



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

संदर्भ संख्या: एए आई/बीपीएल/वाणिज्य/इएल/2021-22-1600 दिनांक 07/02/2022

मेसर्स सप्तगिरी रेस्टोरेंट प्राइवेट लिमिटेड
L - 322, माहिपालपुर एक्सटेंशन
नई दिल्ली - 110037,

विषय : Award of license for operating Executive Lounge, inside Domestic Security Hold Area, First Floor at Raja Bhoj Airport Bhopal.

महोदय,

उपरोक्त विषय के संबंध में अवार्ड कमांक एएआई/बीपीएल/वाणिज्य/इएल/2021-22 दिनांक 07/02/2022 मूल रूप में इस लेटर के साथ संलग्न कर आपकी ओर सूचना एवं आवश्यक कार्यवाही हेतु प्रेषित है।

(संतोष सिंह)
सहायक महाप्रबन्धक (वाणिज्यिक)
कृते विमानपत्तन निदेशक
भाविप्रा, राजा भोज विमानतल, भोपाल



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

Ref No: AAI/BPL/COMML/EL/2021-22

Dated: 07.02.2022

M/s. Saptagiri Restaurant Private Limited
L- 322, Mahipalpur Extension,
New Delhi - 110037
Email: srpl.company@gmail.com

Subject: Award of license for operating Executive Lounge, inside Domestic Security Hold Area, First floor at Raja Bhoj Airport Bhopal.

Sir,

In response to your offer in the e-tender (Tender ID: 2021_AAI_98667_1), we are pleased to inform that the Competent Authority has decided to award the subject license to you on the following terms and conditions: -

1. You shall operate the subject license at Raja Bhoj Airport, Bhopal whose location/ area is as follows:
 - a) Area - **52.42 Sqm. (approx.)** including Pantry & Toilet area
 - b) Location - Domestic SHA, First Floor
2. The period of License shall be **Five (5) Years***. The exclusivity will be for 50% of contract period. Post 50 % time period AAI reserves the right to award 2nd concession.
3. **Business Incubation Period : Fifteen (15) days** from the date of issuance of of this award letter. During this period, you will be under obligation to complete all formalities of award (Submission of Acceptance, Security Deposit, Advance License Fee, Execution of Agreement and handing / taking over the site etc.) and meet other obligations as will be specified in this award letter within prescribed timelines.
4. **Gestation period** : The permissible gestation period is **one-hundred twenty (120) days**, reckoned from the date of Handing over of site or commencement of business from the allotted location whichever is earlier.
5. **Handing over of site**: Site will be handed over to the you only upon fulfillment of conditions of this award within the stipulated time of business incubation period (refer SL no 03 above).

However, if the licensee fails to complete the conditions of award which are pre-requisite for handing over of site, then the **gestation period** will be deemed to have commenced on **16th day of issuance of LOIA** i.e. immediately after expiry of business incubation period. However, actual handing over of site shall

(संतोष सिंह)
31/2/2022

only be done after completion of all conditions of award which shall not be later than **thirty (30) days** from the date of issuance of LOIA.

6. The license period shall be valid from the date of expiry of **120 (One hundred twenty) days** gestation period reckoned from the date of handing over of site (to be done within **15 days** business incubation period) or commencement of business, whichever is earlier.
7. You shall pay the quoted monthly license fee of **Rs.7,15,715/- (Rupees Seven Lakh Fifteen thousand seven hundred and fifteen only)** plus other applicable charges and applicable Govt. taxes.
8. All Govt. Taxes including GST (presently @18%) shall be applicable at the rates declared by Govt. of India / State Govt. / Union territory from time to time.
9. The quoted monthly license fee shall be subject to **annual compound escalation of 10% (ten percent)** and the first annual escalation shall be applicable after completion of **01 (one) year + 06 (six) months license period**. Thereafter the same will be applicable after completion of subsequent 01 (one) year period there from. Accordingly, the license fee payable during the contract period shall be as under:-

Period	Amount of monthly Licence fee (in Rs.)
Upto 1 ½ Year	Rs.7,15,715/- plus applicable Govt. taxes
After 1 ½ Year	Rs.7,87,287/- plus applicable Govt. taxes
After 2 ½ Year	Rs.8,66,016/- plus applicable Govt. taxes
After 3 ½ Year	Rs.9,52,618/- plus applicable Govt. taxes
After 4 ½ Year	Rs.10,47,880/- plus applicable Govt. taxes

10. 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 upto thirty (30) days and if delay is for more than thirty (30) days, then interest at the rate of 18% per annum shall be charged from the due date, for the entire delay period.

11. You shall pay one (01) month advance license fee amounting to **Rs.8,59,173/- (Rupees Eight lakhs Fifty Nine thousand One hundred Seventy three only) within 15 (fifteen) days** from the date of this letter of intent / award. The advance license fee is inclusive of utility / facilitation charges @10% of AC space rent (applicable for FY 2022-23) and amount of GST@18%. The detail of monthly license fee is as under:-

Particulars	Amount in Rs.	GST 18%	Total in Rs.
Monthly Licence fee	7,15,715/-	1,28,829/-	8,44,544/-
Utility / facilitation charges (52.42 Sqm. X Rs.2365) X 10%	12,397/-	2,232/-	14,629
Total Amount			8,59,173/-

12. You shall deposit a sum of **Rs. 51,55,038/- (Rupees Fifty-One Lakhs Fifty-Five thousand and thirty-eight only)** as Security Deposit (SD) equal to **06 (six)**

months license fee of the **First year** of license plus utility / facilitation charges and applicable Govt. taxes in the form of Bank Guarantee /RTGS / NEFT/DD. The Bank Guarantee (BG) issued only from any Nationalized / Scheduled Commercial Banks (as per Reserve Bank of India guidelines) in the format **as per Annexure-K of NIET**. The entire security deposit amount is to be deposited within **15 days** from the date of issuance of award.

13. In addition to above, the Security Deposit (SD) towards electricity charges equivalent to **5%** of annual license value i.e. amounting to **Rs.5,15,504/- (Rupees Five lakhs Fifteen thousand five hundred four only)** shall also be deposited by you to AAI in the form of Bank Guarantee /RTGS / NEFT/DD.

The Bank Guarantee (BG) issued only from any Nationalized / Scheduled Commercial Banks (as per Reserve Bank of India guidelines) in the format **as per Annexure-K of NIET**. The entire security deposit amount is to be deposited **within 15 days** from the date of issuance of this award letter.

14. It may be noted that:-

- a) Bank Guarantee(s) should be valid for the entire period of license **plus 06 (six) months**.
- b) Bank Guarantee(s) from Co-operative banks even scheduled, shall not be accepted.
- c) No interest shall be payable on security deposit by AAI.
- d) The format of Bank guarantee and Letter of Understanding from the Depositor to Bank are available in the tender document at page Nos. **54 to 57**.

15. You are requested to make all the payments by way of online through NEFT / RTGS to AAI Bank, whose particulars are enclosed herewith.

16. During the currency of the license, it shall be your sole responsibility to equip yourself with all necessary permits, licenses & clearances from all the concerned authorities / agencies which are required to operate the subject license. Further, you must ensure and adhere to all the rules & regulations as issued by Central Govt. / State Govt. (Govt. of Madhya Pradesh) from time to time for subject license.

17. You shall not erect or display any advertisements or signboards except after obtaining the prior approval in writing of the Authority.

18. That the Authority reserves to itself the right to change the location of the premises at any time and may at its discretion, call upon the Licensee to vacate the site and may give an alternative premise for the purpose of this license. In such a case, the Licensee shall be bound to vacate the premises immediately and accept the said alternate premises. The entire expenditure on such shifting shall be borne by the licensee and the licensee shall not be entitled to claim any compensation or revision in the license fee on that score.

19. It would be the responsibility of the licensee to obtain all necessary security clearances from BCAS/any other regulatory agency as required within the gestation period itself. Any claim for additional gestation period or rebate on account of delay in obtaining security clearances by you shall not be entertained by AAI at any stage.

(Seal)
7/12/2022
Santosh Singh
Asst. General Manager (C.N.S. - Commercial)
आर.पी.एस. विमानचलायन प्राधिकरण
राजस्थान विमानचलायन प्राधिकरण
Rajasthan Airports Authority
Rajasthan Bhuj Airport

(Seal)
7/12/2022
Santosh Singh
Asst. General Manager (C.N.S. - Commercial)
आर.पी.एस. विमानचलायन प्राधिकरण
राजस्थान विमानचलायन प्राधिकरण
Rajasthan Airports Authority
Rajasthan Bhuj Airport

20. Compliance of prevailing Security norms etc. from time to time shall be ensured by you. For any information / clarification pertaining to prevailing Security norms and compliance thereof etc., you are requested to please contact Security Directorate, AAI, Bhopal and Bureau of Civil Aviation Security (BCAS), Bhopal airport.
21. You have to ensure the Police verification / antecedents' verification of your employees (as per guidelines of BCAS) before applying for Airport Entry Passes (AEPs). The Charges applicable for issuance of Airport Entry Passes (AEPs) of your employees shall be borne by you.
22. You shall have to enter into an Agreement on Non-Judicial stamp paper of Rs.100/- **within 15 (fifteen) days** from the date of issuance of award letter / LOIA. The cost of Non-Judicial stamp paper & other papers shall be borne by you.
23. You shall intimate the names of the persons employed by you or going to employ, who are near relatives (wife, husband and dependent parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunts, cousins and their corresponding in laws) of AAI employees or are ex-employees of AAI who have separated from AAI in the past 02 (two) years.
24. You shall be required to strictly follow the special terms and conditions for efficient Management of subject license.
25. Other terms and conditions shall be as per the e-tender documents for the subject facility.
26. This letter of intent / award shall form a part and parcel of the license agreement to be executed.
27. You are required to convey the acceptance of award **within seven (07) days** from the date of this award letter along with the duly signed duplicate copy of this award letter.

Regards;

(Santosh Singh)
Assistant General Manager (CNS/Comm)
For Airport Director

संतोष सिंह
Santosh Singh
सहा. महाप्रबंधक (सी.एन.एस. - वाणिज्यिक)
Asst. General Manager (C.N.S.)
भारतीय विमानपत्तन प्रा. लि.
राजा गंज विमानपत्तन, बhopal
Raja Ghat Airport, Bhopal

Enclosure: Special terms and conditions

Enclosure: Bank Detail RTGS

Internal distribution: for information:

- 1) JGM-Engg. (Civil)
- 2) DGM - Engg. (Elect/operations)
- 3) CSO (Security)
- 4) AGM (Finance)

Copy to : (NOO)

1. Executive Director (Commercial), Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi
2. Regional Executive Director, WR, RHQ, Mumbai-99
3. Commercial Department RHQ WR, RHQ, Mumbai -99

7/12/2022
संतोष सिंह
Santosh Singh
सहा. महाप्रबंधक (सी.एन.एस. - वाणिज्यिक)
Asst. General Manager (C.N.S.)
भारतीय विमानपत्तन प्रा. लि.
राजा गंज विमानपत्तन, बhopal
Airports Authority of India
Raja Ghat Airport, Bhopal

APPENDIX: 2 of Annexure-A

SPECIAL TERMS & CONDITIONS

A. SCOPE OF LICENSE

- i) The successful applicant has to offer the following services from the lounge:
 - a) Food & Beverages services including liquor subject to State Law;
 - b) Adequate reading material such as Newspaper, Magazine;
 - c) Visual entertainment facility;
 - d) Business Center;
 - e) Wi-Fi;
 - f) In-house Kitchen for preparation of Food;
 - g) Recliners;
 - h) Ambient provision for seating;
 - i) Wash & change facility
- ii) The scope of service will be limited to the lounge area duly allotted under license. The licensee shall use the lounge for the purpose defined in the contract. Use of lounge for any other purpose will be unauthorized and Authority will take legitimate action on such violation.
- iii) The successful applicant is entitled to offer services in following format:
 - a) Lounge facility shall be open for the business and first-class passengers of Airline having lounge card/loyalty card. Airline passengers having lounge card under Special Scheme like Frequent Fliers etc.
 - b) Licensee can offer the same package (as offered to airline business class passengers) to other passengers under Corporate Plan having arrangement with individual company, business entity, hospitality entity card and other loyalty program.
 - c) The same/common package may be offered to individual passenger on production of Airline Ticket and/or bonafide boarding card.
 - d) Item wise selling of F&B product and service will be strictly prohibited.

B. SERVICE STANDARDS

1. The concessionaire shall all times comply with the following service standards and such other standards informed by Authority from time to time.
2. The concessionaire shall provide adequate man power at lounge at all times and shall increase such manpower as and when directed by Authority to achieve a high standard

of service.

3. The concessionaire shall ensure that the lounge is operated during hours of operational hours on round the clock basis. The concessionaire shall further ensure that sufficient staff shifts shall be arranged accordingly to confirm the round the clock operation.
4. The concessionaire shall ensure and provide, at all times professional, efficient and prompt, polite and courteous service to all passengers without discrimination whatsoever and in an honest and businesslike manner and shall improve the standard of service offered at lounge being operated.
5. The concessionaire shall be liable to maintain a complaint register (either in hard copy or electronic form) at the location and shall ensure that all complaints are recorded in the complaint register with the action taken report for each of the complaints received. Immediately after a complaint is registered, the concessionaire shall acknowledge the complaint stating the date and complaint number. The concessionaire shall ensure that all complaints are addressed on the spot, but in any case, not later than 48 hours within the receipt of the complaint, in the event it is not possible to address the complaint on the spot. In the event, any complaint is received against any employee of the concessionaire deployed at any of the location or otherwise, Authority shall have the right to require the concessionaire to remove such personnel and replace him.
6. The concessionaire shall ensure and make adequate provision to the effect that in case of any strike or labour unrest among its staff, the operation of the lounge is not hampered.
7. The concessionaire shall provide training in respect of service quality to the employees to meet objective of service at the airport and if required by Authority, shall improve/moderate such training program from time. The concessionaire shall send all frontline staff to quality service courses at least once in three years and send all newly employed staff to such courses immediately from their date of employment.
8. The concessionaire shall carry out passenger surveys on a regular basis by an independent reputable consultant as may be decided by Authority. The concessionaire shall participate in such passenger surveys. The concessionaire shall share the feedback with Authority after completion of the survey. The concessionaire agrees to take such steps as may be stipulated by Authority or any other agency, duly authorized by Authority to achieve high standards of performance.
9. The concessionaire shall at all-time remove the waste materials and/or garbage with extreme care and dispose the same at garbage collection box as per the guidelines issued by Authority from time to time.
10. The concessionaire shall report to authority any incident, accident, theft, damages occurred at the location promptly.
11. The concessionaire shall ensure that the required assistance is extended to all the disabled, physically challenged and elderly passengers/visitors at the lounge.
12. All facilities and equipment at lounge are to be maintained to a standard that they should be fully functional and look "new" at all times. Facilities/ equipment which are non-functional or damaged should immediately be replaced at concessionaire's own cost.
13. The concessionaire shall provide the following minimum service in the lounge:
 - a. Selection of hot and cold beverages to be served to the guests of the lounge and display the service of choice of hot and cold beverages such as tea/coffee, juice.
 - b. Bottled water and aerated beverage to guests of lounge.
 - c. Selection of cold snacks

- d. The attendant apart from serving the guest shall also clear the tables promptly, clean the dishes and keep the pantry clean at all times.
- e. The concessionaire shall provide all necessary equipment including chinaware, cutlery, glasses, napkins, coasters, dollies and trays of suitable standard as fits high class lounge facility.
- f. The concessionaire shall also provide adequate staff to be at each lounge per shift so that the attendants are present at all times when the lounge is operational, every day including Sundays and holidays, the employee deployed to be in proper uniform with name tag. The staff has to provide professional, efficient, polite and courteous service to all the guests without discrimination, in an honest and business-like manner and to improve upon the standards of service.
- g. The cleanliness and the up-keep of the lounge area would be the responsibility of the concessionaire.
- h. The reception area of the lounge shall be always manned by the staff of the concessionaire.
- i. The concessionaire shall ensure the availability of the attendant in proper uniform at all times and maintain cleanliness of the locations and pantry area.
- j. All expenses towards providing lounge services to passengers including service equipment; staffing etc. shall be borne by the successful bidder.
- k. The licensee shall ensure that an active, qualified and experienced manager or a qualified subordinate in Manager's absence will supervise the proposed operation. The manager or qualified subordinate will be required to be available at the lounge during business hours and any time in case of emergency.
- l. In case of violation of AAI rules, AAI shall impose penalty to the licensee as per Penalty for Infractions given under **Annexure-1** or as decided by AAI from time to time.

Annexure-1

Imposition of Penalties - guidelines regarding

Sl. No.	Offence/Violation	Penalty in (Rs)
1.	Smoking in public area except where designated smoking chambers or areas are established.	1500
2.	Spitting in airport premises	1000
3.	Misuse of passenger baggage trolley	1000
4.	Using language likely to cause offence /annoyance	2000
5.	Throwing loose papers, plastic cups or glass etc. in airport premises	1000
6.	Non-display of Photo Identity Cards while entering in to or being in the terminal or operational area.	1000
7.	Transportation of overloaded airline baggage containers in operational area.	1000
8.	Vehicle/ equipment operating without anti-collision light/obstruction inside operational area.	2000
9.	Parking of vehicle/ equipment in no parking area on kerb side and city side including approach road within airport premises	500
10.	Un-authorized entry into terminal building or operational area.	3000
11.	Rash driving/over speeding in operational area	3000
12.	Driving in operational area while being in state of intoxication	5000
13.	Causing public inconvenience, unruly behaviour or creating nuisance in public area	1000
14.	Organizing or taking part in any public assembly, demonstration, dharnas or procession likely to obstruct or interfere with proper use or orderly functioning of airport	5000
15.	Display of banners, flags, posters, emblems or write slogans in or around terminal	5000
16.	Obstruction of authorized persons in the discharge of his or her duties	5000
17.	Dumping garbage in operational area.	3000
18.	Vehicle/equipment left unattended in operational area outside designated parking area/hard stand for ground support equipment/vehicles.	2500
19.	Vehicle/equipment not following vehicular lanes on Apron.	1500
20.	Vehicle/equipment/ person obstructing aircraft movement	5000
21.	Crossing/operating vehicle/ equipment close to active runway/ taxiway without permission	5000
22.	Vehicle/equipment operation in the operational area without permit (ADP)	5000
23.	Damage, display, deface or alter any building structure or other property of AAI whether movable or immovable. Besides penalty, action to be taken to recover the loss from the defaulter or his/her organization	5000
24.	Photography and film shooting/ videography at airport without permission	5000
25.	Commercial activities at airport without permission	5000

AIRPORTS AUTHORITY OF INDIA
RAJA BHOJ AIRPORT BHOPAL

RTGS DETAILS

1. Name of the Company: Airports Authority of India
2. Address: Raja Bhoj Airport
Bhopal-462030.
3. PHONE NO: 0755-2641486
4. MOB NO: 9773223425
5. E-Mail Address: saubhopal@aai.aero
6. Fax No: 0755-2641002
7. Bank A/c No: 33861405426
8. Bank Name: STATE BANK OF INDIA
9. Branch Address: GANDHI NAGAR, BHOPAL M.P.
10. IFSC Code of the Bank: SBIN0016154
11. Permanent A/c No: AAACAS412D
12. SERVICE TAX NO: AAACAS412DST008
13. GSTIN: 23AAACAS41201ZG
14. TAN: BPL1002713

NOTE:
Please note that after making payment through NEFT/RTGS details of payment along with bills, TDS (if any) from the payment be communicate by letter OR mail for proper adjustment of outstanding bills against you.

Signature Not Verified

Digitally signed by Santosh Singh

Date: 2023.04.18 18:03:26 IST

Location: eProcurement System for Central PSUs

