



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

SPEED POST

No. CP&MS/CSS 2021&22/2020-21/ 13

09th February, 2021

**M/s. DEVELOPMENT & RESEARCH SERVICES PVT. LTD.
A1/19, 1ST FLOOR, SAFDARJUNG ENCLAVE
NEW DELHI – 110029**

**NAME OF WORK: CUSTOMER SATISFACTION SURVEY AT 58 AIRPORTS AND 2 CARGO
TERMINALS FOR A PERIOD OF 02 YEARS (2021 & 2022).**

TENDER ID: 2020_AAI_57844_2

Dear Sir(s),

Your e-tender for the work mentioned above is hereby accepted on behalf of Chairman, Airports Authority of India, at the amount of Rs.59,80,264.00 excluding GST which is 52.16% below the estimated cost of Rs. 1,25,00,000.00 excluding GST.

2. Further, you are also required to conduct Customer Satisfaction Survey (CSS) at 10 additional airports as appended with this letter along with sample size. The amount for conducting the survey for a period of 2 years at these airports is calculated on pro rata basis and works out to Rs.12,11,000.00 without GST. Thus total amount including 10 airports for 2 years works out to be Rs. 71,91,264.00 (Rs. 59,80,264.00 + Rs. 12,11,000.00) excluding GST.

3. The payment shall be released after deduction of all statutory taxes and duties applicable in accordance with the RFP conditions.

4. You are requested to sign the contract agreement within 15 days from the date of this letter i.e. latest by 23.02.2021. The contract agreement is to be executed on a non-judicial stamp paper of value Rs.100.00 (Rupees One Hundred only), the cost of the stamp paper shall be borne by you.

5. The agreement is to be signed by the person duly authorised by your agency for the purpose. In this regard, power of attorney in his/her name, authorising to sign the agreement/contract documents is to be submitted on similar lines as required for submission of bids as stipulated in the RFP.

6. You are required to submit the performance bank guarantee equivalent to 10% of the awarded amount within 30 days from the date of this letter as per Annex-2 of the RFP document.

7. You are requested to comply with the provision of Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (Regulation and Abolition) Central rules 1971 and minimum wages act and rules thereof Central and State Governments.

V. Singh Raw
09/02/2021

Contd....2/-



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8. In accordance with RFP clause 1 (iv) of TOR, kindly note the test run of the App is to be conducted and data is to be verified prior to use at airports, therefore, you are requested to work on getting the approval of App immediately from Authority before deploying the same for the work. This process may be started immediately so as to save time and start with survey at airports.
9. Please note that the RFP document along with this letter or any other correspondence shall form part of the agreement. All the penalty clauses shall be applicable as mentioned in the RFP document.
10. Please note that the time allowed for carrying out the work shall be 2 years (Two years) as detailed in the RFP documents. However, please note that the Round-I (Jan-Jun) 2021 including submission of report is to be completed by 30.06.2021. You are requested to immediately submit the schedule for Round-I.
11. You are directed to contact DGM (CP&MS) immediately who will instruct you on start of survey. Any further correspondence in connection with the contract should normally be addressed to DGM (CP&MS).
12. Please note that you have to submit a certificate, enclosed as Annexure-I, duly signed by coordinating officer of each airport for satisfactory conduct of field work to this office for release of payment.
13. Please acknowledge the receipt and return the duplicate copy of this letter enclosed herewith after signing it to the undersigned as a token of acceptance.

Thanking you.

Yours faithfully,

V. Krishnan
09/02/2021

(V. Krishnan)
General Manager (CP&MS)
For and on behalf of the Chairman,
Airports Authority of India.

**LIST OF 10 ADDITIONAL AIRPORTS AND SAMPLE SIZE FOR CUSTOMER
SATISFACTION SURVEY FOR THE YEAR 2021 & 2022.**

S.No.	AIRPORT	SAMPLE PER ROUND		
		DOMESTIC	INTERNATIONAL	TOTAL
1	INDORE	340	10	350
2	AMRITSAR	225	125	350
3	VARANASI	310	40	350
4	BAGDOGRA	340	10	350
5	CALICUT	80	270	350
6	SRINAGAR	350	0	350
7	COIMBATORE	325	25	350
8	VISAKHAPATNAM	330	20	350
9	TRICHY	60	290	350
10	RAIPUR	350	0	350
TOTAL SAMPLE PER ROUND		2710	790	3500

Handwritten signature
09/02/2021

ANNEXURE-I

**COMPLETION CERTIFICATE IN RESPECT OF CUSTOMER
SATISFACTION SURVEY**

Name of the Airport:-

(1) Name of Field Agents deployed:

i)

ii)

(2) Date-wise No. of questionnaires filled in & No. of Surveyors deployed:

Date	No. of surveyors deployed (WRITE IN WORDS ONLY)	No. of Questionnaires filled in Departure		
		International	Domestic	Total
TOTAL				

(3) Comments, if any:

Signature of Coordinating officer
with name & phone no.