



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
वायु यातायात प्रबंधन
AIR TRAFFIC MANAGEMENT
मुंबई हवाईअड्डा / MUMBAI AIRPORT

Date: 09/05/2022

Ref.No. AAI\GM(ATM)\MUM\BA\2022\3\

To,

CALLHEALTH SERVICES PRIVATE LIMITED,

1 – 66/1/R1/08/8, 11TH FLOOR,

RAMKY GRANDIOSE, RAMKY TOWERS COMPLEX,

GACHIBOWLI, HYDERABAD – 500032, TELANGANA

**Work Order for conducting Breath Analyser Test and Psychoactive Substances
test of AAI Officials**

Dear Sir,

Please refer to your bid offer on CPP portal with Tender ID 2022_AAI_110206_1 regarding Providing Medical Services to conduct Breath Analyser (BA) test and examination of consumption of Psychoactive Substances for Operational Staff of AAI at CSMI Airport, Mumbai. The competent authority is pleased to award the contract to " M/s Call Health Services Private Limited for a period of twenty-four months starting **1st June 2022** for :-

- Breath Analyser Examination service at rate of INR 41589 plus GST (@18%) /-per month for both premises (inclusive of all other taxes) and
- for conduct of Psychoactive Substance Test at Rate of Rs. 1629 plus GST (@18%) /- (inclusive of all other taxes) for screening Test and at the rate of Rs. 1629 plus GST (@18%) /- (inclusive of all other taxes) for Confirmatory Test as per conditions mentioned in the Tender document along with its annexures and as mentioned below.

The services may be extended for a period of one year on same terms and Conditions by mutual agreement on satisfactory performance.

Services to be provided and conditions: -

1. All Labor laws issued by the Government of India/Maharashtra Government have to be complied with in true letter and spirit.
2. Contractor is required to submit list of workers and dues details to Principal Employer by 5th of the following month. The Principal employer will maintain the said details of the contractor workers and produce the same before the EPF authority as and when demanded
3. In case contractor fails to pay the EPF dues, AAI will deduct the dues from the bills and remit the same to RPFC Delhi
4. Contractor shall submit the copy of ECR, e-challan and copies of Salary/wages register of contractual workers and the details will be verified by AAI before releasing the payments/bills to the contractor.
5. The deposit by contractor will be verified from EPF website with reference to TRRN No. to rule out submission of fake challans
6. AAI shall register all contractors and add the details of contractors at Employer interface of EPFO's Unified portal and submit the proof of their registration to Regional Office, Delhi, Central.
7. **Breath Analyser (BA)** examination is to be carried out at two premises i.e., at the
 - (a) BA Test Room, 1st Floor, ATS Complex, AAI, CSMI Airport, Mumbai and
 - (b) ATC SKY TOWER, near domestic Terminal, CSMI Airport, Mumbai in the shifts as detailed below:

Service Location	Timings (per shift)
ATS Complex	From 0700 am to 1100 am (for Morning and General shift)
ATC SKY Tower	From 0700 am to 0900 am (for Morning shift)
ATS Complex and ATC SKY Tower	From 0100 pm to 0300 pm (for Afternoon Shift)
ATS Complex and ATC SKY Tower	From 0730 pm to 0930 pm (For Night Shift)

- BA Test has to be carried out without fail in all shifts on all days (365 days) as mentioned above.
- Medical staff needs to be present at least 15 minutes before commencement of each shift.



- Timings indicated above may change due to operational requirements and same shall be intimated to the agency in advance. The number of AAI employees to be tested may increase on rare occasions. The service provider shall be in a position to extend the services accordingly to meet the requirements.

8. Equipment & consumables:

- BA test equipment (Main and Stand-by) in serviceable condition along with all consumables shall be provided by AAI. (Except PPE KIT, Gloves, which M/s Call Health Services Pvt. Ltd. has to provide).
- All equipment and consumables for psychoactive substance test including PPE kit, gloves, bottles for collecting samples and transportation to NABL/NABH lab shall be provided by the vendor, M/s Call Health Services Private Limited.

9. Procedure for BA test to be carried out by Medical Personnel

- BA Test shall be carried out by trained and certified personnel only and in compliance with the DGCA CAR (Section 5, Series F, Part IV) [available on DGCA Website] and circulars issued by DGCA from time to time.

The person carrying out BA test must wear PPE KIT, Gloves and take all protective measures for prevention of COVID-19. He/she shall be fully vaccinated against COVID-19.

- Before each test, the Medical Personnel shall run an 'air blank' on the instrument and obtain a reading of 0.000. The Medical Personnel shall also carry out a control test on daily basis and keep a record of printout to ensure serviceability of both the breath-analyzer equipment and the printer. Any BA reading during examination of personnel above 0.000 shall be considered as positive result. BA examination shall be recorded on camera and recording shall be preserved for a period of six months.
- In each shift AAI shall provide a list of officers / staff required to undergo BA Test.
- BA examination record shall be maintained as per the format provided by AAI.
- The test report (soft copy) shall be submitted to ATC shift supervisor on email vabb.wso@aai.aero and GM (ATM), Mumbai on email gmatmmum@aai.aero immediately after completion of the test in each shift.
- If the BA examination result of any personnel is positive; a repeat test shall be carried out after an interval of maximum 15-20 minutes. During this time, the subject personnel may be permitted to wash his face and rinse his mouth, if desired. Before the second test is

carried out, a control test must be taken with the same equipment to verify the serviceability and correctness of the BA. Both the readings so obtained shall be recorded and print out taken. The second test shall be carried out in the presence of a witness as designated by the Shift-in-Charge (WSO/SSO) of AAI, who shall countersign the test report.

- The make, serial number and calibration status of the BA equipment shall be recorded in the event any personnel is detected positive for alcohol consumption. Under no circumstances, third test shall be conducted.
- All the BA examination positive reports and refusal cases shall be promptly reported to the Shift-in-Charge and the Nodal Officer i.e. Jt.GM (ATM-Ops), AAI for further action, immediately.
- The personnel of Service provider shall be responsible for safe handling of the BA Test equipment and maintaining of decorum and dignity in the AAI office premises.

10. The service being provided is a mandatory requirement to be complied by AAI in order to provide safe Air Traffic Services. Therefore, in the event of Service provider is not able to provide the service for reasons what so ever, a minimum one months' notice shall be given by the Service provider to AAI management to make alternate arrangements. However, in case service provider discontinues service without giving 1 month's advance notice, the payment for 1 month's services extended may be withheld.

11. The services being provided are very sensitive in nature. In case the service provided by the Service provider is not satisfactory or if any deficiency in service is found, AAI will bring it to the notice of the agency for taking corrective action immediately. However, if such non-performance or deficiency in service persists, then AAI shall have the liberty to terminate the services by giving one-month notice in addition to other action as deemed fit.

12. A Penalty of Rs. 3000/- per shift per location shall be imposed on the Service provider for non-reporting of personnel / unsatisfactory service.

13. Police verification is mandatory for all medical personnel being engaged for the said services by the Service provider along with the character certificate of the personnel to issue the Entry Permit as the work place is in the restricted area of the airport premises.

14. Duly certified copy of Educational Qualification certificate from competent Govt. authority



In respect of personnel engaged, at least one government approved photo identity, Company ID and two Passport size photographs is required to be submitted by the Service provider before commencement of the service.

15. The medical personnel being engaged by the Service provider shall maintain confidentiality in respect of services provided in AAI premises.

16. The Service provider shall be responsible for the proper conduct of Medical staff deployed at AAI office and shall be liable to bear the damage charges as may be imposed by AAI for any damage to AAI property or equipment etc. by their deployed staff.

17. The Service provider should nominate Nodal Officer from their side to ensure proper coordination with AAI to deal with all the matters connected to the said services. From AAI, Jt. G.M.(ATM-Ops) shall be the Nodal Officer for any coordination required and is available on all working days from 09:30 to 18:00 Hrs.

18. Procedure for Psychoactive Substance test to be carried out by Medical Personnel

Psychoactive Substances Test shall be carried out by trained and certified personnel only and in conformance with the DGCA CAR (Section 5, Series F, Part V) available on DGCA Website.

The presence of the following psychoactive substances is required to be tested:

- a) Amphetamine and Amphetamine type stimulants
- b) Opiates and metabolites
- c) Cannabis (Marijuana) as THC
- d) Cocaine
- e) Barbiturates
- f) Benzodiazepine

Procedure for testing of psychoactive substance:

- Testing will be done on urine samples collected from the randomly selected employees. The urine samples shall be collected as per the proforma provided as Appendix 'A' to the



DGCA CAR (Section 5, Series F, Part V) available on DGCA Website at the collection site at the designated secure facility established by Airports Authority of India.

- The collection site shall be provided by AAI and shall be well lit, clean, free of any areas where adulteration or substitute can be hidden, eliminate or secure all sources of water, detergent, soap dispensers or any potential adulterants in the area. The facility shall be examined by medical personnel and sample collector of the organization providing these services, before commencement of the sample collection. The collection site is earmarked near the women's washroom in room no. 101 on first floor of ATS Complex.
- Prior to collection, the sample collector shall ensure the identity of the employee and the personal particulars form is filled up as in Appendix A of DGCA CAR (Section 5, Series F, Part V).
- The sample is to be collected in a sterile container. At least 45 ml of urine sample needs to be collected. This sample shall be split into two labelled specimen containers A and B in front of the employee (donor). Labels of specimen bottles shall be signed by the employee (donor), sample collector and medical personnel of AAI before the samples are collected. The Containers for Sample collection shall be provided by contractor.
- The employee (donor) shall be provided privacy for sample collection.
- Screening and confirmatory test will be done on urine samples. The screening test shall be carried out immediately after the sample is collected at the designated facility of the AAI and report shall be generated. Screening test including splitting of urine sample as in para above shall be video recorded. The readings of the test will be observed and noted in front of the employee.
- In case sample A is non-negative, then sample B with signatures of the sample collector, employee (donor) and medical personnel of the concerned Organization shall be transported in secure and confidential manner to the appropriate laboratory for Confirmatory Test. The transportation shall be arranged by Contractor, M/s Call Health Services Private Limited.
- The confirmatory test shall be carried out at the appropriate laboratory. During transportation of the sample, the integrity of the sample shall be ensured at every step including temperature control by the contractor, M/s Call Health Services Private Limited
- The laboratory shall maintain integrity of the samples and also maintain the chain of custody of the samples.
- In the laboratory, sample shall be tested for all the drugs as listed in para 1 above and the report from the laboratory shall be sent directly to The Authorized Medical Attendant



(AMA) of AAI , O/o executive Director (CAP) , Airports Authority of India, Rajiv Gandhi Bhavan, Safdarjung Airport, Delhi 110003 at New Delhi, at email medcap1@aai.aero with a copy to Director Air Safety, DGCA (HQ), opp. Safdarjung Airport, New Delhi, Delhi 110003 on e mail axjoseph.dgca@nic.in (to be updated as per DGCA directory as and when the e-mail changes) and a Copy to O/o GM(ATM) ,AAI,ATS Complex, Suthar Pakhadi Road, Near Sahar Cargo, Sahar, Andheri East, Mumbai-400099 on email gmatmmum@aai.aero .

- In case the confirmatory test is found positive, The Authorized Medical Attendant (AMA) of AAI shall consult a Medical Review Officer (MRO) to determine if the result was due to a legitimate therapeutic treatment or some other innocuous source (for example pain relief medication containing codeine may trigger a positive result for opiates).
- In the event, if a person refuses to undergo the examination, such events shall be brought to the notice of Jt.GM (ATM-OPS) / WSO immediately.
- The test records are to be filed and preserved for a period of at least 1 year.
- The Doctor holding MBBS degree / trained Paramedics / Emergency Medical Technician (EMT) / Personnel holding BSc (Nursing) have to be well behaved and should have proper training on account of services to be provided by them.

19. Payment Terms:

a. The payment towards the service shall be made on monthly basis on submission of bill. PAN/GST no. (As applicable) and Bank account details shall be mentioned in the Bill.

b. A consolidated bill for the month shall be submitted by the Service provider in the name of 'Airports Authority of India' and sent to the following address:

*O/o General Manager (ATM),
Airports Authority of India,
ATS Complex, CSMI Airport,
Suthar Pakhadi Road, Sahar.
Mumbai*

c. Payment shall be made by AAI directly to the bank account of the agency, after statutory deductions, if any, within 30 days of submission of the bill.



20. Security Deposit:

- M/s Call Health Services Private Limited shall submit BG for Rs 34831 /- (equal to 3% of the quoted amount) valid up to 30 November 2024.
- Bank Guarantee Documents in original along with SFMS confirmation message as detailed in Annexure I attached with this document have to be submitted to The GM(ATM), AAI on the below mentioned address:

*O/o General Manager (ATM),
Airports Authority of India,
ATS Complex, CSMI Airport,
Suthar Pakhadi Road, Sahar.
Mumbai*

- BG is required to be submitted in favor of AIRPORTS AUTHORITY OF INDIA AS PER DETAILS mentioned below:

CORPORATE NAME: AIRPORTS AUTHORITY OF INDIA

BANK NAME: ICICI BANK

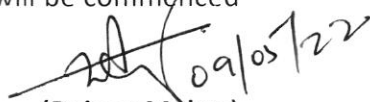
IFSC CODE: ICIC0000007

BG ADVISING MESSAGE: IFN 760COV

UNIQUE IDENTIFIER CODE: AAIRHQWR

While submitting BG to the issuing bank, vendor is required to submit a request letter as per Annexure II to the issuing bank.

21. M/s Call Health Services Private Limited should submit a letter within 48 hrs of receipt of this order stating that all the terms and conditions are acceptable and work will be commenced at the earliest.


(Rajeev Mehta)
General Manager (ATM)
CSMI Airport, Mumbai

Copy to : G M (Fin)/ G M (HR) / Jt G M (Medical Services)/WSO/File – ATM Stores

PROFORMA FOR PERFORMANCE BANK GUARANTEE

In consideration of the Chairman, Airports Authority of India [hereinafter called "AAI"] having offered to accept the terms and conditions of the proposed agreement between GM(ATM), AAI, MUMBAI and M/s DOCTOR365 HALES SERVICES PRIVATE LIMITED [here-in-after called "the said Contractor(s)"] for the works "Providing services of medical personnel to conduct Breath Analyser test and Psychoactive substances test for operational staff of CSMI Airport, Mumbai" [here-in-after called "the said agreement"] vide Order no. Dated, having agreed to production of irrevocable Bank Guarantee for Rs. 34831 /- (Rupees Thirty-Four thousand Eight hundred and Thirty-one) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement. We (Indicate the name of the Bank) [Hereinafter referred to as "the Bank"] hereby undertake to pay to the Chairman, AAI an amount not exceeding Rs. 34831/- (Rupees Thirty-Four thousand Eight hundred and Thirty-one only) on demand by AAI.

2. We (indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAI stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs34831/- (Rupees Thirty-Four thousand Eight hundred and Thirty-one only).

3. We, the said bank further undertake to pay to the Chairman, AAI any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.

4. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment. We (indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AAI under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Project in-charge on behalf of AAI certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee.

5. We (indicate the name of the bank) further agree with AAI that AAI shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by AAI against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, act or omission on the part of AAI or any indulgence by the AAI to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect so relieving us. This guarantee shall not be discharged due to the change in the constitution of the Bank or the contractor(s).

6. We (indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAI in writing

7. This guarantee shall be valid upto unless extended on demand by AAI. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs 34831/- (Rupees Thirty-Four thousand Eight hundred and Thirty-one only) and unless a claim in writing is lodged with us within three months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged

Dated the (day) of (Month), (Year)
For (indicate the name of bank).

ANNEXURE II

REQUEST LETTER TO BG ISSUING BANK

Date:

The Manager,
(Bank),
(Branch)

Sub: Inclusion of unique identifier code of AAI while transmitting BG cover messages where beneficiary bank is ICICI Bank (IFSC-ICIC00000007).

Dear Sir/ Ma'am

I/We, request you to include unique identifier field 37 of the SFMS cover messages IFN COV 760 (for BG issuance) while transmitting the same to the beneficiary bank (ICICI Bank, IFSC ICIC00000007).

Thanking You,

(Vendor/Customer/Concessionaire)