previously subject to the original schedule will thereafter be subject to the schedule as extended/changed.

13. In order to provide reasonable time for Firms to account for any amendments in preparing their EoI, AAI may, at its sole discretion, extend the deadline for the submission of EoI suitably. AAI will notify all registered Firms of any extension via the Central Public Procurement Portal.

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

14. EoI once uploaded and at the Closing date and time shall be final, and no amendment thereto shall be permitted after the submission date.

15. Each Firm shall submit only one EoI.

16. Central Public Procurement Portal shall not allow Firms to submit their EoI after the scheduled Closing date and time. The AAI will not entertain any post-Closing date confirmation of compliance.

Executive Director (Commercial)
Airports Authority of India.
Rajiv Gandhi Bhawan,
New Delhi-03

**SCOPE OF WORK FOR SITC FOR CONCESSIONAIRE SALES TRACKING
SYSTEM TENDER**

Introduction:

AAI has concessionaires using multiple Point of Sales (POS) systems supplied by multiple brands at every Airport. The selected solution should be able to capture automatically/seamlessly from the various concessionaire's Point of sales systems. The data capture process should be an industry standard method with very high level of reliability, data security and data accuracy with minimum user intervention.

Provision of Airport Retail Solution Data Consolidation – Compliance Matrix		
Section	No.	Requirement
Solution Requirements	1	
Concessionaire Sales Data Capture Strategy	1.1	Concession Sales Data Capture Strategy
	1.1.1	The vendor should be able to develop a concession sales data capture strategy for the use of AAI Commercial team and in discussion with key members of the AAI commercial team
	1.1.2	The strategy that will be prepared will be based on solution components and features of the proposed solution. The intent of this strategy is to ensure that the documents form an integral part of existing concession contracts and future concession contracts of AAI Commercial to ensure concession buy-in.
	1.1.3	The vendor should be able to provide best practices from other airports or malls that can be used to develop the concessionaire Sales Data Capture Strategy.
	1.2	Concession Sales Data Capture Solution
	1.2.1	The proposed solution should be able to work with a wide range of industry standard retail POS solutions
	1.2.2	The proposed solution should be able to also interface and work with non-industry standard POS vendor solutions to extract POS related transactional data

**Concession
Sales Data
Capture
Solution**

1.2.3	The proposed solution should be able to provide options of methods through which Point of Sale data capture would be possible rather than providing only one method. Methods should include API's or connectors, Port Scanning, Printer Interfaces as a minimum
1.2.4	The proposed solution should be able to provide a medium through which concessionaires who use non-POS (For eg. Web Based) Solutions to run their business (example: Rent A Car companies, Lounges, Spa's etc.) will be able to provide their sales data in near real time method. This medium should be on an industry accepted standard.
1.2.5	The proposed solution architecture of POS and NON-POS Data Capture should be clearly specified in the context that a number of concessionaires operate on their dedicated private VLAN's within the airport-wide network.
1.2.6	The proposed vendor needs to provide an alternative for small concessionaires who may not traditionally have their own Point of Sale solution. These alternatives could be a point of sale solution or a PC based software solution for them to record their sales with the facility for AAI to obtain their sales data.
1.2.7	The effort to capture the data in the proposed solution should be minimal and once established there should be no manual interference either by the Concessionaire and AAI to ensure that data integrity is maintained
1.2.8	The solution should have the capability of performing Concession Sales Data verification/ audit based on defined criteria and to identify gaps. For example : Duplication of Check Numbers, Missing Check numbers etc.
1.2.9	The solution should also be able to perform essential data validation to eliminate errors in uploads including removing duplications through proper work flows which would be subject to AAI internal audits. Error handling methods should include notification to a defined set or parties which will specify the records that are in error including the reason why the record is flagged as an error.

1.2.10	The solution should contain a robust error handling mechanism to trap data or system related errors and notify specific set of users for review and rectification. The transaction type and discount if any should be included in the POS data collection method.
1.2.11	<p>Mystery Audit: It's the process of employing an auditor to visit target stores incognito for providing feedback to identify revenue leakage opportunities and to verify compliance on billing policies. Auditors are required to provide a real time report regarding Concessionaire's adherence towards standard billing procedure so that there is no mismatch of data between actual sales and reported sales. Mystery audit report is to be submitted on quarterly/half-yearly/Annual basis to AAI.</p> <p>The Service Provider shall propose a method for performing Mystery audit on concessionaires to ensure compliance. These Audits may be bundled with the Support and Maintenance activities proposed by the vendor or be treated as a separate service. This service should be priced accordingly.</p>
1.2.12	<p>i. The service provider shall run the Concessionaire Sales Tracking System on a cloud–platform and deploy the application as a service.</p> <p>ii. The cloud subscription shall be ongoing for a period of seven (7) Years (further extendable by 03 years) with a 99.99% service uptime;</p> <p>iii. Cloud shall be Ministry of Electronics and IT Govt. of India empaneled cloud service provider. It is recommended to use VPC or GCC, otherwise it shall be hosted on the AAI data center.</p>
1.2.13	The Service Provider shall be responsible to provide documentation, appropriate training to all the users (in consultation with AAI Commercial and provide support and maintenance to the solution.
1.2.14	The Service Provider shall Maintain a Business Continuity Plan and, in the event of Disaster, take the necessary actions consistent with the Business Continuity Plan and Good Industry Practice to restore any disrupted Services, including [the Software, the Solution, the Equipment, the Data Centre, the Server [and/ or] the System] as quickly as possible

	1.2.15	The solution offered for the CONCESSIONAIRE SALES TRACKING SYSTEM must be device-agnostic and network-agnostic. It must be accessible by multiple users from multiple locations, all across AAI.
	1.2.16	Solution sends alerts to the authenticated users in the event, automatic reporting is not carried out due to application error/ network failure.
	1.2.17	Eliminating paperwork and the manual aspects of sales data collection. Identify best performers and the slow movers. Increase revenues by allowing commercial teams to compare performance reports / KRI achieved month by month or defined duration.
	1.2.18	Visual trending - The solution must offer easy to use, custom interface and provide customized report generation with visual charts and graphs, key performance indicator (KPI) viewers and dashboards.
	1.2.19	Manage by exception - The solution must automate business decisions by providing one-click access to all of the key sales reports. Use exception conditions to quickly draw attention of the decision makers.
Operational Standard Reporting Minimum Requirements (Real Time)	1.3	Operational Standard reporting Minimum Requirements (Real Time)
	1.3.1	Daily Sales Transactions by Concessionaire
	1.3.2.	Category Wise Sales by concessionaire and by outlet
	1.3.3.	Nationality Wise Sales by concessionaire and by outlet
	1.3.4	Actual Sales vs. Budget vs. last year by Concessionaire, Product Category and Outlet
	1.3.5.	The above minimum reporting requirements should be capable of being run using and not limited to the following parameters :
		1. Product/ category/brand/supplier
		2. Nationality
		3. Outlet/POS Machine ID
	4. Airline/ Flight Number	

	5.	Date/ period Boundaries and Ranges (Hour, Day, PTD, MTX, YTD and yearly)
	6.	Time of Sale/ Ranges
	7.	Originating, terminating, arriving transfers and departing transfers
	1.3.6	The solution shall have the capability of exporting reports to other formats that shall include but not be limited to excel, PDF, CSV and HTML
	1.3.7	The data collected from the concessionaire service points (PoS terminals) received in the central server (application server/ Cloud) would be owned by AAI, and cannot be used by the service provider for any other purpose without prior written permission from AAI. All data access permissions shall be with AAI. They shall be able to integrate with all the PoS software's used in the Airport by different concessionaires. AAI shall be able to copy all the data from the system to AAI DC. After the termination of the contract all the data shall be deleted from Service Provider's systems.
	1.3.8	Service Provider shall ensure that no concessionaire is able to bypass the Service Provider's solution by any means and there shall be no leakage of the sales data. Service Provider shall do a monthly audit to ensure the same. The Service Provider shall also to adhere to Recovery Time Object (suggested - 5 minutes) and Recovery Point Object (Suggested '0' minutes) for the solution. SLA shall be defined by the Service Provider for resolving a problem. Problems can be categories to minor/major/critical and the corresponding resolution times shall be defined. Internet connectivity at concessionaire is the scope of Airport/ AAI.
	1.3.9	Sales data should be automatically collected without any manual intervention from the POS machines installed by the concessionaires. There needs to be other flexible solutions in case the data cannot be captured from the POS installed by the concessionaires.
	1.3.10	Mechanism to closely monitor Concessionaire transactions to prevent revenue leakage to AAI
Integration with Third party system	1.4	Integration with Third Party Systems
	1.4.1	The proposed solution should have a capability to integrate with third party solution providers using industry standard solutions and best practices. Typical third party systems would include and not be limited to the following :

		8. Airport Operations Data Base for Flight Schedules, Movements and Gate/ stand information
		9. Beacon and other footfall measuring technologies
		10. Loyalty systems used by concessionaires
	1.4.2	The application shall provide point-to-point/ direct interface from the concessionaire POS. In case Service Provider doesn't have the ready-made integration with a particular PoS software system, then it shall do the integration within 1 month from the provisioning of Concessionaire system for integration. After 1 month penalty may be levied as per _____. AAI will ensure availability of internet connectivity at the outlets through the master concessionaire.
Dashboards & KPI's	1.5	Dashboard & Reporting
	1.5.1	The service provider shall provide all the default reports in their comprehensive format the application supports. The solution should allow slicing and dicing data by parameters along with visual trending. The report shall include the following parameters, which are not, exhaustive reporting fields/ data points to be captured from all the concessionaires:
	1.5.2	Concessionaire Performance Analysis
		11. By Concessionaire Type
		12. By Product Category (with category identification and description)
		13. By Periods (current Year vs. Previous Year, YTD, Period to Date)
		14. By Terminal, Zone, Store Location etc.
		15. Category Wise performance - 12 month rolling index
		16. Time series reporting and analysis-hourly, daily, monthly, quarterly, yearly etc.
		17. Trading Density across periods
	18. Concession growth Analysis across periods	

	19. Revenue Share Reporting
1.5.3	Promotion Analysis
	20. Performance Analysis before and after promotions
	21. Performance Analysis before and after campaigns
	22. By Terminal and Zone
	23. Time series reporting and analysis-hourly, daily, monthly, quarterly, yearly etc.
1.5.4	Peer to Peer Performance analysis
	24. By Product category
	25. By concessionaire
	26. By Terminal and zone
	27. Concession growth Analysis across periods
	28. Revenue Share Reporting
1.5.5	Buyer Behaviour Analysis
	29. Footfall Analysis by Concessionaire, nationality, time of day, flight number, Location, Terminal, Zone, Store Location, etc.
	30. Buyer Behaviour ie. Most Sold SKU's by concessionaire, nationality
	31. Passenger Spend Rate
Architecture and Infrastructure	1.6 Architecture and Infrastructure
	1.6.1 The proposed vendor needs to provide the hardware and network architecture of the proposed solution.
	1.6.2 The proposed vendor needs to provide the following architectural components needed for the proposed solution :
	25. Proposed Architecture Tiers - Example : Web-Application - DB or Application - DB etc.
	26. Any middleware Platform proposed by the vendor for the proposed solution.
	27. Network Architecture of the proposed solution.

	28.	Number of servers that are needed. Split the requirement on Web, application and database. For the servers please specify the number of processing cores and memory requirements
	29.	Storage requirements including backup architecture
	30.	Database platform for the proposed solution
	31.	Security Architecture including consideration of the encrypted data transfer across multiple VLAN's
	1.6.3	The solution should also be adaptable to future changes in Concessionaires/ POS machines
	1.6.4.	The proposed vendor should provide alternative method of capturing / loading data into the POS database in the event of system outage of the concessionaire systems.
	1.6.5.	The vendor needs to provide assurances to AAI and its concessionaires in relation to the security which the system offers in protecting the data/ method of transfer shared by concessionaires.
	1.6.6	For information: AAI will be providing all the infrastructure requirements. However, details of all infrastructure components needs to be provided as part of the Request for Proposal submission
Support and Maintenances	1.7	Support and maintenance
	1.7.1	The proposed vendor shall detail the warranty period of the provided solution. The warranty period and the date of commencement of the warranty shall be detailed
	1.7.2	The proposed vendor shall identify all the support and maintenance activities that will be covered during the warranty period
	1.7.3	The proposed vendor shall detail the post-warranty Support and Maintenance structure. This shall include support contracts, response time and resolution times, support escalation matrix, bug fix management and any other information that is deemed relevant.

	1.7.4	The proposed vendor shall detail the Support and Maintenance Fee structure to cover all activities included in Item 1.7.3 above.
	1.7.5.	The vendor shall propose a method for AAI to request for enhancements, new reports, new dashboards and KPT's as well as deployments needed for new concessionaires port go live of the solution footprint. This cost should be bundled along with the project for either a period of time or based on a fixed quantity with an option to extend when required.
	1.7.6.	The vendor shall propose a method for performing annual Health Checks on the application (both on concessionaire POS machines) as well as server side systems. These Health Checks may be bundled with Support and Maintenance activities proposed by the vendor or be treated as a separate service. This service should be priced accordingly.
Auditing and Monitoring	1.8	Auditing and Monitoring
	1.8.1	The LIVE data captured should automatically trigger information to the airport on any revenue leakages.
	1.8.2	Any missing transactions or any data should be captured and a log or report to be made on a daily basis. The service provider should be able to manage scenarios where downtime/manual billing scenarios that may occur during the tenure and prepare protocols so that there is no revenue leakage.
	1.8.3	Act upon and resolve the issue within one day (24 hours) of its occurrence, in co-ordination with Concessionaire, if: (a) There is a Network Breakdown (b) POS Software Problems (c) POS Software update (d) POS Hardware Problems (e) Change of POS Hardware or Software.
	1.8.4	It is expected that the proposed solution shall meet the following functional requirements : a. Provides the ability to AAI to ensure monitoring of sales effected by the retail outlets, F&B outlets and other service

		<p>outlets, thus ensuring compliance with the Retail/ F&B/ service contracts.</p> <p>b. Allows sales data from the concessionaire's to be centrally collected, analysed, reported on, audited, and used for invoicing of revenue-sharing concessions.</p> <p>c. Solution shall provide sales Management Information System ('MIS') reporting.</p>
	1.8.5	The service provider should submit the duly signed monthly audit report regularly.
Modularity & Scalability	1.9	Modularity and Scalability
	1.9.1	<p>Modularity:</p> <p>i. The application must be modular to allow implementation of the additional functionalities without adversely affecting the overall system solution.</p> <p>ii. Ability to enhance the application and implement turnkey solution in future.</p>
	1.9.2	<p>Scalability:</p> <p>The system should be scalable to support an increase in the volume of concessionaires' and POS terminals.</p>
Storage and Back-up	1.10	Storage and Back-up environment
	1.10.1	The service provider shall provide the details of current infrastructure used and provide the data storage space. The bidder has to specify on how the storage space can be increased or decreased, depending on AAI's needs. Service Provider shall submit a softcopy of all the sales data collected to AAI on weekly/monthly.
	1.10.2	The bidder should recommend the hardware sizing, operating system/ database for the application if on-premises solution is proposed.