



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

कालीकट अंतर्राष्ट्रीय हवाई अड्डा / CALICUT INTERNATIONAL AIRPORT

कालीकट हवाई अड्डे पी.ओ., केरल / CALICUT AIRPORT P.O., KERALA - 673647

दूरभाष/Phone 0483271 9401, फैक्स/Fax: 04832711406, ई मेल/ E mail: apd_calicut@aai.aero

By Regd. Post/E-mail

No: AAI/CL/B.13013/3/CAS/ 5123

28.11.2024

Secretary
Calicut Airport Taxi Car Drivers
Union Zahir Residency, Room
No.2, Nuhman Jn., Calicut Airport
P.O - 673647- Malappuram Dist.

Sub: Award of License to Operate and Manage Prepaid Taxi System at Calicut International Airport-Reg.

Sir,

Reference is made to your technical Bid and Financial Bid against the Tender Inviting Notice floated by AAI, Calicut Airport on the above subject in CPP Portal on 05.04.2024 bearing E-Bid No. 2024_AAI_192927_1.

In this regard, approval of the Competent Authority is hereby conveyed to grant the subject License in your favour as per the following terms and conditions:

License to Operate and Manage Prepaid Taxi System at Calicut International Airport

Sl. No	Details of the License	
1	Location and Area Allotted	a).04 Sq.mtrs. for booking counter inside Domestic Arrival*. b).04 Sq.mtrs. for booking counter outside Domestic Arrival. c).04 Sq.mtrs. for booking counter inside New International Arrival Building. * d).04 Sq.mtrs. for booking counter outside New International Arrival Building. * Allotment of Booking Counter Space

RECEIVED
CALICUT AIRPORT TAXI CAR
DRIVERS UNION (INTUC)
CALICUT AIRPORT-673 647

DEPARTMENT OF COMMERCIAL AIRPORTS
E-Mail ID- coml_cl@aai.aero Phone No.- 0483-2719410/2719409

28 NOV 2024
विस्तार / Despatched

28/11/24



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		inside Terminal Building will be solely based on concurrence of Regulatory Authorities like Customs Dept., BCAS etc. In case of any objections from such Authorities, the Licensee shall operate the booking counters allotted outside terminal building only. In such a scenario, no compensation in whatsoever manner shall be considered by AAI.
2	License Fee	Monthly License Fee of Rs.5,21,500/- per month or Revenue Share of Rs.40/- per trip/booking multiplied by total number of trips in the particular month, whichever is higher. In addition to this, space rent for booking counters, CAM Charges @10% for the Normal Space Rent for booking counter area. (<i>Normal Space rent for AC area is Rs.2740/- per Sq.Mtr Per Month and Non-AC area Rs.1830/- per Sq.Mtr Per Month for current financial year, which is subject to escalation every year on 1st April at a percentage as decided by AAI</i>), Utility Charges viz. Electricity and Water as per actuals as per AAI applicable rates and applicable GST are payable each month. The monthly payments to AAI, calicut shall be done using Virtual Account Number (VAN) payment system. VAN user manual for payment is enclosed herewith for ready reference as Annexure-II.
3	License Period	Three (03) years. License period commencing from 29.11.2024 to 28.11.2027. No gestation period is applicable to this license being the existing Licensee.

[Signature]
28/11/24



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4.	Security Deposit	Required Security Deposit- Rs.22,46,864/- Electricity Security deposit-Rs.3,37,030/- ----- Rs. 25,83,594/- Rounded off to - Rs.25,84,000/-
5.	AAI Bank Account Details for remitting Security Deposit through RTGS/NEFT	Name of the Bank: State Bank of India, Kondotty Branch IFSC Code: SBIN0070311 MICR Code: 673002946 Account Number: 40533613627 PAN Number: AAACA6412D Beneficiary Name: Airport Director, AAI Calicut International Airport

6. The Earnest Money Deposit shall be forfeited and the bidder shall be debarred from further participation in AAI tender(s) for a period of One (01) year, on account of non-completion of the following terms.
- Intimating acceptance of terms and conditions of award letter on the date of award letter.
 - Payment of One-month advance License Fee amounting to Rs.6,62,825/- (License Fee, Space Rent, CAM charges & GST @ 18%) within 15 days on receipt this award letter.
 - Payment of Security Deposit amount within 15 days from the date of issuance of this award letter.
 - Execution of agreement on formal Stamp Paper worth Rs.200/- within 15 days from the date of issuance of this award letter.
7. As per NIET you are permitted to charge Rs.40/- per trip booking plus GST @18% and Rs.10 per booking towards expenses of printing coupons, staff salary etc. No other amount to be chargeable to taxi users.

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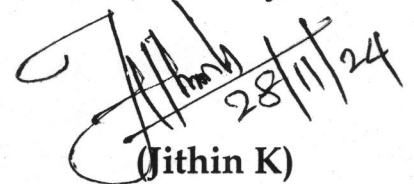
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8. The detailed Special Terms and Conditions as per NIET is enclosed herewith for your ready reference and compliance.
9. This award letter and NIET including all terms and conditions mentioned in NIET will form part and parcel of the Agreement.
10. A Stamp paper worth Rs.200/- is to be submitted to this Office for executing the Agreement.
11. Your acceptance to the above terms and conditions must be forwarded to this office at the earliest. In this regard, you are therefore requested to return a sealed and signed copy of this award letter as a token of your acceptance of the above terms and conditions.

Yours sincerely,


28/11/24

(Jithin K)
Manager(Commercial)
For Airport Director

Enclosure

1. Annexure- I: Location Layout
2. Annexure-II: AAI VAN User Manual
3. Special Terms and conditions of the Contract.

Copy to:

Jt.G.M (Commercial), A.A.I, RHQ/SR- For information please.

Internal:

PS to APD/ Jt.G.M(E-E) /Jt.GM(E-C)/ Jt..GM(F&A)/ Dy.GM(Ops)/
CSO/ Billing Desk- For information please.

APPENDIX: 2 of Annexure-A

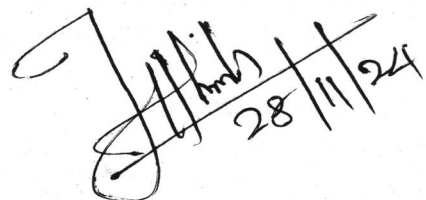
SPECIAL TERMS & CONDITIONS

1. The licensee shall charge Taxi-fare from the passengers', as per rate approved by State Govt. / Regional Transport Officer. Licensee shall prominently exhibit the said approved charges at a conspicuous place at booking counters failing which penalty will be imposed as per Clause 48 herein.
2. In addition to the Taxi-fare approved by respective State Govt. / Regional Transport Office, Licensee may charge from the passengers':-
 - (i) AAI rate of **Rs.40/-** per Trip/Booking. The rate is exclusive of GST / Tax and shall be reviewed by AAI from time to time.
 - (ii) **Rs.10/-** per booking towards expenses of printing coupons, staff salary etc.
3. Licensee shall not charge any additional amount from the passengers', other than mentioned in above Para (2) in the name of Airport failing which penalty will be imposed as per Clause 48 herein.
4. All the attached taxis shall be allotted a unique number by the licensee, which shall be used for the purpose of booking in a sequential order.
5. It shall be the responsibility of the Licensee to have the police verification of taxi owners/drivers. Licensee shall provide the details of taxis attached (taxi unique number and name, address, contact numbers) along with copy of police verification of taxi owners/drivers to this office before commencement of the License
6. . Further addition/removal of taxis shall be carried with prior consent of this office failing which penalty will be imposed as per Clause 48 herein.
7. It shall be the responsibility of the Licensee to put a sticker on each attached taxi, depicting "Airport Pre-Paid Taxi Service, Taxi unique number & Contact no. of the Licensee" failing which penalty will be imposed as per Clause 48 herein.
8. Taxi shall be booked in a sequential order by way of computerized booking and in order to prevent revenue leakage, machines with prepaid taxi management software/package shall be installed for computerized billing at prepaid counters. Allotment of Prepaid Taxis should be done serially on First in First Out basis and the booking details shall be shared with the passenger and taxi driver concerned through SMS.
9. The required infrastructure (Hardware & Software) shall be arranged by the Licensee.
10. Licensee shall pay AAI royalty fortnightly along with the details of booking. In case of any discrepancy found in details of booking, license may be cancelled.

11. Authority reserves right to expel/debar any attached taxi on any of following reported/ observed misconduct
 - a. Fighting with passenger's / Taxi owners / drivers
 - b. Theft of passenger belongings
 - c. Overcharging from passengers
 - d. Creating ruckus at the airport
 - e. Any act / misconduct, which bring disrepute to AAI, in any manner, as deemed fit by the competent authority.
12. Licensee shall be responsible for the upkeep of the attached Taxies in a good condition. Drivers should be in proper uniform & display their identity card, issued by the licensee. Details of Driver/Owner of the Taxi along with their photograph, name & contact number must be displayed at a prominent place inside the taxi. Colour of Taxi should be in accordance with guide lines of local state transport department.
13. AAI has a right to check, search, examine the persons and the belonging of the employees/representatives and agents of the contractors while entering / leaving the premises as & when required.
14. Licensee shall be facilitated by AAI to carry out operation of pick-up passengers from designated pickup points.
15. Licensee shall be entitled to use licensed parking space located within the airport as per terms & conditions of Car parking license.
16. Licensee will be provided with designated pick-up zones, on the city side of the arrivals terminals, to accommodate 10 numbers of taxis in each arrival terminal. Not more than total of 20 taxis will be allowed to be parked in airport premises (for pick up at both International Arrival Building and Domestic Arrival Building) at any point of time.
17. Licensee will be provided with designated space for "Booking Counter" in the Canopy / Kerb side area, outside Terminal buildings of the arrival terminals.
18. AAI shall provide directional and pick up signage for the License.
19. Licensee shall ensure that all pick-ups must take place only at the designated pick-up points failing which penalty will be imposed as per Clause 48 herein.
20. Licensee has to pay parking fee to the parking contractor, as per the terms & conditions of prevailing Car parking license at the respective airport for parking of additional vehicles beyond the permitted number of 20 numbers as per Clause 16 above.
21. Licensee shall not engage in any business at AIRPORT other than in the exercise of the rights and privileges herein granted unless otherwise granted by AIRPORT in writing.



22. Licensee shall take necessary stringent actions to prevent its drivers from picking up passengers/customers from areas other than designated boarding area.
23. No taxi will be permitted to be utilized as a personal pick up vehicle. All taxi/pick-ups will be considered a commercial transaction and will be charged a fee as specified in the license.
24. Licensee will submit details of aggregated pick-ups to AAI on monthly basis on mutually agreed date and billings will be done monthly.
25. The services provided by the licensee will be in a professional manner and in accordance with the policy applicable within the country and the licensee shall exercise reasonable diligence and professional skills and care in the performance of services and obligations under the agreement.
26. Licensee shall ensure that its associated drivers are well behaved with the customers/passengers. Any misbehavior reported and found valid will leads to imposition of penalty on the licensee as per Clause 48 herein.
27. Licensee shall ensure that all vehicles/ drivers comply with Motor Vehicle Act 1988, as amended from time to time, provisions and relevant directives of R.T.O/ Transport Commissioner especially valid commercial driving license/ Registration certificate of vehicles/ Insurance as per vehicle capacity and other applicable law.
28. If any complaints are received by AAI from any passenger on any Taxi /services utilized for Airport pick-up, it must be shared with AAI by the licensee as and when required by AAI along with action taken report addressed within fifteen working days failing which, Rs. 1000/- per day for every excess day shall be charged as penalty.
29. The services provided by the agency / operator are on a non-exclusive basis.
30. The licensee will keep AAI indemnified against any claim from Vehicle owner, driver, passenger and third party for any loss suffered arising out of any breach of Letter of award / agreement, applicable laws and its obligation related to the same under the Law.
31. Licensee shall protect, indemnify, and save harmless airport, and/ or its employees from any damage or penalty suffered, imposed, or incurred by reason of the violation, disregard, or breach of any applicable law, order, or regulation, or by reason of any act or neglect, or omission of Licensee, or by employee of the licensee in relation to the premises.
32. Licensee shall comply, at its own cost and expense, with all Central, State and Local laws now or hereafter in force, which may be applicable to the operation of its business, shall obtain and pay for all necessary licenses and permits; and shall pay all fees and charges assessed under all applicable laws and rules.


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33. Licensee undertakes to deploy sufficient manpower to ensure 24X7 unhindered and smooth operations of their activities from Airport without anyway hampering passenger movement, usage of parking area & other facilities.
34. Licensee shall observe and comply with all rules and regulations which may from time to time during the term of this Agreement be promulgated by AAI for the safety and security, care, operation, maintenance and protection of the Airport and all laws and rules and regulations applicable to the operation of Licensee business operations.
35. AAI shall strictly enforce its rules and regulations, including but not limited to the restrictions upon the solicitation of passengers and use of the commercial lane and staging areas, to prevent encroachment upon and /or unfair competition with the rights and privileges granted to Licensee under this license.
36. The licensee shall maintain a suggestion / complaint register which shall be used at all times for marking any feedback / suggestion / complaints in relation to the services.
37. Licensee shall strictly comply & take necessary steps to prohibit its drivers / employees from using the Airport premises for following purpose:
 - a. Union gathering, illegal assembling and meetings, giving public speeches, or instigating other drivers for disruption of services;
 - b. Distributing leaflets, brochures, pamphlets or any other written or printed material pertaining to labour issues, Union issues or else;
38. Licensee shall not at any time, assign or transfer this license or any part hereof, or any right, power, or privilege hereunder granted.
39. In the event of any violation of above-clauses by or on behalf of Licensee, or in the case that AAI considers any conduct on the part of Licensee, its agent, or employees, or of any person or occupant for the time being of the premises, to be objectionable or improper, AAI shall have the right to terminate this license in accordance with the provisions, subject to notice to Licensee. AAI may at its option grant Licensee a reasonable opportunity to cure, if deemed fit & proper on a case to case basis.
40. Compliance of RTO regulations, Motor Vehicle Act & all other regulations shall be the domain of the licensee & AAI shall be indemnified by the licensee from such obligation.
41. The licensee has to submit the provisional Fortnightly/Monthly GTO statement duly stamped and signed by the authorized signatory of the licensee to APD Calicut on or before the 10th of the succeeding month. Non submission of GTO statement as per timelines will attract penalty of 1% of MMG or Rs.5000/- whichever is higher.
42. The total fare amount including service charges if any to be collected upfront from the customers at the booking counter only (preferably through digital mode such

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as Credit Card/Debit Card/Online booking/other digital wallets/apps etc.). No financial transaction between taxi drivers and passengers shall be entertained.

43. Daily taxi fare collection to be deposited in the bank account in the name of licensee and licensee has to produce Banker's certificate on half yearly basis to AAI (ie; on or before 15th October and 15th April of every year) on the Total Credit Transaction in the bank account opened in the name of Licensee for operating the pre-paid taxi license at Calicut Airport.
44. The licensee has to submit a quarterly GTO (Gross Turn Over) statement showing entire taxi fare collection (including cash/digital mode) certified by the Chartered Accountant on or before 15th day of succeeding quarters (ie; by 15th July for- Q1, 15th October for -Q2, 15th January for -Q3, 15th April for -Q4). Non submission GTO statement as per timelines will attract penalty of 2% of MMG or Rs.10000/- whichever is higher.
45. AAI will undertake Quarterly reconciliation of accounts based on the CA certified GTO statement and in case of any shortfall amount against such reconciliation, the agency has to make payment within 10 days of receipt of notice of payment/invoice from AAI.
46. Only taxis as per the list submitted by the licensee and is duly approved by the Airport Director shall be allowed to pick up passengers from the arrival area of terminal buildings. In this regard, the licensee shall provide each of the taxis as per the list submitted with stickers/hologram/Pre Paid taxi should be conspicuously painted on the body of the Taxi.
47. Availability of system for enabling cashless / digital transactions is mandatory in following manner: -
- a) Prominent display of static / dynamic UPI QR code on the Pre-paid taxi booth to enable customers to scan and pay.
 - b) Enabling acceptance of Debit / Credit Card (including Rupay) and UPI at Pre-paid taxi booth for receiving payments.
48. Penalties will be imposed on following violations by the licensee: -

Sr. No.	Description of Irregularities	Penalty
1	Crowding of Taxi Drivers at the City Side of the Terminal Buildings	Rs.2,000/- in first instance. Rs.3,000/- in second instance. Rs.10,000/- in case of three or more instances within a month.
2	Non-availability of Staffs at the Booking Counters	Rs.5,000/- per instance
3	Non-availability conspicuous display of RTO approved Rate List at Booking Counters	Rs.2,000/- per day
4	Passenger Pickup from areas inside airport	Rs.2,000/- per instance

	other than designated pick up points	
5	Addition/Removal of Taxis without prior consent of AAI	Rs.10,000/- per instance
6	Taxis not depicting "Airport Pre-Paid Taxi Service, Taxi unique number & Contact no. of the Licensee"	Rs.5,000/- per instance
7	Misbehavior of taxi drivers with passenger (s) or any employee(s) of AAI/other agencies at the airport.	Rs.3,000/- per incident
8	Charging passengers other than authorized rates	Rs.5,000/- per incident

49. The above penalties will be imposed based on verified passenger complaints/reports from Airport Terminal Manager.
50. The licensee may appeal to the Airport Director for reduction/cancellation of penalty and decision of the Airport Director in this regard shall be final and binding on the licensee.
51. The Special Terms and Conditions above shall form Part & Parcel of the Agreement.

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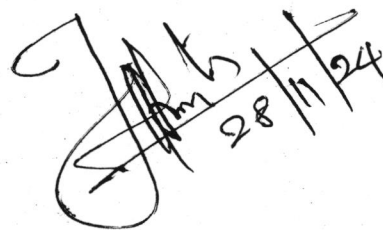
APPENDIX: 3 of Annexure-A

SCHEDULE OF PREMISES

**OPERATE AND MANAGE PREPAID TAXI SYSTEM AT
CALICUT INTERNATIONAL AIRPORT**

1	Space Measuring	04 Sqmtr for booking counter inside Domestic Arrival. 04 Sqmtr for booking counter outside Domestic Arrival. **04 Sqmtr for booking counter inside New International Arrival Building. 04 Sqmtr for booking counter outside New International Arrival Building.
2	Location at	Outside and inside of terminal building or as decided by AAI.
3	Purpose	Operate and Manage Prepaid Taxi System at Calicut International Airport.

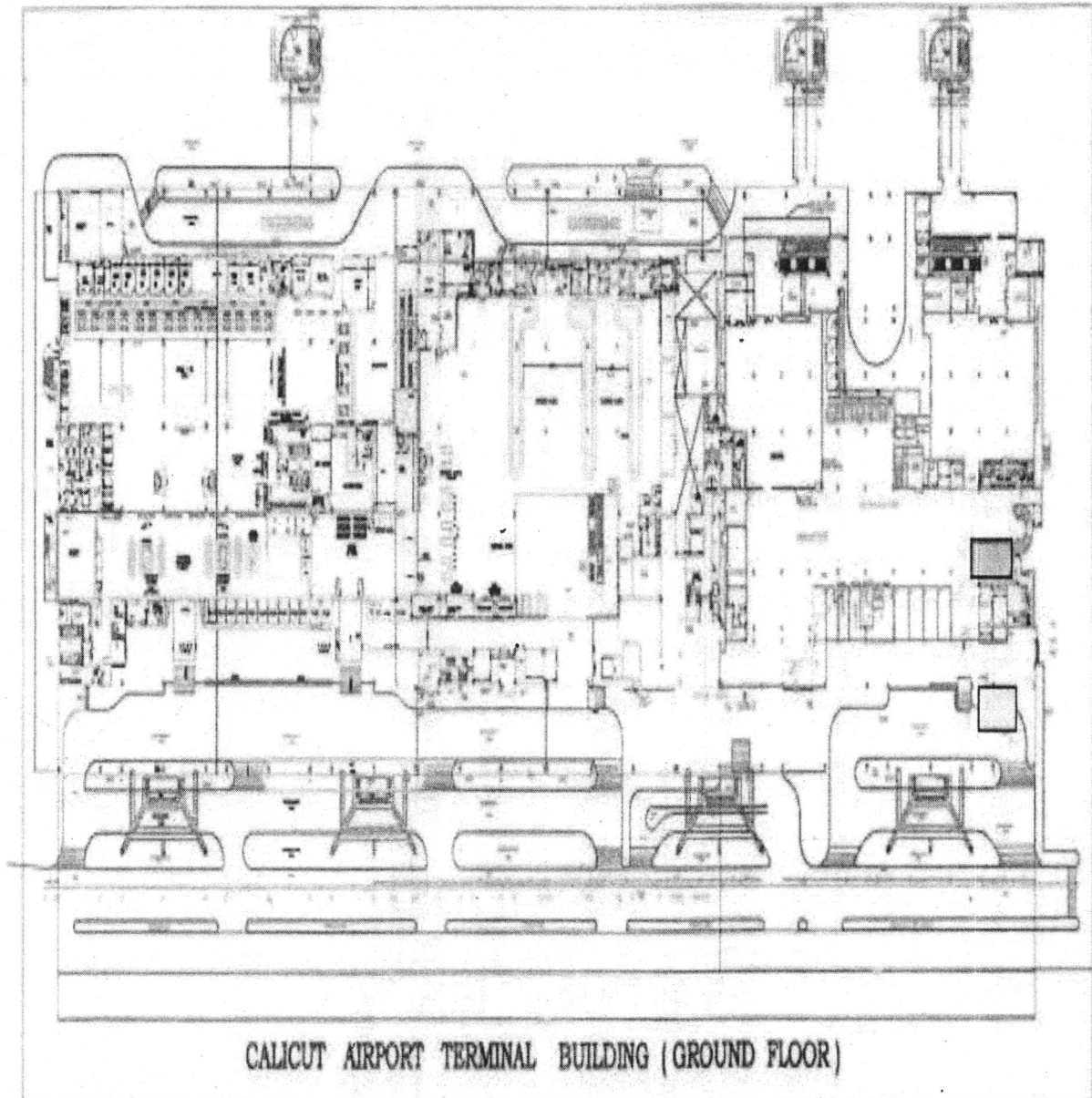
**** Allotment of Booking Counter Space inside New International Arrival Building will be solely based on concurrence of Regulatory Authorities like Customs Dept., BCAS etc. In case of any objections from such Authorities, the Licensee shall operate the booking counter outside New International Arrival Building only.**



APPENDIX: 4 of Annexure-A

Concession Area Layout

Domestic Arrival Terminal- Inside(Green) & City Side(Yellow)



Handwritten signature and date:
28/11/24

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