



QMS 9001:2015 EMS 14001:2015 CERTIFIED

भारतीय विमानपत्तन प्राधिकरण

AIRPORTS AUTHORITY OF INDIA

कलिकट अंतर्राष्ट्रीय विमानपत्तन / CALICUT INTERNATIONAL AIRPORT

कलिकट विमानपत्तन (पी.ओ.), केरल / Calicut Airport (P O), Kerala - 673 647

दूरभाष/Phone : 0483 271 2630, फैक्स/Fax : 0483 2711406, ई-मेल/E mail : apd_calicut@aai.aero

No. AAI/CL/OPS/MIHY/2022

Dated : 17.05.2022

To

M/s. Aroon Aviation Services Pvt. Ltd.

A-113, Road no.02, Mahipalpur Extn.

New Delhi - 110037.

Name of Work:- Management of May I Help you counters service at Calicut International Airport.

Ref: Your'e - Tender ID : 2022_AAI_108367_1

Dear 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 service at Domestic and International Terminals at Calicut International Airport"** for an amount of Rs. 1,17,72,000/- (Rupees One Crore Seventeen Lakhs Seventy Two Thousand Only) plus applicable GST for a period of three years w.e.f. 01.06.2022.

You are directed to contact the undersigned for taking over the site who shall be In-Charge of the work.

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 be approved by AAI. The uniform will have agency LOGO. At least 50% of the Manpower deployed must constitute of Female and rest can be Male.

The scope of work Includes:

- 1) Assistance to Senior Citizens and Persons with Disability for hassle-free movement through Airport and for providing information to them in coordination with concerned airlines.
- 2) Providing information and assistance to passengers/visitors during their travel through Calicut 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

Sumit
17/05/22
Aam (ops)



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Office starting from their arrival at airport till the boarding in aircraft.

6) The main "May I Help you" Counter which will be located 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" Counter. The Agency Supervisor should keep 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 Airport Director, Calicut 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 Lounge/Boarding Gate/Arrival Exit.

12) Serving Food & Beverages to the VIPs and ensuring cleanliness of the Reserve Lounges.

13) Serving mineral water, tea, coffee, cookies to the VIPs. The required materials will be provided by AAI. Daily average number of VIP guests visiting the Airport is 30.

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 (Regulation & Abolition) Act 1970 in respect of contract of AAI.

Your requested to comply with the provisions of contract Labour (Regulations & Abolition) Act of 1970 and contract labour (Regulation and Abolition) central Rules 1971 and minimum wages Act and rules there of central and state government.

3.4.12
12/05/22



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The contractor shall submit a list of his labours deployed along with their bank account Nos./e-payment details for 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.

Security Deposit:

The contractor, whose tender is accepted, will be required to furnish 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 Rs. 2,28,985/- (Rupees Two Lakhs Twenty Eight Thousand Nine Hundred and Eighty Five Only) received along with your Tender has been 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 have unqualified option to forfeit the S.D 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 S.D. 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 Kerala State of value Rs. 200/- as per the attached format (Annexure-A) 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.

With regards

(A. JAYAVARDHAN)

Jt. Gen. Manager (OPS)

For Airport Director

Copy to : DGM(FIN)

Smr/hs
17/05/22
Acum(ops)

Validate Print Help

Item Rate BoQ

Tender Inviting Authority: Jt. General Manager (Ops), O/o Airport Director, Calicut International Airport

Name of Work: Management of MAY I HELP YOU DESK at Calicut International Airport.

Contract No.

Etender ID: 2022_AAI_108367_1

Name of the Bidder/ Bidding Firm / Company : Aroon Aviation Services Pvt. Ltd.

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

PRICE SCHEDULE

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Basic RATE PER MONTH In Figures To be entered by the Bidder Rs. P (Exclusive of GST)	TOTAL AMOUNT for 3 years (36 months) inclusive of all components and exclusive of GST in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	13	53	55
1	Management of "May I Help you" counters at Calicut International Airport. Provision of manpower for Operation of 2 number of "May I Help You counters" at Calicut Airport with a total of 13 manpower per day. (3 shifts of 8 hours each on round the clock basis) as mentioned below : Helpdesk Attendants (Semi Skilled) - 05 (Morning - 02, Afternoon - 02, Night - 01) Helpdesk Assistants (Skilled) - 05 (Morning - 02, Afternoon - 02, Night - 01) Shift supervisor (Highly skilled) - 03 (Morning - 01, Afternoon - 01, Night - 01) For details of manpower please refer clause no. 4 of SCC of tender document. The rate shall be quoted for one month and should be inclusive of : a. Current minimum wages as stipulated by Central/State Govt which ever is higher. b. Cost of uniform, shoes and socks as per tender conditions c. Profit & Over heads. d. Charges towards making Airport Entry Passes, permit, Police verification charges, BCAS charges, if any, etc. And Exclusive of : a. GST, ESI/PF and Bonus Statutory payments shall be reimbursed by AAI.	36	Month	327000.00	11772000.00	INR One Crore Seventeen Lakh Seventy Two Thousand Only
Total in Figures					11772000.00	INR One Crore Seventeen Lakh Seventy Two Thousand Only
Quoted Rate in Words	INR One Crore Seventeen Lakh Seventy Two Thousand Only					

9th
17/5/22
AGM(OPS)

17/5/22
ए. जयवर्धन / A. JAYAVARDHAN
संयुक्त महाप्रबंधक (प्रचालन)
Jt. GENERAL MANAGER (OPS)
भारतीय विमानपत्तन प्राधिकरण, कालीकट अंतर्राष्ट्रीय हवाई अड्डा
AIRPORTS AUTHORITY OF INDIA, CALICUT INTERNATIONAL AIRPORT