



भारतीय विमानपत्तन प्राधिकरण

AIRPORTS AUTHORITY OF INDIA
SRINAGAR AIRPORT SRINAGAR
TEL: 0194-2303000 - 03 (FAX) 2303313



No. AAI/SXR/Comm1/Trolley/342/ **1610**
To,

Date: 03.12.2020

Jammu and Kashmir Bank Ltd.,
Corporate Headquarters, M.A. Road,
Srinagar, J&K – 190001
Kind attn.: Sh. Feroz Ahmad, AVP-BSD

Subject: Award of License for Trolley Advertisement Rights Cum Retrieval facility at Srinagar International Airport

Dear Sir,

Please refer to your participation in the e-tender (ID 2020_AAI_58159_1) for the subject cited facility for which the Technical bid was opened on 28/10/2020 and the financial bid was opened on 12/11/2020. The competent authority is pleased to award you the License for Trolley Advertisement Rights Cum Retrieval facility at Srinagar International Airport on the following terms and conditions:

Terms and conditions of award

1. Periodicity

a. **Period of License**

The License shall be valid for a period of one (01) year.

b. **Business Incubation Period** shall be 15 days from the date of issuance of award letter. You shall be under obligation to complete all the conditions within time specified in award letter.

c. **Gestation Period:** 90 Days, commencing on 16th day of issuance of award letter.

- 30 days for retrieval of trollies;
- 60 days for planning, implementation of business development for procuring advertisement on the trollies

NOTE: However, actual billing will start from 91st day for all trollies and in cases where part trolley(ies) with advertisement is/are introduced before the expiry of gestation period, pro rata billing will be done.

2. Agreement

The licensee has to execute the Agreement within 15 days from the date of issuance of award letter (on Stamp Paper of appropriate value, related cost to be borne by the licensee).

3. License Fee and Charges

- a. You shall pay to AAI the license fee of **Rs. 42/- per trolley per month i.e. Rs. 33,600/-** (Rupees Thirty three thousand six hundred only) per month for 800 trollies as quoted by you plus applicable taxes and charges.

- b. All applicable Government Taxes, including GST (presently at the rate of 18%) or at the rates declared by Government of India or State Government from time to time.
- c. Charges for the consumption of the electricity and water for the purpose of use of the said license as becomes due and payable and in accordance with the directions of the Authority and at the rates as fixed by AAI from time to time.
- d. **Advance License Fee:** You shall deposit one month License Fee (plus GST) i.e. Rs. 39,648 in advance within 15 days of issuance of the Award letter.

4. **Security Deposit**

- a. Performance Security Deposit: Licensee shall furnish the Security Deposit within 15 days from the date of issuance of award letter, amounting to 03 month equivalent License fee i.e. Rs. 1,00,800 to AAI as an interest free Security Deposit by way of NEFT/RTGS or DD/PO.
- b. Electricity Security Deposit: The licensee shall also deposit an interest free security deposit of Rs. 20,160 towards electricity charges equivalent to 5% of annual license value by way of NEFT/RTGS or DD/PO. The said security deposit will cover SD towards all types of utilities such as Electricity, Water, Data Port, Telephone etc.

5. **Number of Trolleys:** 800 trolleys

6. **Other terms and conditions**

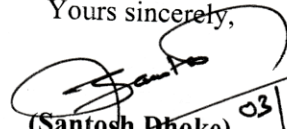
- 1) The Licensee has to convey the unconditional acceptance to the terms of Award Letter within 07 days of receipt of this letter.
- 2) All the formalities shall be completed within 15 days of receipt of this letter.
- 3) AAI shall raise bill on or before 10th of every month. The licensee has to make the payment of license fee etc. by 25th of the same month, failing which interest on delayed payment at the rate of 9% per annum shall be charged from the due date for delay period of up to 30 days and if delay is for more than 30 days, the interest at the rate of 18% per annum shall be charged from the due date, for entire delay period.
- 4) The Licensee shall make payment of license fee etc. either by cheque/DD drawn on local banks or through RTGS/NEFT in favour of "**Airports Authority of India, Srinagar**". No outstation cheque shall be accepted in payment of license fee etc.
- 5) The licensee must necessarily operate the contract for minimum 50% of the total period of the contract, failing which the licensee may be debarred from participating in any tender in AAI for minimum period of 01 (one) year.
- 6) The Licensee shall not terminate the license before expiry of the period of license except by giving 30 days' notice in writing, otherwise the Licensee shall be liable to pay to the Authority (without any demur or question) such amount of money as the Authority may decide as due to it by the Licensee. The license can be terminated by the Authority by giving 30 days' notice in writing without assigning any reason thereto.
- 7) The Licensee has to intimate the list of near relatives employed in AAI as well as name of the persons employed by the licensee or going to be employed who are near relatives of AAI employees.



- 8) The Licensee shall employ only Indian nationals and get their antecedents and loyalty verified before employing them on the job. The licensee shall ensure that no person of doubtful antecedent and nationality is in anyway associated with the job.
- 9) On Non-acceptance of award within 7 days or on account of non-completion of formalities within the prescribed time, the licensee will be liable to be debarred by AAI for further participation in the tenders at its airports or at any other place under the control of AAI, for a period of **one (01) year**.
- 10) The Licensee shall be responsible to remove garbage, if any, resulting due to performance of the business and shall dispose of the same outside the boundaries of the Airport.
- 11) All other terms and conditions shall be as stipulated in the NIT/tender document.
- 12) All the terms and conditions mentioned in this award letter, along with annexures, shall form part and parcel of agreement to be executed between J&K Bank Ltd. and AAI.

Please acknowledge the receipt of this letter as token of your acceptance.

Yours sincerely,


(Santosh Dhoke) 03/12/2020
Airport Director
Srinagar International Airport

Encl: Annex.-I: Special Terms & Conditions

Copy to: Jt.GM (CNS)/ Jt.GM (Engg.-Civil)/ Jt.GM (Engg.-Elect.)/ Sr. Manager (Ops)/ Sr. Manager (F&A)/ CSO/Manager (Commercial), Srinagar International Airport.

Annexure-I: SPECIAL TERMS & CONDITIONS

Scope of Work

1. The scope of work includes three key aspects:

a. Advertisement

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

b. Trolley Retrieval

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

c. Maintenance – Proper cleaning on daily basis.

2. Space for Advertisement on Trolleys

- Trolleys to be supplied by AAI, will have space (not exceeding 6 sqft each) for the purpose of displaying advertisement, in any direction, on trolley. Designing/Fabrication and installation of the Display Boards and advertisement thereon shall be arranged by the licensee at its own cost to offer a pleasing ambience standard to Airport. The material used by the licensee should be such that it enhances the aesthetic of the trolleys.
- All display/signage should be of standard/uniform shape and size for all trolleys and has to be approved by AAI.
- Objectionable material display will not be permitted. AAI also reserves the right to not allow any advertisement of certain commodities/products.

3. LICENCE FEE AND REBATE

- The licensee shall pay the quoted license fee.
- AAI, at its discretion, may increase number of trollies based upon operational requirements and for passenger facilitation and it shall be obligatory on the part of the licensee to take over such additional trollies and shall ensure proper retrieval, positioning along with clean/upkeep of said additional trollies in addition to the existing trollies. The licensee will also be given the right to display advertisement on the additional trollies as well, however billing for the same will be done on pro-rata basis after completion of gestation period or actual display/advertisement on trollies, whichever is earlier.
- The Licensee shall promptly handover the defective trolleys to the Technical department, AAI and no rebate will be entertained on the grounds of trollies in unserviceable condition in possession of the licensee.

4. Statutory/Requisite Approvals

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

5. Termination

- The contract can be terminated by AAI in case of unsatisfactory performance and in such a scenario a notice of dis-satisfaction will be issued to the licensee for which reply is to be received within 30 days there from.
- In case there is no improvement to the satisfaction of AAI, a 60 days' notice of termination of concession is to be issued to the licensee.
- Evaluation of the performance of the licensee will be based on parameters: Timely rendering of services, Quality of works/services, Compliance with statutory requirements, Safety consciousness, Maintenance of staff in proper uniform;
- Contract termination can be initiated due to either of, but not limited to, the following



reasons:

- Non-payment of penalties for 2 or more months;
- or more licensee infractions and/or penalties for 2 or more months;
- On expiry or termination of the contract, the licensee shall be responsible for handing over of all the trollies back to AAI in serviceable conditions.
- All the trollies shall remain the properties of AAI and on the expiry of or termination of the contract, the licensee shall have to ensure to hand over all the trollies back to AAI in serviceable conditions. The cost of any shortfall or damages shall be recoverable from the licensee.

6. Penalties

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

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

7. Others

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

8. Operation and management of Trollies

a) CONSTITUTION OF COORDINATION COMMITTEE AND OPERATING PROTOCOL

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

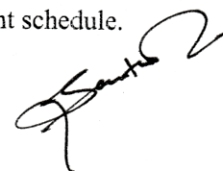
b) ROLES & RESPONSIBILITIES OF AAI's COORDINATION COMMITTEE AND LICENSEE

- AAI Technical Department shall initially supply 800 nos. of baggage trolleys to the licensee in serviceable condition.
- Handing/Taking over of trolleys will be done by Technical Department within 30 days from the date of issue of award letter to the complete satisfaction of the licensee.
- All the trollies shall remain property of AAI. Trolleys handed over to the licensee should be duly numbered.
- Technical & Operation Department, AAI at one side and the licensee on the other, will ensure minimum availability of 90% of serviceable trollies for passenger facilitation.
- The licensee shall ensure that the trolleys are cleaned and in a presentable manner, free from dust accumulation, stickers and grease.
- A register is to be kept with the Duty Terminal Manager, AAI in which the defects are to be recorded on weekly basis by the licensee. Status in respect of serviceable trollies available for passengers is also to be recorded. The defective trolley(ies) shall be handed over to the Technical Department of AAI and it should be recorded in the register with no. of such trolley and date.
- Technical Department of AAI has to ensure proper maintenance and upkeep of trollies through an AMC contractor.
- Technical Department of AAI to maintain 80 trollies in standby to ensure availability of at least 90% of trollies in serviceable condition to the vendor at all times.
- AAI and Licensee both will ensure minimum availability of 90% of serviceable trollies for passengers.
- The licensee shall ensure deployment of minimum number of trolleys at predefined locations at all time as mentioned in the "Trolley Deployment Plan".
- The licensee shall ensure that scattered trolleys are collected from all the areas in and around the Terminal Building, Kerb side, Car Park, etc. and re-distributed in accordance with the trolley deployment plan.
- The licensee shall ensure that trolley movement is done in a discreet and organized manner without inconveniencing the passenger movement or airport processes.

Trolley Deployment Plan

Areas Earmarked	Zone	Location at trolley station	Min. Trolley	Max. Trolley
Arrival	Domestic	Belt No. 1	150	As per requirement
	Domestic	Belt No. 2	150	As per requirement
	Domestic/ International	Belt No. 3	50	As per requirement
	Domestic/ International	Belt No. 4	50	As per requirement
Departure	Domestic/ International	Near Entry gates, city side area	50	As per requirement
	Domestic/ International	From Entry gates to Check-in counters	200	As per requirement
General	Car Parking	Arrival Side	50	As per requirement
	Car Parking	Departure Side	100	As per requirement

- Deployment plan mentioned above may be updated by AAI based on flight schedule.



- Presently International flights are operated to Haj for a limited period (July-Aug.) every year. So deployment of trollies in International Arrival/Departure shall be as per requirement.
- Ensure trollies are placed in assigned locations and no scatter is observed for an unreasonable time at any unassigned locations.
- Check in Counters – Trollies should be regularly retrieved from near Check-in-counter areas. The licensee to ensure that not more than 10 number of trollies scattered/accumulated at any island for an unreasonable time. Check for scatter at following islands near following check in counters:

Areas	Zone	Location
Departure	Domestic and International	From Entry gates to Check-in counters

c) Manpower Deployment And Their Service Conditions

1. The licensee shall engage and deploy sufficient numbers of skilled and experienced personnel (minimum 14 persons) for the execution and performance of Operation and Maintenance Services which include retrieval, positioning and daily upkeep/cleaning of trollies, either through itself or through third party or outsourcing of manpower and it shall also be over all responsibility of the licensee that the personnel are:
 - Skilled, trained and experienced;
 - Properly dressed in clean uniform clearly depicting that the service is free and identity cards for all seasons which shall be finalized/approved in consultation with AAI. Minimum two sets of uniform shall be provided to the workers and entire expense for the same shall be borne by the licensee;
 - Physically fit and for the intended purpose and have fulfilled BCAS AEP requirement. Medical fitness certificates approved by certified doctors should be submitted to AAI;
 - Imparted training of supervisory once per quarter and the licensee has to share training plan in advance.
2. The licensee will solely be responsible for service conditions (including minimum wages, bonus, PF, ESI, Insurance and other statutory compliances etc. as per prevailing laws of the land) of workmen employed by it for the purpose of carrying out the functions under the contract.
3. There will be no direct employee-employer relation between AAI and the workmen of the licensee.
4. In case any damage/loss is caused to any property of AAI or that of the passenger(s) by the workers of the licensee, then the licensee shall be liable to make good of the said loss/damage at its own cost and AAI shall not be responsible for the same.

The above special terms and conditions will form part of the License Agreement.

