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भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No: AAI/TRY/OPS/MIHY/2022-23/2405

Dated: 19-05-2022

To,

M/s. Aroon Aviation Services Pvt Ltd.,
No. A-113, Road no. 02, MahipalPur Extn
New Delhi - 110037.

**Name of Work: Management of May I Help You Counters at Tiruchirappalli
International Airport.**

Ref: Tender ID: 2022_AAI_103873_2

Dear Madam/Sir,

Your e-tender for the work mentioned above has been accepted and the Competent Authority is pleased to place the work order for "Management of May I Help You Counters at Tiruchirappalli International Airport" for an amount of ₹. 42,60,000/- (Rupees Forty Two Lakhs Sixty Thousand Only) plus applicable GST for a period of Two years w.e.f 15-06-2022 and further extendable for a period of another 12 months subject to satisfactory performance, with same terms and conditions.

You are directed to contact the undersigned who shall be In-Charge of the work, for taking over the site within 15 days from the date of receipt of this letter.

You are required to deploy regular employee of your company who are competent, trained and capable to manning helpdesk for providing assistance to passengers and facilitating VIPs/VVIPs in reserved lounge as per tender conditions. The contractor shall be responsible for the recruitment and retrenchment of the employee of their establishment and for the settlement of any dispute arising out. Any injuries / losses during the period of the contract will be borne by the contractor.

Agency has to provide uniform to the deployed manpower. Design/colour of which will approved by AAI. The uniform will have agency LOGO. At least 50% of the manpower deployed must constitute of Female and rest can be males.

The scope of work includes:

1. Assistance of Senior Citizens and Persons with Disability for hassle-free movement through Airport and for providing information to them in coordination with concerned airlines.

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2. Providing information and assistance to passengers/visitors during their travel through Trichy International Airport.
3. Operation and Management of Wheelchairs provided by AAI.
4. Operation and Management of Child Strollers provided by AAI.
5. Handling VIP movements at the Airport in coordination with Terminal Manager Office starting from their arrival at airport till the boarding in aircraft.
6. The manning of "May I Help You" Counters in the Departure and Arrival area. The counter will be provided by AAI.
7. AAI will provide flight Information Display Systems catering for arrival and departing passengers, Land Line Telephone, EPBAX Intercom connection on the "May I Help You" counters. The Agency Supervisor/staff shall keep Duty Mobile Phone to coordinate with AAI.
8. Intimate any issues requiring intervention of AAI to the Head of Operations/Airport Director.
9. To ensure that reserved lounge facility is provided to VIPs entitled as per the list issued by Ministry of Civil Aviation or approved by the Airport Director, Trichy International Airport.
10. Assisting Duty Terminal Manager in preparation of Airport Entry Passes (AEPs) for VIPs and coordinating with airlines and CISF during VIP movement.
11. Receiving/Seeing-off the VIPs along with AAI Officers on duty to Reserve Lounges.
12. Serving Food & Beverages to the VIPs and ensuring cleanliness of the Reserve Lounges.
13. Providing and serving mineral water, tea, coffee, cookies to the VIPs. Agency has to arrange the required equipment/material for the same (including tea/coffee vending machine, Tissue paper, crockeries etc.) at no extra cost. Daily average number of VIP guests visiting the Airport is 03 (Three).



CONTRACTORS OBLIGATION & LIABILITIES:

The contractor shall on award of contract, furnish the list containing the names and addresses of the persons engaged by him for the contract along with the Police Verification Report so as to enable AAI to check the character and antecedents. The agency shall comply with BCAS RULES AND REGULATIONS. As per BCAS all Agencies should obtain clearance from BCAS for getting the Airport Entry permit.

The contractor has to arrange / co-ordinate for issuing necessary Airport Entry Permit (AEP). The necessary fee required for issuance of AEP as per prevailing BCAS/AAI rules has to be borne by the contractor.

It shall be the sole liability of the contractor to obtain and to abide by all necessary licenses/permits from the authorities concerned as provided under various labour legislations including labour license obtained as per the provisions of the Contract Labour (Regulations & Abolition) Act 1970 in respect of contract of AAI.

The contractor shall comply with provisions of Contract Labour (Regulations & Abolition) Act 1970 and contract labour (Regulation and Abolition) Central Rules 1971 and minimum wages Act and rules there of Central and State Government.

The contractor shall submit a list of his labours deployed along with their bank account Nos. /e-payment details of disbursement of salary by the contractor and any other relevant details as per requirement of this contract. The EPF/ESI Account Nos. of the labours shall also be submitted within one month from the commencement of the contract.

Payment shall be made on monthly basis. The Agency shall ensure that the monthly bill is to be submitted by 7th of every month along with attendance sheet, Wage Register, proof of salary payment, ESI & EPF remittance challans, GST payments etc. The delay in release of payment for the bill will not affect the timely payment to workers. The payment to the employees shall be made through bank transfer only.

The contractor shall submit a Security Deposit for the due fulfillment of this contract, which will amount to a sum equal to @ 10% of the contract which will be deducted from the monthly bill and retained for three months, till completion of contract. The Earnest money amount of ₹. 82,222/- (Rupees Eighty Two Thousand Two Hundred and Twenty Two Only) submitted by the agency shall be converted as a part of security deposit.

After expiry of the contract, the security deposit held by AAI will be released to the contractor within a period of three months subject to realization of dues, if any to be made from the contractor. No interest shall be payable by AAI on Security Deposit.

AAI shall forfeit the SD if the contractor failed to carry out the services as per the terms and condition of the contract without prejudice to other rights and remedies available to AAI. Any sum of outstanding dues against the Contractor including any amount on acceptance and liquidated damages shall be recovered from the SD. AAI shall also have the rights to forfeit or appropriate towards the damages or losses that may be sustained by AAI due to any act / commission or defaults by the Contractor.

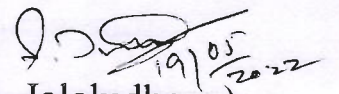
Contract Agreement:

The contractor shall execute an agreement on non-judicial stamp paper of Tamil Nadu State of value ₹. 100/- as per the attached format (Annexure) within one month from the date of award of work and the cost of the same shall be borne by the contractor.

Kindly acknowledge the receipt of this work order and forward an acceptance letter within 5 days of receipt of this letter.

Thanking you,

Yours Sincerely,


(S. Jalaludheen)

Dy. General Manager (OPS)
For Airport Director
AAI Trichy International Airport
Trichy 620007

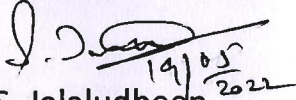
Copy to: DGM (F&A)

एस. जलालुद्दीन / S. JALALUDHEEN
उप महा प्रबंधक (प्रचालन) / Deputy General Manager (Operations)
भारतीय विमानपत्तन प्राधिकरण / AAI India

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DEPLOYMENT CHART

Number of shifts	Number of counters to be manned per shift	Location of counters	Description of Manpower	No. of Persons to be deployed per shift (to be filled as per size of Airport) (A)	Total No. of Persons to be deployed per Day (A X No.of shifts)	Minimum Educational Qualification & Experience
03 Three	02 (Two)	Arrival – 1 Departure - 1	Helpdesk Assistants (Skilled)	02 Nos	06 Nos	Qualification: Graduate in any discipline and Should have certificate of being trained in sign language for hearing impaired and mute (deaf and dumb) persons. Experience : Minimum 01 year experience in the Hospitality Industry


S. Jalaludheen
DGM (OPS)

Trichy International Airport

एस. जलालुद्दीन / S. JALALUDHEEN

उप महा प्रबंधक (प्रचालन) / Deputy General Manager (Operations)

भारतीय विमानपत्तन प्राधिकरण / Airport Authority of India

तिरुचिरापल्ली हवाई अड्डा / Tiruchirappalli International Airport

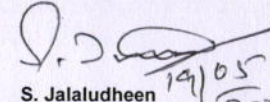
तिरुचिरापल्ली - 620007 / Tiruchirappalli - 620007

Airports Authority of India, Trichy International Airport

Name of Work: Management of "May I Help You counters at Trichy International Airport

Schedule of Quantity

Sl. No.	Item Description	Quantity (Number of Months)	Units	RATE PER Month (Excl GST) Rs. P	TOTAL AMOUNT WITHOUT Taxes in Rs P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7
1	Job Contract for Management of "May I Help You" Counters at Trichy Airport for period of 24 months with the requirement indicated in the RFP document.	24.00	Month	177500.00	4260000.00	Rupees Forty Two Lakhs Sixty Thousand Only
Total in Figures					4260000.00	Rupees Forty Two Lakhs Sixty Thousand Only
Rate in Words		Rupees Forty Two Lakhs Sixty Thousand Only				


 S. Jalaludheen
 DGM (OPS)

एस. जलालुद्दीन / S. JALALUDHEEN
 उप महा प्रबंधक (प्रचालन) / Deputy General Manager (Operations)
 भारतीय विमानपत्तन प्राधिकरण / Airport Authority of India
 तिरुचिरापल्ली हवाई अड्डा / Tiruchirappalli International Airport
 तिरुचिरापल्ली - 620007 / Tiruchirappalli - 620007