



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

संख्या: भा.वि.प्रा/जम्मू/वाणि/बैगेज/1243/10578

दिनांक: 10.03.2023

सेवा में,

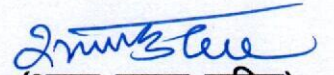
मैसर्स रॉयल एडवर्टाइजर्स,
प्लॉट नंबर: 128 बी एंड बी-1,
बीरपुर इंडस्ट्रियल कॉम्प्लेक्स,
बड़ी ब्राह्मणा, जम्मू-181133.

**विषय:- जम्मू विमानपत्तन पर ट्रेलि रिट्रीवल एवं विज्ञापन अधिकार के अनुबंध के आवंटन
के संबंध में**

महोदय,

उपरोक्त विषय पर स्वतः स्पष्ट संलग्न पत्र आपके सूचनार्थ एवं आवश्यक कार्यवाही हेतु
प्रेषित है।

भवदीय,


(श्याम सुन्दर पाटिल)

वरिष्ठ प्रबन्धक (वाणिज्य)
कृते विमानपत्तन निदेशक

संलग्न: उपर्युक्त



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No. AAI/JU/COML./Baggage/1243/10578

Dated: 10.03.2023

To,

M/s Royal Advertisers,
Plot No. 128-B and B-1,
Birpur Industrial Complex,
Bari Brahmana,
Jammu-181133.

Subject:- Award of License for Trolley Retrieval Cum Advertisement Rights at Civil Airport, Jammu.

Sir,

In response to your offer in the subject e-tender (Tender ID 2022_AAI_135118_2), Competent Authority is pleased to award the Licence for Trolley Retrieval cum Advertisement Rights at Civil Airport, Jammu to you on the following terms and conditions:-

1. You shall operate the Contract for Trolley Retrieval cum Advertisement at Civil Airport, Jammu.
2. The period of the contract shall be 03 (Three Years) from the commencement of contract which shall not be later than 90 days from issue of this award letter.
 - a) The license can be terminated by giving **60 (Sixty)** days notice in writing from either side without assigning any reason.
 - b) AAI can also terminate the license on a short notice on account of un-satisfactory performance.
3. You shall pay monthly license fee @ **Rs.800/- (Rupees Eight Hundred Only)** for the 1st (first) year (for 400 trolleys). License Fees shall be subject to annual escalation of 10%. The first annual escalation will be applicable after completion of one year + six months license period. Thereafter the same will be applicable after completion of subsequent one year period therefrom. Govt. taxes including GST (presently @18%) or any other tax levied by State / Central Govt. as applicable from time to time will be extra & payable by you.
4. AAI shall raise bill on or before 10th of every month. The concessionaire has to make the payment of Licence Fees, 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 30 days and if delay is for more than 30 days, then interest at the rate of 18% per annum shall be charged from the due date, for entire delay period.

Page 01 of 09



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

- 2 -

5. In addition to the above said license fee, Licensee is also liable to pay Rs.1,350/- per sqmtr. per month towards AC space rent (if applicable) and Rs.900/- per sqmtr. per month towards Non AC space rent (if applicable). Licensee is also liable to pay utility facilitation charges @ 10% of monthly license fee. Such charges shall be paid within the date(s) specified in the bill(s). The Space Rent/Utility/Facilitation Charges/CAM Charges are subject to 7.5% compound annual escalation on 1st April of every year or as may be decided by AAI from time to time.
6. Licensee shall be liable to pay all charges towards consumption of electricity and water, if applicable, as may be due as determined by the Authority and at the rate(s) fixed by it from time to time. Such charges shall be paid within the date(s) specified in the bill(s). The Licensee shall have to provide his own meter(s) for the purpose, failing which Licensee shall be billed on assessed consumption. In default of payment of said charges, the Authority may without prejudice to its other rights disconnect or cause to be disconnected the water and electricity to the said premises without any notice and the Licensee shall not be entitled to any compensation whatsoever on account of any such disconnection.
7. You shall pay one month advance payment of **Rs.944/- (Rupees Nine Hundred Forty Four Only)** towards License Fee including GST within 15 (Fifteen) days from the date of this letter of award.
8. The Security Deposit amounting to **Rs.3,800/- (Rupees Three Thousand Eight Hundred Only)** equivalent to First Year Four (04) Months licence fee plus GST @18% shall be deposited by you in absolute favour of Airports Authority of India, Jammu through NEFT / RTGS or in the form of Demand Draft / Bank Guarantee from any Nationalized / Scheduled Bank with validity upto the contract period + 06 months within 15 days from the date of award letter. No interest is payable on security deposit by AAI.
9. You shall make the payments of Licence Fee by way of online mode to AAI through Centralized Billing and Payment System (CB&PS) via Virtual Account Number (VAN) or Direct Biller Portal <https://epay.aai.aero/irj/portal>.
10. Authority shall initially supply 400 Nos. of Baggage Trolleys to the Licensee in serviceable condition which you shall be allowed to put the advertisement. In case some additional trolleys are provided during the period of the contract, license fee at the applicable rate for the additional trolleys (in addition to already supplied 400 trolleys) from the date of introduction of additional trolleys on pro rata basis has to be paid. In case you are not interested to put the advertisement on such additional number of trolleys, then AAI shall be at liberty to enter into separate Commercial Agreement with any other agency as per discretion of AAI. The trolleys shall remain the property of Airports Authority of India, Civil Airport, Jammu. You shall bear all the cost of relating to retrieval and security of the trolleys and nothing shall be reimbursed by AAI on this account.

Page 02 of 09



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

- 3 -

11. You shall have to enter into an Agreement with AAI for which a Non-Judicial stamp paper (J&K UT) with denomination of Rs.100/- and 40 numbers of judicial sheets may be deposited with this office within 10 days.
12. **Business Incubation Period:** Business Incubation Period shall mean a period of 15 days from the date of issuance of Letter of Award to the Licencee. The Licencee will be under obligation to complete all the formalities/conditions of award.
13. **The Gestation Period:** Gestation Period of 90 days.
 - 30 days for retrieval of trolleys.
 - 60 days for planning, implementation of business development for procuring advertisement on the trolleys.
 - Gestation period will be reckoned from the date of handing over of Trolleys.
 - Actual billing will start from 91st day for all trolleys and in cases where part trolley(ies) with advertisement is/are introduced before the expiry of gestation period, pro rata billing will be done.
14. The staff engaged/employed for running the contract shall be properly dressed and well behaved. You have to pay to the staff deployed by you as per minimum wages act, & deposit their EPF/ESI as per EPF & ESI Act.
15. You shall apply for necessary approvals and clearances of security program from the Bureau of Civil Aviation Security (BCAS) or any other relevant Governmental Authority, and any other clearance as may be notified from time to time and submit copies thereof to the Authority.
16. Civil Airport, Jammu being hyper sensitive Airport, the necessary Airport Entry Permits will be issued by the station in-charge to the authorized representative as per the rule of the BCAS. It shall be responsibility of the Licensee to obtain character verification and other relevant document for this purpose. 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 or applying security clearance / security programme through E-Sehaj portal etc., you are requested to please contact Chief Security Officer (CSO)/Security Deptt., AAI, Jammu and Bureau of Civil Aviation Security (BCAS), Srinagar.
17. All other terms and conditions shall be as per the e-tender documents for the subject facility.
18. You are required to make strict compliance of Special Terms and Conditions enclosed herewith (Annexure-A) for operating subject license.

Page 03 of 09



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

- 4 -

19. You are required to convey the acceptance within Ten (10) days from the date of award letter alongwith the duly signed duplicate copy of this award letter.
20. This letter of award shall form a part of the License Agreement to be executed.

Yours Sincerely,

(Shyam Sunder Patil)
Sr. Manager (Comml.)
For Airport Director
AAI, CA, Jammu



SPECIAL TERMS & CONDITIONS

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 and repairs of trolleys.

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 trolleys based upon operational requirements and for passenger facilitation and it shall be obligatory on the part of the licensee to take over such additional trolleys and shall ensure proper retrieval, positioning along with clean/upkeep of said additional trolleys in addition to the existing trolleys. The license will also be given the right to display advertisement on the additional trolleys as well, however billing for the same will be done on pro-rata basis after completion of gestation period (as stated in Para 9 of NIET) or actual display/advertisement on trolleys, 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 trolleys in unserviceable condition in possession of the licensee.



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

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, 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:
 - i) Non-payment of penalties for 2 or more months;
 - ii) 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 trolleys back to AAI in serviceable conditions.
- All the trolleys shall remain the properties of AAI and on the expiry of expiry or termination of the contract, the licensee shall have to ensure to hand over all the trolleys 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 trolleys at designated places.	Rs.1,000/- per violation
iii)	Non-retrieval of trolleys/trolleys found scattered and lying here and there.	Rs.1,000/- per violation

Page 06 of 09



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

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 behaviour 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 Trolleys

a) Constitution Of Coordination Committee And Operating Protocol

- Airport Director has formed a Protocol & Coordination Committee comprising representatives from Operation/Technical Departments and Commercial Department which will coordinate retrieval and upkeep of the trolleys in the terminal building. Inspection and counting of trolleys 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 **400 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 trolleys shall remain property of AAI. Trolleys handed over to the licensee should be duly numbered.

Page 07 of 09



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

- Technical & Operation Department, AAI at one side and the licensee on the other, will ensure minimum availability of **90% of serviceable** trolleys 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 trolleys 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 trolleys through an AMC contractor.
- Technical Department of AAI to maintain required trolleys in standby to ensure availability of at least **90%** of trolleys in serviceable condition to the vendor at all times.
- AAI and the licensee both will ensure minimum availability of **90%** of serviceable trolleys for passenger facilitation.
- 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, basement 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.

c) Trolley Deployment Plan

Areas Earmarked	Zone	Location - Trolley	Minimum Trolley	Maximum Trolley
Arrival	Domestic	Between Belt no. 1 & 2	50	100
Departure	Domestic	Kerb Area/ Entry Gate	50	100
General	Car Park	Parking Entrance	50	100
	Main Entrance	Near Airlines Ticketing Counters	50	100

- Deployment plan mentioned above may be updated by AAI based on flight schedule;
- Ensure trolleys are placed in assigned locations and no scatter is observed for an unreasonable time at any unassigned locations.
- Check in Counters – Trolleys should be regularly retrieved from near Check-in- counter areas. The licensee to ensure that not more than **10 number** of trolleys scattered/accumulated at any island for an unreasonable time. Check for scatter at following islands near following check in counters:

Page 08 of 09



Area	Zone	Location
Arrival	Domestic	Between Belt No. 1 and 2
General	Domestic	Kerb Area/ Entry Gate
General	Domestic	Parking Entrance

d) Manpower Deployment And Their Service Conditions

- The licensee shall engage and deploy sufficient numbers of skilled and experienced personnel for the execution and performance of Operation and Maintenance Services which include retrieval,
- positioning and daily upkeep/cleaning of trolleys, 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 the 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.
- 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.
- There will be no direct employee-employer relation between AAI and the workmen of the licensee.
- 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.
