

No. CL-13041/43/2022-APD-CHENNAI/ 821

11.09.2025

M/s. R&T Enterprises,
(Proprietor - **Sh. Mahesh Kumar**)
Flat No. 89A, DLF Garden City,
Avenue Road, Sector - 92,
Gurgaon (HR).

Sub: Award of License to operate Wellness Centre/ SPA and Massage Chair facility in Domestic Terminals (T1 and T4) Security Hold Area at Chennai Airport.

Sir,

Reference is drawn to your Technical Bid and Financial Bid against the tender inviting notice floated by AAI Chennai Airport on the above subject in CPP Portal on 21.05.2025 with Tender ID No. 2025_AAI_236057_1.

In this regard, the Competent Authority is pleased to accept the tender submitted by you being the highest bidder (H1) and award the license to operate Wellness Centre/ SPA and Massage Chair facility in Domestic Terminals (T1 and T4) Security Hold Area at Chennai Airport, subject to the following terms and conditions: -

1.	License	License to operate Wellness Centre/ SPA and Massage Chair facility in Domestic Terminals (T1 and T4) Security Hold Area at Chennai Airport.
2.	Period	Five (05) years.
3	Business Incubation Period	1. Thirty (30) days from the date of issuance of LOIA. 2. The selected bidder will be under obligation to complete all the formalities (Submission of Acceptance, Security Deposit, Advance License fee, Execution of agreement and taking over the site and Security clearance documents to BCAS) as specified in the LOIA/NIT Document.

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4	Gestation Period	Gestation period of One Twenty (120) Days reckoned from the date of handing over of sites or after completion of Business Incubation period, whichever is earlier, shall be permissible. License fee shall be payable after completion of Gestation Period or commencement of business, whichever is earlier.
5.	License Fee	Rs. 46,20,825/- per month + GST + Utility charges and other applicable charges. a. License fee shall be subject to annual escalation of 10%. b. The first annual escalation will be applicable after completion of one year. Thereafter the same will be applicable after completion of subsequent one year period there from.
6.	Location & Area	1. 02 Locations of 58 SQM each - T1- SHA 2. 01 location of 50 SQM in T4- SHA.
7.	Utility Charges	Utility charges shall be payable @10% of normal space rent or as may be notified by AAI from time to time. Presently, A/C space rent w.e.f. 01.04.2025 is Rs. 4010/- Per Sqm per month subject to compound annual escalation of 7.5% on 1 st of April every year and shall be rounded off to nearest multiple of 10 or as may be revised by AAI from time to time for the allotted space.
8.	Electricity charges & Water Charges	As per actual consumption and rates fixed by AAI. Both the rates are subject to revision from time to time. Present rate for Electricity Charges is Rs. 12.76/unit and Water Charges is Rs. 91.55/kL .
9.	Advance License Fee	Rs. 55,31,122/- (Rupees Fifty Five Lakhs Thirty One Thousand One Hundred and Twenty Two only) shall be paid in the form of RTGS/NEFT drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport.
10.	Security Deposit	Equivalent to six months of first year license fee amounting to Rs. 3,31,86,732/- (Rupees Three Crores Thirty One lakhs Eighty Six Thousand Seven Hundred and Thirty Two only) shall be paid in the form of RTGS/NEFT/Bank Guarantee drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport. The Bank Guarantee is to be obtained for an entire period of the contract plus Twelve (12) months overlapping period. Bank Guarantee from Co-operative bank will not be accepted. No interest is payable on Security Deposit.



11.	Electricity Deposit	Rs.10,00,000/- (Rupees Ten Lakhs only) shall be paid in the form of RTGS/NEFT drawn on any Scheduled bank in favour of the Airport Director, AAI, Chennai Airport.
12.	Agreement	An agreement in the prescribed format is to be executed in duplicate on non-judicial stamp paper purchased in Tamil Nadu for the value of Rs. 200/- within 30 days from the date of issue of this letter. This award letter and NIT document will form part of the agreement.

13. The following pre-requisites to be complied within the Business Incubation period as stipulated under the NIT: -

- Acceptance of the offer within seven (07) days from the date of issuance of the award letter.
- Payment of advance license fee for one month within Thirty (30) days from the date of issuance of the award letter by RTGS/NEFT.
- Payment of Security Deposit as specified in paras 10 & 11 above within Thirty (30) days from the date of issuance of the award letter as interest free deposit in the prescribed format.
- Execution of the License Agreement within Thirty (30) days from the date of issuance of the award letter on a stamp paper of worth Rs.200/-.

14. Please note that non-acceptance of award or non-completion of the above formalities within the time stipulated herein may result in forfeiture of Earnest Money Deposit and debarment for further participation in the tenders at AAI airports or at any other place in control of AAI for a period of one (01) year in line with NIT terms.

TERMS & CONDITIONS

- The tenderer shall complete all the required formalities including signing of agreement within the stipulated time as prescribed in the tender document.
- All operating, maintenance charges like Electricity, Water, etc upkeep charges, Civic Taxes etc. are to be borne by the licensee.
- All required security clearances from Statutory Bodies like BCAS etc. are to be obtained by the successful bidder. (Please refer Clause 32 of General Terms & Conditions of NIT for compliance).
- The facility should be operated on round the clock (24 hrs) basis or as may be decided by AAI.

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5. The tenderer/bidder should submit GST Number or any such statutory identification number, as applicable.
6. The licensee should mandatorily have e-payment mode of payments options, such Debit/Credit cards, E-wallets etc. for accepting cashless transactions.
7. To keep the premises in a clean and tidy condition to the satisfaction of the Airport Director, premises may be kept open for inspection by the Airport Director.
8. No advertisement will be permitted in the counter except displaying the name of the licensee.
9. The license shall use the space only for the purpose for which it is allotted and for no other purpose /business. The licensee shall ensure that none of the staff deployed by him indulge in touting or any other unauthorized activity in the check in area.
10. It should be ensured that while installation/removal, no damage should be caused to any of the properties to AAI and the licensee may liaise with our operations, Civil, Electrical and Electronics Department for the same.
11. Authority shall raise all bills for the current month on 1st day of month in advance except true-up and reimbursement of expenditure bills like electricity, water etc. The invoices for reimbursement of expenditure like electricity, water charges etc. for the completed month shall be raised on 5th of succeeding month. A credit period of 15 days (date of invoice plus 15 days) shall be provided, which is subject to reduction as and when decided by Authority. Authority shall levy penal interest @ 12% per annum from the due date (i.e., date of invoice plus 15 days) till the actual date of payment received in Authority's account in the cases concessionaire/ agencies settled the invoice after due date but within 90 days (date of invoice plus 90 days) and @ 18% per annum from the due date till the actual date of payment received in Authority's account in the case of concessionaire/ agencies settled the invoices after 90 days. In case of part payment made by any agency, same rate of interest on the balance amount of invoice as applicable shall be charged.
12. (a) A notice of 120 days shall be given by AAI anytime for termination of contract before expiry of license period without assigning any reasons.

(b) The Authority can also terminate the license on short notice on account of unsatisfactory performance.
13. No modification/renovation/erection work should be carried out without prior approval of Airport Director, Chennai airport, Chennai.

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14. The licensee shall comply with all the rules and regulations under the contract labour (Regulations & Abolition) central rules, 1971 and any other law prevailing from time to time in respect of the personnel employed by him for running the subject contract.
15. The license should comply with all the requirements of payment of minimum wages, statutory benefits like PF, ESI Bonus etc. payable by the workers to be deployed.
16. The license shall keep the surrounding areas in a hygienic condition.
17. The licensee shall not unless with the written consent as aforesaid assign to transfer the license or any part thereof.
18. It shall be the liability of the licensee to obtain proper insurance coverage for their properties / goods to be used in the licensed premises.
19. The location of the machines should be at the discretion of AAI and the licensee shall install the machines at the locations as decided by AAI.
20. The detailed records of Transaction are to be recorded and maintained in the counter. Valid receipts/vouchers should be issued for every transaction. The counterfoil of such receipts and the transaction details should be produced to the authority on demand.
21. The Licensee is not being permitted to canvas/issue of pamphlets in the Airport Premises. All the activities are to be confined within the allotted space and if anybody found indulging in such activity, action shall be initiated against the person and the licensee as per the policy of the Authority.
22. The licensee shall deal with all the passengers/visitors with extreme courtesy and caution and any complaints from public about the misbehaviours of licensee or his/her employees shall be constructed as grounds for non-performance.
23. The Licensee shall not erect or display any advertisement or sign board without prior and written approval of Airport Director, AAI, Chennai Airport.
24. The Licensee shall pay all rates, assessment, outgoing and other taxes as leviable in "Laws".
25. The personnel employed by the Licensee shall be provided with uniform by the Licensee at its own cost and the employee should turn up for duties neatly dressed with their names displayed.
26. The Security Programme by retailer / Concessionaire, as per the directives of BCAS should be strictly complied with. The License agreement shall be liable for termination if the Licensee or their employees are found violating the BCAS Security Instructions.

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27. The following penalties will be imposed, against the irregularities, to the Licensee or staff of Licence; However, the Airport Director has the power to decide the quantum of penalty or any change thereof;

SI. No.	Offence/violation	Penalty in (Rs)
1.	Smoking in public area except where designated smoking chambers or areas are established.	300
2.	Spitting in airport premises.	300
3.	Misuse of passenger baggage trolley.	300
4.	Using language likely to cause offence /annoyance.	500
5.	Throwing loose papers, plastic cups or glass etc. in airport premises.	300
6.	Non-display of Photo Identity Cards while entering in to or being in the terminal or operational area.	300
7.	Transportation of overloaded airline baggage containers in operational area.	400
8.	Vehicle/ equipment operating without anti-collision light/ obstruction inside operational area.	400
9.	Parking of vehicle/ equipment in no parking area on Kerb side and city side including approach road within airport premise	500
10.	Un-authorized entry into terminal building or operational area.	500
11.	Rash driving/over speeding in operational area.	500
12.	Driving in operational area while being in a state of intoxication.	500
13.	Causing public inconvenience, unruly behavior or creating nuisance in public area.	500
14.	Organizing or taking part in any public assembly, demonstration, dharnas or procession likely to obstruct or interfere with proper use or orderly functioning of airport	500
15.	Display of banners, flags, posters, emblems or write slogans in or around terminal.	500
16.	Obstruction of authorized persons in the discharge of his or her duties.	500
17.	Dumping garbage in operational area.	400
18.	Vehicle/ equipment left unattended in operational area outside designated parking area/hard stand for ground support equipment/vehicles.	500
19.	Vehicle/equipment not following vehicular lanes on Apron.	500
20.	Vehicle/equipment person obstructing aircraft movement.	500

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21.	Crossing/operating vehicle/ equipment close to active runway/ taxiway without permission.	500
22.	Vehicle/ equipment operation in the operational area without permit (ADP)	500
23.	Damage, display, deface or alter any building structure or other property of AAI whether movable or immovable. Besides penalty, action to be taken to recover the loss from the defaulter or his/her organization.	500
24.	Photography and film shooting/ videography at airport without permission.	500
25.	Commercial activities at airport without permission.	500

28. The above points are not exhaustive and the updates/addition/omission if any will be appraised from time to time.
29. AAI reserves the right to amend this LOIA by subsequent letters.
30. This award letter and NIT including all terms and conditions mentioned in NIT will form part and parcel of the License Agreement.

Kindly acknowledge the receipt and submit a signed copy of letter accepting Terms & Conditions within 07 days and complete the other formalities as per time period mentioned in Clause 13 of this Award of this letter.

Assuring our best Services and co-operation at all the times.

Thanking you,

Yours sincerely,


(K. Renuka Devi),
Jt. GM (Commercial),
for Airport Director,
AAI, Chennai Airport, Chennai.