



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

Ref:AAI/MDU/C-7/

Dt:18-04-2023

By Speed Post/Email

To
M/s. A. S. Multiservices
C-212, Steel Chamber Tower,
Steel Market,
Kalamboli, Navi Mumbai - 410 218.

SUB: Temporary Award of Concession for Vehicle Parking Management System;
Collection of Parking Fees and Lane Management at Madurai Airport -reg.

REF: Your E-Tender for the above License at Madurai Airport.

Sir,

Competent Authority is pleased to award temporary license for the facility of 'Concession for vehicle parking management system; collection of parking fees and lane management' at Madurai Airport with the area of 9000 sqm parking area (including maneuvering area). The award is for a period of three months extendable for another three months or till the award of regular license whichever is earlier and subject to the following terms and conditions:

1. The licensee shall pay licence fee @ Rs.8,12,999/- per month for three Months.

In addition to the above said license fee, Licensee has to pay Common Area Maintenance Charges at 10% of normal space rent or as may be notified by AAI from time to time. Presently normal notified A/C space rent is Rs.1440/- Per Sqm per month and Non A/C space rent is Rs.960/- Per Sqm per month subject to 7.5% annual compound escalation then rounded off nearest to Rs.10/- w.e.f. 1st April of every year or as decided by AAI from time to time. The space rent is subject to revision at the discretion of the Airports Authority of India for allotted Cabins/Counters space. The space rent and Common Area Maintenance charges will be raised based on the actual measurement of counter space once established.

All applicable Government Taxes including GST (presently at the rate of 18%) or at the rates declared by Government of India or State Government from time to time are to be paid.

2. The licensee shall pay advance licence fee of one month which works out to Rs.9,75,599/- (L/Fee Rs.8,12,999/- + Rs.1,46,339.8/- GST @ 18% on L.Fee + Rs. 16,259.9/- TCS @ 2% on L.Fee). The L/Fee shall be paid in advance on or before 10th of every month by way of DD drawn in favour of 'Airports Authority of India' payable at 'Madurai' or "e"-payment to AAI, Madurai. In addition to the above said L/Fee, Licensee shall pay all charges towards consumption of electricity and water as may be due and as determined by the Authority and at the rate (s) fixed by it from time to time.

3. AAI shall raise bill on or before 10th of every month. The Licensee has to make the payment of license fees etc. by 25th of the same month, failing which interest on delayed payment at the rate of 9% per annum shall be



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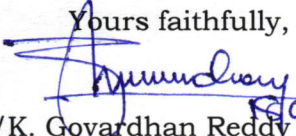
4. charged from the due date for delay period of up to 30 days and if delay is for more than 30 days, then interest at the rate of 18% per annum shall be charged from the due date, for entire delayed period.
5. The sketch showing the location of vehicle parking area is enclosed for information. The area earmarked is 9000 sqm (including maneuvering area).
6. The licensee shall pay security Deposit **Rs.34,14,595/-** by way of demand draft / Pay order / Bank Guarantee from Nationalized / Scheduled Bank in favour of "Airports Authority of India" payable at 'Madurai' as per the details given below:
 - a) An amount of Rs.29,26,796/- (Rupees Twenty Nine Lakhs Twenty Six Thousand Seven Hundred and Ninety Six Rupees only) towards Security Deposit for Licence Fee.
 - b) An amount of Rs.4,87,799/- (Rupees Four Lakhs Eighty Seven Thousand Seven Hundred and Ninety Nine only) towards Security Deposit for electricity and water etc.
7. An agreement has to be executed in non-judicial stamp paper of Rs.100/- within 07 days from the date of issue of this award letter.
8. The name of the licensee and period of contract and time of operation shall be displayed at the counter.
9. It may be noted that the Earnest Money Deposit of the successful bidder shall be forfeited and the bidder shall liable to be debarred for further participation in AAI's tender(s) / e-tender(s) for a period of One (1) year, on account on non-completion of the following:
 - a) Acceptance of the offer within seven (07) days from the date of issuance of the award letter addressed to the party.
 - b) Payment of advance license fee for one month within 07 days from the date of issuance of the award letter.
 - c) Payment of Security Deposit within 07 days from the date of issuance of award letter, amounting to 03 months equivalent Licence fee/Concession fee & Space rent & Common Area Maintenance Charges & GST of the First (01st) year to AAI as an interest free security Deposit. 50% in the form of DD/PO/RTGS/NEFT and 50% in the form of DD/PO/RTGS/NEFT or Bank Guarantee. SD to be furnished in the form of Bank Guarantee only to be issued by Scheduled Bank having a validity period of 180 days from the date of expiry of contract. However, BG from Cooperative Bank (even scheduled) or in the form of FDR is not acceptable.
 - d) Execution of the Agreement within 07 days from the date of issuance of award letter (Stamp Duty and Agreement Registration Fees to be borne by the licensee).
 - e) Business Incubation Period shall mean a period of 07(Seven) days from the date of issuance of LOIA to the selected bidder. The Licensee will be under obligation to complete all the formalities/conditions of award as specified in the LOIA.



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- f) Gestation period of 8 days, will be reckoned from the date of expiry of Business Incubation Period i.e. from the 8th day of issue of award letter and expiring on the 15th day from the date of issue of award letter.
10. The acceptance should be conveyed within 7 days by signing and returning the duplicate copy of the award letter.
11. The licensee is liable to obtain proper insurance coverage for their properties/goods stored or used in the licensed premises.
12. The licensee shall obey the various central and State Govt. labour laws in force from time to time and ensure their registration etc. as per rules.
13. The licensee shall abide by the rules and regulation and legislation of Central and State Government on Environmental protection.
14. The licensee is liable to implement the AAI commitments and practices on ISO 9001-2015 (Quality Management System and ISO 14001-2015 (Environmental Management System).
15. At present, there is no premium car park facility available at Madurai Airport. On introduction of premium car park, the licensee shall pay the increased licence fee on negotiated / mutually agreed terms or as may be decided by AAI which shall be binding on the licensee.
16. The licensee has to operate the contract as per the agreement specifically given in the Special Terms and Conditions of the Agreement provided in the NIT.
17. 30 sqm area was allotted to App based Vehicles (AAI Authorized Licensee) for pick up purpose in the bay for arriving passengers (pick up bay). In that 30 sqm area, App based Vehicles shall be allowed to park for pick up purpose. Penalty or parking charges shall not be collected from App based Vehicles parked within the area of 30 sqm allotted and earmarked in the bay for arriving passengers (pick up bay).
18. This award letter and NIT is made as a part of Agreement.

Yours faithfully,


के. गोवर्धन रेड्डी / K. Govardhan Reddy

वरिष्ठ प्रबंधक (वाणिज्यिक) / Senior Manager (Commercial)

कृते विमानपत्तन निदेशक / For Airport Director

Encl: Appendix 2B to 2E of the Special Terms and Conditions.

Copy to: RED, AAI, SR- Kind Attn: JGM(Comml), AAI, SR.

Internal: In-Charge, Finance/Electrical/Civil/TM/CNS/ATM/Security

के. गोवर्धन रेड्डी / K.GOVARDHAN REDDY
वरिष्ठ प्रबंधक (वाणिज्यिक) / Senior Manager (Commercial)
भा.वि.प्रा. मदुरै हवाई अड्डा / AAI, Madurai Airport

1. The Licensee shall provide computerized billing system
2. The billing system should have built in provision to share the invoicing details with AAI on real time basis. No parking charges to be levied for all vehicles (LMV) entering the airport for pickup/dropping of passengers
3. The Licensee shall use the area allotted for the bonafide purposes as provided in the Agreement more particularly described in the attached schedule, for the use of all passengers and bonafide visitors to the Airport and Officers of the Authority and the staff of various airlines and concessionaires using the airport and for no other purpose.
4. The Licensee shall install hydraulic boom barriers and provide automatic or semi automated car access control. RFID Cards shall be provided separately by contractor to users as per requirement as and when required / implemented – once in a time user, monthly passes for daily users, employees and VIPS.
5. Licensee shall not erect or display any advertisement, hoardings, banners or sign boards, or undertake any modification/construction plan at the allotted space. Any specific requirement needs to be approved by Airport Director/Airport In charge.
6. The licensee shall make their own arrangements for printing and issuing of car park tickets along with counter foil of various denominations as per ticket pattern approved by AAI. No advertisement is permitted on front or backside of the ticket without the specific approval of the Authority.
7. Staff vehicles of AAI, CISF & MET and officials of Govt/VIP Vehicles will be allowed free parking inside any of the car park area. (Govt / VIP vehicles carrying the concerned marking) in the event of Security / operational reasons.
8. The Airport Director/Airport in Charge will approve the design and location of the temporary structure/permanent structure required by the Licensee for dispensing the tickets for parking and other establishment requirement of the Licensee for running the facility.
9. The licensee shall submit necessary reports with regard to trend of vehicles parking as well as collection, etc., as and when desired by AAI in the required format.
10. The licensee shall have adequate provision to check and carry out through security screening of all cars entering into the car park with necessary equipments/gadgets like inverted mirror with adequate trained manpower at the entry gates of the car park before the cars enter the area and ensure security requirement. The licensee shall also deploy adequate number of uniformed security personnel within the car park area and lanes opposite to Terminal Building to ensure that the cars are parked in orderly manner in the designated parking lanes and to assist the passengers/public for easy parking and removal of cars from the car park.
11. The fact that the car park cannot be operated for sometime because of strikes, lock out by any airlines/agencies or any other reason shall not render the agreement null and void and Authority shall not be liable for any compensation.
12. The security/custody of vehicles in the car parks will be sole responsibility of the licensee. The licensee shall take all necessary precautions for the safety of the vehicles. Any claims arising out of the neglect of the licensee shall be borne by the licensee.
13. The licensee shall maintain proper cleanliness in the car park area. All expenditure on account of maintaining proper cleanliness shall be borne by the licensee.
14. The AAI shall be free to put up any hoardings or other advertisement material in the car park area or provide any other facility in the area. Any income arising out of such facilities shall belong to the Authority and the licensee shall not have any right to share.

15. The licensee shall follow the instructions about efficient Management of Car parks. Any expenses incurred on maintenance of account etc., shall be borne by the licensee.
16. Two set of uniforms as per the specifications to be approved by AAI shall be provided by the contractor to his workers/supervisors at his own cost. He will also ensure that these are worn by the employees while on duty and kept to tidy condition along with name plate indicating their name conspicuously.
17. The Authority shall have right to demand and inspect the accounts of the licensee relating to management of car parks and licensee shall furnish to the Authority such information and books as may be demanded by the Authority from time to time.
18. At present no premium car park facility available. On introduction of premium car park, the licensee shall pay the increased licence fee on negotiated / mutually agreed terms or as may be decided by AAI which shall be binding on the licensee.
19. In case of any revision in the parking fee the proportionate increase in the Licence Fee is to be paid by the licensee.
20. Entry of vehicles into parking shall be regulated and record of such vehicles shall be maintained.
21. Due care shall be taken to keep the entry/exit of the airport free from vehicles.

SCHEDULE OF PARKING TARIFF

1. Parking fee will be charged from all vehicles entering the designated parking area, detailed below:

a. Introductory slab for up to 30 Minutes to be implemented as below

Details	In Rupees
Coach/Bus/Truck	20
Tempo/SUV/Mini bus	20
Car	20
Two Wheeler	10

Note: proposed rates are inclusive of all taxes including GST, If applicable. The airports included Cargo Complex

b. Rates as per existing slab will be applicable from 30 minutes to 120 minutes, the same is also reproduced below:

Detail	In Rupees
Coach/Bus/Truck	50
Tempo/SUV/Mini bus	35
Car	35
Two Wheeler	15

Note: Proposed rates are inclusive of all taxes including GST, if applicable. The airports included Cargo Complex

c. **For better clarity, illustration is attached as annexure A of appendix 2C.**

2. The monthly charge in respect of employees of AAI and other authorized agencies working at airport, cargo complex will be as follows (as per existing rates):

AAI employees	-Free of cost
Tempo & Truck operators at cargo complex	- Rs. 2000/- per tempo - Rs. 3000/- per truck
Other Car	-Rs.500/- per car
Other two wheelers	-Rs.250/- per two wheeler
Agent/licensee at Cargo Complex (entry at cargo complex only)	-Rs.1500/-

ATM Cash Vans coming to refill ATM machines in Airport premises shall be exempt from parking charges

Govt. owned Vehicles shall be exempted from car parking charges

3. The rates of Parking fees are inclusive of components of GST. Accordingly, these shall remain the Parking Charges applicable to end users. However, NIT/Agreement conditions should clearly stipulate that though the above shall be the parking charges applied to end users, but the onus of depositing all applicable taxes, prevailing during contract period at the station including GST in respect of fees collected for car parking charges shall rest with the licensee. The details of GST / applicable tax shall be depicted in the car parking invoice issued to end-user.

Annexure A of appendix 2C.

Applicable Charges for various types of vehicles as per the parking duration slab.

Sl.No	Parking Duration slab	Rate/Tariff for Coach/ Bus/ Truck (In Rs)	Rate/Tariff For Tempo/SUV/ Mini Bus (In Rs)	Rate/Tariff For Car	Rate/Tariff For two Wheeler
a)	Parking Charges for 0-30 Minutes	20	20	20	10
b)	Parking Charges from 30 Minutes – upto 120 Minutes (for ex: However if a car stays for more than 60 minutes need to Rs. 35/- and not Rs.55/-)	35	35	35	15
c)	Parking Charges for 100 Minutes (Here the rate of beyond 30 minutes upto 120 minutes rate only applicable)	35	35	35	15
d)	Parking charges for 7 hours will be: 35(i.e. upto 2hrs charges) + 50 (i.e. 5 x 10)	85 (35 + (5 x 10))	85 (35 + (5 x 10))	85 (35 + (5 x 10))	40 (15 + (5 x 5))
e)	For vehicles beyond 7 hours upto 24 hrs parking charges will be 300% of 30-120 minutes slab	105 (3 x 35)	105 (3 x 35)	105 (3 x 35)	45 (3 x 15)
f)	Parking chares beyond 24hrs upto 36 hrs = e +(105 X 12/24)	157.5 (105 + (105 x 12/24))	157.5 (105 + (105 x 12/24))	157.5 (105 + (105 x 12/24))	67.5 (45 + (45 x 12/24))
g)	Parking charges beyond 24 hrs upto 48 hrs = (105 +105)	210 (105 +105)	210 (105 +105)	210 (105 +105)	90 (45 +45)

SLA-Schedule of Performance Indicators:

Sr. No	Service Name	Performance indicator	Service Level Target
1	Entry Booth Management	Number of the Non-Computerized Ticket issued	Less than 0.5% of total tickets issued.
		Response time (issuance of parking ticket and entry with security check)	Not more than <u>10</u> Seconds
		Manpower Deployment during peak hours	2 person per booth per shift
2	Vehicle Marshalling	Time taken by vehicle to reach from entry gate to pick drop lane during peak hours.	20 seconds
		Time taken by vehicle to reach from exit road to exit gate.	2 Minutes
		Number of vehicles parked in approach road or exit road	Zero
		Manpower Deployed for marshaling	1 person per shift
3	Management of designated car parking	No. of vehicles not parked in demarcated parking slots	Zero
		Commercial vehicles or staff vehicles parked in area designated for airport	Zero
		Manpower deployed for assisting Persons parking in designated car park (will depend on areas layout and size of car park area)	Zero
4	Lane Management	Number of vehicles overstaying 3 minutes in pick/drop lane	05 Vehicles
		Travel time from lane entry to lane exit during	50 seconds
		Manpower deployed for traffic marshaling in lane	3 persons per shift
5	Exit Booth Management	Length of queue during peak hours	Not more than 10 Vehicles
		Response time between vehicle reaching exit gate and vehicle attended for payment	10 Seconds
		Response time between receipt generation, receiving payment and	10 Seconds
		Manpower deployed during peak hours per booth	2 Persons for one booth per shift
		Number of cleaning staff deputed in a shift	1 Person per shift

	6	Cleanliness of Car Parking Area	Frequency of cleaning during peak hours	Hourly
			Frequency of cleaning during non- peak hours	Every two hours
	7	Staff Management	Staff not in uniform	Zero
			Staff without I-Cards	Zero
	8	Automation	Number of incidents of staff misbehavior with	Zero
			Incidents of Non- utilization of any working component of automation	
	9	Staff Management in Booth for Access Fee Collection	In case of technical fault, time lag between occurrence of fault and logging of complaint as per escalation matrix (escalation matrix will be made in consultation with AMC provider for management and resolution of faults)	Not applicable at Madurai Airport
	10	Entry Booth for Traffic Management	Manpower deployed for collection of Access fee for all commercial vehicles entering at arrival area	Not applicable at Madurai Airport
			One booth to be placed at entrance to the Departure/Arrival/Parking lane for traffic Management	One person per shift

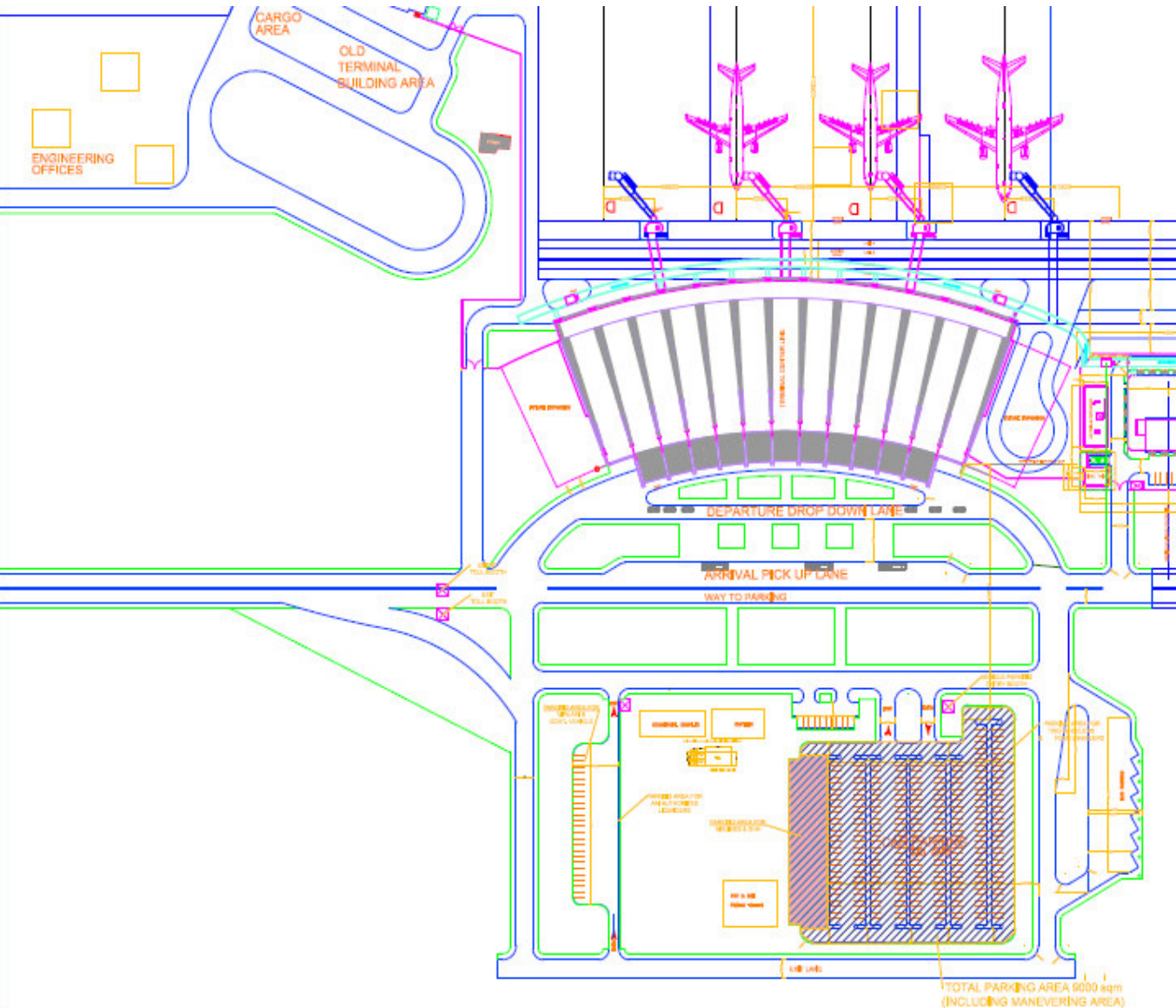
PENALTY FOR INFRACTIONS

Airport Director/ Airport in-charge will make a committee of 3 officers (one officer will be in-charge of Commercial Department, one officer from Operations Department and one from any other Department). This committee will conduct random inspections of overall parking management and operational performance of the Concessionaire, at least once on fort-nightly basis. The committee will have the power to impose penalty on the Concessionaire then and there, if any violations of Terms and Conditions of agreement is found.

Sr.No.	Description of Irregularities	Penalty Schedule		
		First	Second	Third
1	Staff not in Uniform/ Without ID card	1500	2500	3500
2	Insufficient Manpower	3500	5000	10000
3	Un-clean premises & improper housekeeping	5000	10000	15000
4	Vehicle not parked in orderly manner	1500	2500	3500
5	Malfunctioning of e-ticket dispenser	Not applicable	Not applicable	Not applicable
6	Malfunctioning of Boom-barriers	2000	5000	10000
7	Non-availability of e-payment mechanism	5000	10000	15000
8	Time clocks at entry and exit points not synchronized	5000	10000	15000
9	Malfunctioning of bar code scanner	Not applicable	Not applicable	Not applicable
10	Non-generation of daily MIS or monthly MIS to be sent to AAI	Not applicable	Not applicable	Not applicable
11	Encroachment	15000	25000	50000
12	Use of parking space for other than parking purposes	15000	25000	50000
13	Overcharging	5000	10000	15000
14	Obstruction of free movement to Service rooms/ station utilities	3500	5000	10000
15	Non availability of complaint book	3500	5000	10000
16	Vehicles parked outside designated Vehicle Parking area (per vehicle)	500	750	1000
17	Commercial vehicles parked outside designated Vehicle Parking area (per Vehicle)	500	750	1000
18	Misbehaviour by parking staff	3500	5000	10000
19	Non issuance of computerized Payment	5000	10000	15000

In case of irregularities at serial no. 11, 12 & 13, beyond third (3rd) instance of violation during tenure of Concession, penalty @ 25% of concession fee shall be levied.

APPENDIX: 3 of Annexure-A



SCHEDULE OF PREMISES
VEHICLE PARKING FACILITY AT MADURAI AIRPORT

1. AREA ALLOTTED : 9000 sqm (including maneuvering area)
2. LOCATION : Opposite of New Integrated Terminal Building.
3. PURPOSE : Concession to parking management system; collection of parking fees and lane management at Madurai Airport.

SIGNATURE OF THE LICENSEE