

operate the F & B facility as there will be excessive transportation charges for the star category agency/ vendor.

2. Non-availability of F & B facility will directly and drastically affect the CSI rating which has been consistently improving since last 1-2 years. The F & B facility is an essential service to the esteemed passengers and airport users. In absence of the same may adversely affect the image of Belagavi Airport. This may also attract adverse remarks and comments by VIPs/ MPs/MLAs, as this Airport is always in limelight in the state of Karnataka.
3. It is also observed that almost 04 agencies have applied but no one could qualify due to such technical criteria which can not be met at Belagavi like small stations.

Considering above facts, we may seek approval from the competent authority for reduction in Technical Criteria.

आगे की उचित कार्रवाई हेतु प्रस्तुत ।

27/08/2020 12:31 PM

P S DESAI
(AGM(COM-T)-SR)

Note No. #44

In reference to the above noting, approval is accorded for rejecting the tender due to non availability of agencies to qualify the technical bid for the given technical qualification criteria.

The tender is floated for snack bar, out side the terminal building and four (04) agencies participated. But due to the technical qualifications, none of the agency has qualified in technical bid and suggested for reject the tender.

In above noting, it is rightly mentioned that Belagavi Airport is quite far from the main city and the interested parties have not the such technical qualification as mentioned in the tender. There is a quite good demand of snack bar out side the terminal building.

In terms of traffic movement, pre covid-19, 39,000 (approx.) footfalls in Feb-2020 but due to covid-19, the traffic movement reduced drastically. But during pandemic situation, Belagavi Airport performed very well with adhering all the safety guidelines and more than 50,000 PAX travelled in 107 days after 25.05.2020 i.e. resumption of domestic flights.

Belagavi is the second capital of Karnataka & there is Suvarn Soudha where legislative assembly in winter session in the month of December. It is highly politically motivated city in Karnataka. Our MP (LS), Sh. Suresh Angadi is Minister of State (MoS) Railways. In this tough situation, on an average 800-1000 PAX are daily travelling from Belagavi Airport.

Such situations may occur in many of the RCS Airports, Vendors/Agencies may not be available but traffic will be there at the Airport due to some reasons. To keep certain facilitations and basic amenities for in coming passengers, this station is strongly recommending to lower down the technical qualification

criteria otherwise we have to run the Airport without snack bar / outlets.

If no outlet or no tea and coffee at Airport, it will definitely affect the customer Satisfaction Index (CSI) of this Airport. The CSI was 4.59 in round IV (July-Dec 2019) and it was improved from 3.75 (round III, Jan-June 2017). Apart from this it will be criticized by the public as no eatery joints / outlets are available at the Airport.

Therefore, it is recommended to modify the technical qualification criteria as mentioned below:

- 1. The participating agency must have 06 month experience in F&B business during the last five (05) years.**
- 2. The participating agency must have operated atleast 01 (one) outlet in the one year period (during last five years) and accordingly related criteria is to be modified which is well suited for Metro Tyre-II / Tyre-III cities.**

In view of the above, the case is forwarded with special request for Belagavi Airport to the competent authority to dilute the technical qualification criteria so that many other agencies can participate and work can be awarded to preferably good agency. It will definitely increase the non traffic revenue of this Airport.

09/09/2020 3:44 PM

RAJESH KUMAR MAURYA
(APD(BELGAUM)-SR)

Note No. #45

09/09/2020 4:22 PM

N JAYAKUMAR
(JGM(COMML)-SR)

Note No. #46

12/09/2020 10:32 AM

SATYA SEKHAR BABU K
(MGR(COMML)-SR)

Note No. #47

Reference is invited to the previous notings w.r.t. the tender to operate Snack Bar outside the Terminal Building at Belagavi Airport.

Signature Not Verified

Digitally signed by AMIT KUMAR
Date: 2020.11.26 12:49:12 IST
Location: eProcurement System for
Central PSUs