

Air India SATS Airport Services Private Limited

RFP

FOR SECURITY SERVICES FOR AISATS TRIVANDRUM OPERATIONS.

(Corporate/Tender-RFP/2024-2025/009)

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

DISCLAIMER

The information contained in this RFP document (hereinafter referred to as “RFP”) or and any information pertaining to the aforesaid subject matter subsequently provided to the applicants/**Bidders** in any form by Air India SATS Airport Services Private Limited (hereinafter referred to as “AISATS”) shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by **AISATS**.

This RFP is neither a Contract nor an invitation by **AISATS** to the prospective **Bidder(s)** or any other person. The purpose of this RFP is to provide all **Bidders** with the information that may be useful to them in the formulation of their proposals/ bids in response to this RFP. The statements, facts contained herein and various assumptions and assessments arrived at by **AISATS** do not purport to contain all/exhaustive information on the aforesaid subject matter that each applicant may require for the purposes of submitting their bids.

Each **Bidder** should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this RFP and shall obtain independent advice from appropriate sources.

The information provided in this RFP to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. **AISATS** accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

AISATS also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any **Bidder** upon the statements contained in this RFP.

AISATS may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP, from time to time.

This RFP does not imply that **AISATS** is bound to select a **Bidder** or to appoint the **Service Provider**, as the case may be, and **AISATS** reserves the right to reject all or any of the proposals without assigning any reason at any time, whatsoever.

The **Bidders** shall bear any and all costs associated with or relating to the preparation & submission of its proposal/ bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by **AISATS** or any other costs incurred in connection with or relating to its proposals. All such costs and expenses shall remain with the **Bidder** and **AISATS** shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the **Bidder** in preparation or submission of the proposal, regardless of the conduct or outcome of the bid process as contained herein.



CONTENTS OF RFP

INDEX

Sr. No.	Description	Page No.
1	RFP Name	1
2	Disclaimer	2
3	Index	3
1	RFP Notice	4
2	RFP Cover Letter	5
3	Annexure – A – General Terms and Conditions of the RFP	6-13
4	Annexure – B – General Instructions to Service Provider	14-16
5	Annexure – C – Eligibility Criteria for Service Provider	17
6	Annexure – D – Details of Services	18-21
7	Annexure E – Undertaking format	22

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RFP Notice

RFP No: Corporate/Tender-RFP/2024-2025/009

Date: 24th February 2025

Dear Sir / Madam

Subject: Invitation to participate in RFP for Security services required for AISATS's Trivandrum location.

Air India SATS Airport Services Pvt. Ltd., (**AISATS**) invites bids (in e-RFP mode only) from recognized, Registered, well established and financially sound, **Security Service provider** for **AISATS's** Trivandrum Operations for a period of Two years from the date of commencement of the Contract.

1. Interested service providers are requested to visit our portal <https://AISATS.procuretiger.com/EPROC/> to complete the registration process for participation in the e-RFP.
2. For any queries related to registration on the portal, please contact on below coordinates.

E: Support@ProcureTiger.com | Mobile: +91 – 6352631968, 7859800621, 9265562819, 6352632098, 6352631766

Sincerely,

SD/

Vinay Sardar

Head - Procurement

Important: Please note that only e-Bid shall be accepted. No hard copies shall be entertained

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RFP COVER LETTER

Corporate/Tender-RFP/2024-2025/009

Date: 24th February 2025

Subject: Invitation to participate in RFP for Security services required for AISATS's Trivandrum location.

INTRODUCTION:-

AISATS is a leading gateway services and Cargo handling **Service Provider** in India. Since the start of its operations in 2008, **AISATS** has provided hassle-free and comprehensive solutions to its customer airlines in international airports at Bengaluru, Delhi, Hyderabad, Mangalore and Trivandrum.

1. PURPOSE OF THE RFP:-

Air India SATS Airport Services Private Limited (**AISATS**) desires to appoint the **Service Provider** who shall offer to deliver a high quality and competitive service, relative to best in class service at a most competitive cost and who can carry out the following activities for **AISATS** during the contract period.

- Providing Security Services for AISATS's TRV locations.

2. SUMMARY OF BIDDING INFORMATION:-

Online E-RFP submissions are to be submitted in a two-bid system through the E-procurement portal (Technical bid and Price bid) <https://AISATS.procuretiger.com/EPROC/> on or before 1700 Hrs. (Indian Standard Time) on 18th March 2025.

3. Contact Details:-

For any clarification, please address your questions via email to:

Name:- Mahesh Sinha

E-mail- mahesh.sinha@aisats.in

We look forward to receiving your response.

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ANNEXURE – A

GENERAL TERMS AND CONDITIONS OF THE RFP

Air India SATS Airport Services Private Limited (**AISATS**) invites recognized, Registered, well-established, and financially sound **Security service provider** for providing for **AISATS's** Trivandrum Operations.

1. Definitions as used in the RFP

- b. The term “**AISATS**” shall mean Air India SATS Airport Services Private Limited.
- c. The term “**RFP**” shall mean all the documents including RFP Notice, RFP cover letter, and all the RFP Annexures & Undertaking format.
- d. The term “**Bidder**” shall mean the one who has signed the RFP Form and submitted the Bid in response to this RFP.
- e. The term “**Bid**” shall mean the Technical Bid and the Price Bid filled up by the **Bidder** in response to this RFP document, including the documents submitted in support thereof.
- f. The term “**Contract**” shall mean the agreement entered between **AISATS** and the **Service Provider**, confirming its acceptance of the RFP, on the terms and conditions mentioned therein.
- g. The term “**Services**” shall mean the services referred to under Annexure-D.
- h. The term “**Service Provider**” shall mean the **Service Provider / Bidders** who have been awarded the contract to carry out the Services contemplated in this RFP.

2. Service Requirement:

Service Provider need to provide services to **AISATS** as mentioned in Annexure ‘D’. The service requirement mentioned in Annexure D is tentative and this requirement may increase/decrease from time to time during the contract period.

3. Offer Validity:

The Offer submitted by the Bidders must be valid for a period of 180 days from the date of opening of the commercial bid.

4. Price:

- a. The price quoted should be firm and should be in Indian Rupees. The rate quoted shall remain firm throughout the period of the contract. The price quoted should be in line with the statutory requirements. Prices must be submitted as per the price bid format given by **AISATS**. Rates should be inclusive of any statutory levies, any taxes and duties and any other charges applicable and excluding applicable GST, the quantum of which should be clearly specified.

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The bill raised to **AISATS** after rendering the services shall be subject to tax deduction at the source.

- b. Notwithstanding any other provision to the contrary contained in the contract, **AISATS** may, at any time, without providing notice to the **Service Provider**, set-off or deduct from any or all amounts payable to the **Service Provider** (whether under the contract or any other contracts), any or all sums that may be due and owing by the **Service Provider** to **AISATS**, its related or associated companies, whether under the Contract or otherwise (including without limitation, any liquidated damages payable under Contract, or any amounts previously overpaid to the **Service Provider**).
- c. Unconditional discounts, if any, should be clearly indicated, and would be applied to the quoted price during evaluation.
- d. Conditional discounts, if offered will not be considered for arriving at the lowest quote.
- e. **Service Provider** are advised to understand the magnitude of the job involved before submitting their bids. No clarification will be entertained after receiving bids.
- f. **Service Provider** should note that if the contract is extended by **AISATS** for any further period **Service Provider** has to give same or lower prices to **AISATS** and no price escalation due to any reason will be entertained by **AISATS**.

5. Performance Bank Guarantee:

- a. The **Service Provider** shall be required to deposit an amount equal to 5% of the estimated contract Value (Monthly Contract Value X Contract period in Months) as Performance Bank Guarantee (in the manner specified by **AISATS**) within 15 (fifteen) days of issue of Letter of Intent by **AISATS**.
- b. The Performance Bank Guarantee shall be in the form of an irrevocable unconditional Bank Guarantee issued by a Nationalized Bank in favor of "AIR INDIA SATS AIRPORT SERVICES PVT. LTD."
- c. It is expressly understood and agreed that the Performance Bank Guarantee is intended to secure the performance of the **Service Provider**, failing which it will be deemed to be in default of the Contract. It is also expressly understood and agreed that the Performance Bank Guarantee is not intended to cover all the damages details stipulated in various clauses of the contract or Work Order.
- d. The above Bank Guarantee shall be valid for over three months after the expiry of the period of the Contract. **AISATS** will be free to en-cash this Bank Guarantee in the event of

any failure on the part of the **Service Provider** to meet his obligations under the contract or in the event of any demand by the concerned Statutory Authorities for the dues from the **Service Provider**.

- e. The above Performance Bank Guarantee shall be released after the successful completion of the delivery & services. This guarantee shall be valid until three months after the completion of the contract.
- f. After acceptance of the Contract if any/all the terms and conditions of the contract is/are violated, then **AISATS** reserves the right to terminate the contract. In such a case, the Performance Bank Guarantee amount will be en-cash by **AISATS** without assigning any reason.

6. RFP Submission:

The bid should be submitted online only on the e-procurement site mentioned in this RFP. Bids received through fax and/or email will not be considered. Bids submitted late will not be accepted. Bids that are incomplete stand the risk of being rejected. The Bidding will have two stages namely Technical Bid and Commercial Bid. Both the bids should be submitted in the prescribed formats only, before the last date and time of submission. **Bidders** who will qualify in the technical stage will be eligible for the Commercial stage. The reasons for the selection or rejection of a particular **Bidder** will not be disclosed.

7. Signing of Bid Document:

All the Bid documents submitted should be signed only by an authorized signatory of the bidding firm. The **Bidder** should sign and affix his/his firm's stamp at each page of the RFP including its Annexures as the acceptance of the terms and conditions.

8. RISK PURCHASE CLAUSE

- a. **AISATS** reserves the right to curtail or cancel the contract either in full or part thereof if the **Service Provider** fails to deliver the services and comply with terms & conditions of the contract. **AISATS** also reserves the right to procure the same services through other sources at **Service Provider's** entire risks, costs, and consequences. Further, the **Service Provider** agrees that in case of procurement by the **AISATS** from other sources the differential amount paid by the **AISATS** shall be on account of the **Service Provider** together with interest and other costs accrued thereon.
- b. **AISATS** shall not be liable for any costs, obligations, and claims incurred by the **Service Provider** due to the cancellation.

9. Bidder’s representation, covenants, indemnities:

- a. The **Bidder** has examined the scope of the Specifications and all other documents, information, and requirement of Air India SATS Airport Services Private Limited, and has satisfied itself as to the adequacy thereof for the performance of this RFP. It is the duty of the **Bidder** to draw to the attention of Air India SATS Airport Services Private Limited any errors, discrepancies, or inaccuracies in the RFP Specifications.
- b. The Bidder agrees to fully and effectively indemnify and hold harmless **AISATS**, its parent companies, associated and affiliated companies from and against all actions, proceedings, claims, damages, liabilities, losses, costs, and expenses (including without limitation, legal costs and expenses) whatsoever arising out of or in connection with the acts, deeds, omissions, defaults or negligence of the Bidder and/ or its officers, employees, representatives, agents, suppliers, Bidders or subcontractors in relation to this RFP performance of the Works and the Bidder’s obligations under this RFP.

10. Duration of Contract:

The Contract for providing aforesaid service will be for **Two** years from the Contract commencement date. The period of contract may be further extended if required or maybe curtailed/ terminated before the expiry date of the contract. After the expiry of the contract, **AISATS** may at its sole discretion extend the contract for one more year over the same terms & conditions.

11. Termination of Contract:

AISATS has the right to terminate the contract by giving a notice period of one month to the **Service Provider**. **AISATS** also has the right to terminate this Contract immediately if the **Service Provider** is found guilty of breach of the Contract or other unethical practices, including violation of any laws. In the event of termination pro-rata amount of the sum paid including taxes will be refunded immediately to **AISATS**. **Service Provider** has to give at least 3 months’ notice to **AISATS** for termination of a contract.

12. Payment:

- a. The payment shall be made within 30days of the submission of the invoice. **Service Provider** will raise the invoice after completion of services for each calendar month only based on actual service provided during the month.
- b. **Service Provider** should ensure payments of all statutory dues which are mandatory and in force during the contract period and should submit the necessary proofs along with the invoice.
- c. The **Service Provider** shall submit the copy of proof towards deposit of EPF (ECR & Transaction details), ESI (ECR & Transaction details) contributions, Wage registers and payment proofs, or any other documents required for the statutory compliance duly signed along with the invoice/Challan.



- d. Good and Service Tax (GST) as per applicable rate shall be paid in accordance with the Rules on payment of GST as applicable.
- e. Payment will be released by **AISATS** after deduction of applicable TDS at the time of payment as per Indian laws.

13. Recover of Sums Due:

Whenever any claim against **Service Provider** for payment of a sum of money arises out of or under the contract, **AISATS** shall be entitled to recover such sums from any sum then due or when at any time thereafter may become due from the **Service Provider** under this or any other contract with the **AISATS** and should this sum be not sufficient to cover the recoverable amount of claim(s), the **Service Provider** shall pay to **AISATS** on demand the balance remaining due.

14. Non Waiver:

Failure of **AISATS** to insist upon any of the terms & conditions incorporated in the Contract or Purchase Order or failure or delay to exercise any rights or remedies herein, or by law or failure to properly notify **Service Provider** in the event of a breach, or the acceptance of or payment of any services hereunder shall not release the **Service Provider** and shall not be deemed a waiver of any right of **AISATS** to insist upon the strict performance thereof or of any of its or their rights or remedies as to any such services regardless of when such services are rendered, received or accepted nor shall any purported oral modification or revision of the order by **AISATS** act as a waiver of the terms hereof. Any waiver to be effective must be in writing. Any lone incident of waiver of any condition of this Contract by **AISATS** shall not be considered as a continuous waiver or waiver for other conditions by **AISATS**.

15. Other terms & Conditions:

- a. The **Service Provider** shall maintain proper records of his employee's leaves & attendance. Their payment of wages shall be made through bank credit by 7th of the succeeding month. The Bank account particulars of all the employees of **Service Provider** shall be submitted to **AISATS**, No Cash Payment is allowed.
- b. The **Service Provider** shall undertake not to sublet the work to other Firm/Agency (s).
- c. **Service Provider** will take appropriate insurance for the appropriate amount during the entire term of the contract to the satisfaction of **AISATS**. The **Service Provider** is required to periodically furnish a copy of the insurance policies (including renewals) to **AISATS**.
- d. There shall be a Contract for Services instead of a Contract of Service for all practical purposes. The **Service Provider** shall make this clear to the deployed personnel and get an undertaking that he/she shall not have any claim for permanent service in **AISATS** as a consequence of his / her deployment on an outsourced basis and no representation on this behalf shall be entertained.



- e. **Service Provider** will furnish all the required documents, records, or data asked by **AISATS** or its representatives including third-party auditors appointed by **AISATS** within the stipulated timeline.
- f. **AISATS** or its representatives including third-party auditors appointed by **AISATS** may any time conduct the audit of the **Service Provider** and in case of any irregularities or defaults observed, the Contract shall be terminated immediately by **AISATS**.

14. Regulatory Compliance

The **Service Provider** shall ensure compliance with all applicable laws, rules, and regulations and will have all necessary statutory and regulatory approvals and licenses in place that may be applicable in furtherance of rendering the services under this RFP to **AISATS** and shall indemnify **AISATS** from any breaches committed by the **Service Provider**.

15. Gifts, Inducement & Rewards

- a. The Bidder(s) shall not offer gifts and rewards in any form or manner to any **AISATS** employee in relation to the obtaining or execution of any Contract with **AISATS**, whether or not the like acts are performed by the **Bidder** (s) or persons acting on its behalf with or without the knowledge of the **Bidder** (s). The **Bidder** shall inform **AISATS** immediately and without fail if there is an attempt from **AISATS**' staff to seek gifts and rewards in any kind and form from them. Failure to do so, constitutes a serious offense that may render a termination of the Contract with **AISATS**.
- b. Without prejudice to the rights and remedies available under the law, **AISATS** shall terminate the Contract and debar the **Bidder** (s) for an appropriate period of time if it is proven that the **Bidder** (s) has/have offered and/or given gifts and rewards in obtaining or in the execution of any Contract.

16. Conflict of Interest

- a. The **Bidder** (including its Personnel) that has a business or family relationship with family member of **AISATS** staff who is directly involved in any part of (i) the preparation of the Terms of Reference and Scope of work & services of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Works, may be disqualified from the Bid and/or terminate the Contract executed under the RFP unless the conflict stemming from this relationship has been resolved in a manner acceptable to **AISATS** throughout the selection process and execution of the Work Order.
- b. The **Bidder** has an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of **AISATS** or that may reasonably be perceived to the disqualification of the **Bidder** of the termination of Work Order.



17. Indemnity:

The **Bidder** agrees to fully and effectively indemnify and hold harmless Air India SATS Airport Services Private Limited and its management, officers, and also parent companies from and against all actions, proceedings, claims, damages, liabilities, losses, costs, and expenses (including without limitation, legal costs and expenses) whatsoever arising out of or in connection with the provision of services in this RFP.

18. Clarification:

- a. For any clarifications, please contact Mr. Mahesh Sinha on email: mahesh.sinha@aisats.in
- b. During the period following the release of this RFP, all **Bidder** will be permitted to submit questions in writing.
- c. While all questions will be given full consideration, Air India SATS Airport Services Private Limited reserves the right to limit the format, content, and timing of its responses in any way believed by it to be appropriate (which includes the right to refuse a response without giving any reason for so doing).

19. Confidentiality: The contents of this RFP, together with all responses and clarifications provided to the **Bidder** by Air India SATS Airport Services Private Limited, and its process of **Bidder** selection, as well as the timing and content of any meetings, discussions, and negotiations between Air India SATS Airport Services Private Limited and the **Bidder**, constitute 'Confidential Information and shall not be shared with any third party.

20. Arbitration and Dispute Resolution:

- a. In the event of any dispute arising out of or in connection to this RFP or the breach thereof including any question regarding its existence, validity, or termination, the Parties shall first use their best endeavours to settle such disputes or differences through amicable discussions. To this effect, they shall consult and negotiate with each other, in good faith and understanding of their mutual interests, to reach an amicable and equitable solution satisfactory to both Parties
- b. However, if the dispute is not resolved within a period of thirty (30) days from the date the dispute is addressed by either party to the other Party then such disputes shall be resolved by reference to Arbitration by Sole Arbitrator to be mutually appointed by both the parties (or) through reference to court. The arbitration proceedings shall be conducted under the Arbitration and Conciliation Act, 1996, and any amendments thereto. The arbitration proceedings shall be conducted in the English language and the seat of Arbitration shall be Mumbai, India. The **Bidder** shall bear all the expenses pertaining to

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Arbitration proceedings including arbitration fees and charges decided by the Arbitrator. The award so passed by the Sole Arbitrator shall be final and binding on the Parties.

- c. The Parties expressly agree that while any dispute under this document is subject to a reference to arbitration proceedings, the Parties shall continue to perform all their respective obligations under this RFP without prejudice to the final determination of such reference by the Sole Arbitrator.

21. Force Majeure:

- a. Neither Party hereto shall be liable for failure to perform or for the delay in performing any of its obligations under the RFP/Contract, if such failure or delay is caused or results from a condition or FORCE MAJEURE.
- b. The term FORCE MAJEURE as used in the RFP/Contract means Act of God, War, Revolt, Riot, Fire Tempest, Flood, Earthquake, Lighting, direct or indirect consequences of war (declare/undeclared) sabotage, hostilities, National Emergency, Civil Disturbances, Natural Calamities, Commotion, Embargo (Blockage) due to any law or promulgation, Ordinance or Executive order whether central or State or Local Or Municipal Authorities, Regulation

22. Jurisdiction:

This RFP shall be governed by and interpreted in accordance with, the Laws of India. The Courts in Trivandrum shall have exclusive jurisdiction to adjudicate the subject matter of this RFP.

ANNEXURE – B

GENERAL INSTRUCTIONS TO BIDDERS

- a. Online E-RFP submissions are to be submitted in a Single-bid system through the E-procurement portal (Techno – Commercial bid) <https://aisats.procuretiger.com/EPROC/> on or before 1700 Hrs. (Indian Standard Time) on 18th March 2025.
- b. Bids submitted online only will be submitted and bids sent by any other mode or way will be summarily rejected. **Bids** received late, delivered at a different address other than as specified in the RFP / or lost in transit will not be accepted irrespective of whether the delay has arisen on account of the delivery system.
- c. There will be no acknowledgment of receipt of any **Bid**. It is the responsibility of the **Bidder** to ensure that the **Bid** reaches **AISATS** in the required manner and prior to the closure of the **Bid** submission date and time.
- d. **Bids** that are incomplete and do not comply with the Terms & conditions laid down in RFP documents, are liable to be rejected.
- e. **Bids** that will receive late or after the last date and time of submission mentioned in the RFP due to any reason will be rejected.
- f. The **Bidder** must sign (With Seal) all the pages of the technical bid and the price bids. The **Bidder** must submit this **RFP** document along with the technical bid signed by the authorized signatory of his firm and affix his/his firm's stamp at each page of the RFP including its Annexures as the acceptance of all the terms and conditions.
- g. The Technical Bid should not contain any indication of the price. In case any indication of price is included in the technical bid, the Bid will be rejected without any reference to the **Bidder**. No correspondence will be entertained in this regard.
- h. **AISATS**, reserves the right to accept/reject any / all Bid/s without assigning any reasons.
- i. This document, or any part thereof, does not constitute and shall not be construed as a contract between **AISATS** and any **Bidder** and no communication, whether verbal or written by **AISATS** management, personnel or agents of the organization during the course of the evaluation process shall create such a contract in respect of the products or services specified in this RFP.
- j. The **Bidder** is responsible for all costs and expenses associated with responding to this RFP and **AISATS** cannot be held liable for any costs incurred by the **Bidder** regardless of the outcome.
- k. The **Bidder** must examine this document and be satisfied that it fully understands its obligations. **AISATS** shall rely upon the information provided by the **Bidder** and select the **Service Provider** on the basis of this information.
- l. **AISATS** reserves the right to accept any Bid in respect of the whole or any portion of the

- work specified in the specification and scope of the work or to divide or reduce the work. **AISATS** shall reserve the right to accept the whole or part of the RFP.
- m. The process of verification of the credentials, background checks, technical capabilities, and performance track record of any or all the **Bidder** can be carried out at any stage before the award of the contract by **AISATS** or its representatives. **AISATS** reserves the right to disqualify any such applicants/**Bidder** if negative feedback is recorded during such verification process.
 - n. **AISATS** is not liable for any claim for whatever costs which may be incurred in the preparation of the RFP
 - o. **AISATS** may at its sole discretion and at any time during the evaluation of the proposal, disqualify any **Bidder** if the **Bidder**:
 1. Made misleading or false representations in the forms, statements, and attachments submitted in proof of the eligibility requirements.
 2. Failed to provide related clarifications, when sought
 - p. **AISATS** reserves rights to :
 1. Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
 2. Cancel the RFP at any stage, without assigning any reason whatsoever.
 3. Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery).
 4. Extend the time for submission of all proposals and such an extension would be duly notified on the website.
 5. Select the next most responsive **Bidder** if the first most responsive **Bidder** evaluated for selection fails to result in the **Contract** within a specified time frame.
 6. Select the **Bidder** even if a single bid is received as a response.
 - q. **AISATS**, reserves the right to award the contract(s) in parts or in whole to one or more **Bidder**, based on its internal evaluation of the bids.
 - r. **AISATS** is not bound to accept the lowest quoted RFP or to assign any reason for non-acceptance or rejection of the RFP. No RFP shall be deemed to have been accepted unless such acceptance has been notified in writing to the **Bidder** by **AISATS** through the letter of acceptance.
 - s. **AISATS** reserves the right to conduct negotiations and clarification meetings with qualified L1, L2 & L3 **Bidder** to achieve the most competitive and desirable solution for **AISATS**.
 - t. **AISATS** also reserves the right to conduct negotiations with any **Bidder** having a price difference of 20% or less to the lowest quoted RFP.
 - u. The **Bidder** acknowledges that in making its selection and when considering the formation of the Contract with the **Service Provider**, **AISATS** will act in reliance on the representations made by the **Bidder** in the bid documents prepared and submitted in response to this RFP.

- v. The **Service Provider** shall enter / sign a contract with **AISATS** based at its Trivandrum Office address.
- w. The **Service Provider** shall provide the services for security and Air India SATS Airport Services Private Limited shall procure the services in accordance with and subject to the terms of the Contract.
- x. **AISATS** has the right to reduce/increase the scope of Work/Manpower based on the rates quoted by the **Service Provider**.
- y. In particular but without limiting the generality of Clause” x” the **Service Provider** shall at its own cost and expense; Perform the services:
 - 1. In accordance with the provisions;
 - 2. In accordance with the Schedule;
 - 3. In accordance with the best industry practice;
 - 4. Diligently, efficiently, in a timely manner with reasonable care and skill to be expected of a reputable supplier experienced in the type of work to be carried out under the Contract.
- z. The **Service Provider** will not assign the Contract to any third party without prior written consent from **AISATS**.
- aa. In the event of default, **AISATS**, reserves the right to cancel the order or the contract and can claim damages from **Service Provider** and also reserve the right to award the contract to another party at the cost and risk of the **Service Provider**.
- bb. Important dates relating to “RFP for providing services of Security are cited as under:
 - 1. Last Date and Time for Submission of Bid : 18th March 2025 17:00 hrs.
 - 2. Likely date for commencement of services : 1st June 2025

ANNEXURE – C

Eligibility Criteria for Bidder

The **Bidders** shall meet the following minimum eligibility requirement through supporting document to qualify for participation in the bidding process.

Sr. No.	Description of Criteria	Required Supporting Document
1	The Bidder shall necessarily be a legally valid entity, with a minimum of 3 (three) years of experience in providing similar services by the last date of submission of the bid.	Self-Attested copy of Certificates of incorporation & registration certificate issued by the respective authority / Association body.
2	Bidder should be registered with the income Tax, Goods and GST and also registered with Employees provident fund Organization, Employees State Insurance Corporation, Labor certification & PASARA License with the state	Copies of PAN, GSTIN, IT Returns of the last 3 years, EPF Registration, ESI Registrations. Workman compensation registration, PASARA License for Kerla.
3	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government or corporate office and has no criminal case pending in any court of law as on date of proposal.	The undertaking needs to be provided on the letter head of Bidder .
4	The registered office / Branch office of the Bidder must be located within the jurisdictional area of respective offices of AISATS i.e. TRV.	Bidder has to mention the area for which he is bidding and submit Valid address proof of the office accordingly.
5	No. of Employees for last 3 financial years	Attested copy by Chartered accountant
6	Year wise data of Top 5 customers along with numbers of Manpower supplied to them during that year - Data for last 3 financial years	Attested copy by Chartered accountant
7	The Bidder must have a minimum average turn-over of 30 lacs for last 3 consecutive years in providing similar services only.	last 3 financial years audited balance sheets & P & L or Income certificate for last 3 years from Chartered accountant.

Note: It will be sole responsibility of the **Bidder** to take the BCAS certificate in case it is required within stipulated time as mutually agreed between the parties.



ANNEXURE – D

DETAILS OF SERVICES

Service Provider will provide Security services for AISATS TRV Locations during the contract period as per the following scope of work.

AISATS –Trivandrum – Security services

SECURITY GUARDS REQUIREMENT – TRIVANDRUM

- Nine and a half hours shift at night on 365 days for escorting female staff.
- Maintenance workshop - (24 x 7 days operation)
- TRV office - Nine-hour shift (Monday to Friday – 09:00 am to 6:00 pm)

JDs & Qualification for security guards-

- Trained guards with a Minimum 02 years of experience should be deployed with min 10th class qualification who can read and write.
- To maintain Inward & outward vehicle, person & Material records.
- Guarding of Company premises and property and ensure that no theft, pilferage, damage takes place.
- Ensuring that no unauthorized persons enter the premises of the Company.
- Ensuring Security of all Vehicles etc.,
- Firefighting in case of fire.

RESPONSIBILITIES OF THE SERVICE PROVIDER

- **Service provider** will depute best in class and quality manpower for **AISATS** operation.
- **Service Provider** shall employ staff with sound physique, should be medically fit and mentally sound persons capable of undertaking strenuous jobs involving working in three shifts and extra working hours in a round-the-clock shift.
- **Service provider** will ensure the person deployed on **AISATS** operations should have unblemished character and antecedents, duly certified by respective police authorities. The

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proof of such verification shall be submitted to the Company along with the other documents mentioned above.

- **Service provider** shall furnish details of the person to **AISATS** before his deployment, along with the proof of the Identity, age, residential address, educational and technical qualifications, specimen signature(s), and two recent passport size photographs. **AISATS** shall have the right to reject any personnel for deployment without assigning any reason. Service Provider will maintain and update all the required personal data and the relevant documents of all deployed manpower and should make it available to **AISATS** whenever required.
- In the event the **Service Provider** requires the replacement of any personnel, it shall have to give the company prior written notice in writing, stating the reason for replacement of such personnel and providing the company with all the documents in relation to such replacement of personnel as may be requested by **AISATS**. In the event the Service provider is unable to give **AISATS** prior written notice of such replacement, the **Service Provider** shall satisfy **AISATS**, within 2 days of such replacement regarding the replacement of such personnel. The deployment of all such personnel shall be subject to background verification as stated above.
- The **Service provider** shall bear the costs of transporting all the personnel to and from the **AISATS** location. It is hereby clarified that **AISATS** shall not entertain any claims for reimbursement of such expenses or any claims for escalation in the Consideration on account of such expenses.
- The **Service provider** will take all necessary steps to train all the Personnel to perform their functions effectively and according to standards at its own cost prior to deploying at **AISATS** operations. In case of any training required by Govt. or any other agencies, etc., and done through **AISATS**, the Service provider has to reimburse that cost to **AISATS** at actuals. **AISATS** will have the right to deduct the cost from payment to the service provider.
- The Personnel deployed by “the service provider shall obey all directions as may be issued by **AISATS** from time to time. **AISATS** has the right to re-deploy the service provider’s personnel to another operational area as and when required at its discretion.
- If any damages of any nature are caused by the Personnel deployed by Service provider at any time during their presence in the **AISATS** operations area, based on any negligent act, material omission or wilful misconduct to the plant, Machinery, Buildings or any other Asset belonging **AISATS** or any third party, then the service provider shall be liable to fully reimburse to **AISATS** or such third party the entire loss suffered owing to such default of Personnel. Further, the service provider shall ensure that the continuance of employment of such personnel is terminated immediately if the same is demanded by **AISATS**. The loss if any to be reimbursed by the service provider under the above circumstances shall be determined by **AISATS**, at its sole discretion.

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- Usage of paan, beedi, gutka & alcohol etc., during working hours inside the **AISATS** premises by **service provider's** employee is strictly prohibited, if any of the staff is found using the same will be sent out with penalty imposition on the **service provider** and may lead to termination of the contract.
- **Service provider** will assign adequate staff and supervisor to execute the duties as per the scope of services mentioned here in.
- **Service Provider** will provide proper uniforms and ID cards to its staff.
- **AISATS** staff will have the right to check the credibility of **Service Provider** Staff at any given point of time. **AISATS** may also reject any person whom they find incapable of performing its duties.
- Staff will have to go for OJT before commencing of services.
- Insurance, Workman compensation and medical facility to be provided by **Service Provider** to their staff.
- Bidder will provide 24 x 7 support.
- **Service Provider** should cater to all norms fixed by the Kerala State Governments for employees.
- Periodic review meetings will be conducted by **AISATS** to assess the performance of the Selected Bidder and it will be obligatory of the part of the Selected Bidder to attend these meetings.
- The duty of the deputed manpower will not exceed 12 hours in a 24 hours cycle. They will always carry "Identity cards" whenever on duty and wear uniforms. They should maintain basic grooming and a correct attitude.
- The engagement and employment of staff and payment of wages to them as per existing provisions of various labor laws and regulations in India is the sole responsibility of the Selected **Service Provider** and any breach of such laws or regulations shall be deemed to be a breach of the Agreement. **Service Providers** will ensure the timely payments of remuneration to their employees deployed at **AISATS** operations.
- Selected **Service Provider** will ensure that the staff deployed for duties at **AISATS** adhere to the following norms:

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- Not argue or involve in misbehaviour with any **AISATS** personnel, its contract personnel, and Guests.
- If the **AISATS** personnel is deemed to be aggressive they should report it later to the Nodal point of Contact as per Escalation Matrix.
- Not indulge in impoliteness, loud talking, inappropriate language, inappropriate, gestures, indiscipline etc.
- The person deployed should not be under the influence of any intoxicants (alcohol, drugs etc.) while on duty and should not be using them
- Not indulge in Group gatherings, disturbances of any sort at **AISATS**.
- Not be involved in any kind of activity at **AISATS** with wrong intentions (Including theft), either directly or as a support to any third party.

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ANNEXURE – E

UNDERTAKING FORMAT

UNDERTAKING (to be given on company letter head)

- a. We hereby certify that all the information furnished by us is true to our knowledge. We have no objection to **AISATS** verifying any or all the information furnished in this document with the concerned authorities, if necessary.
- b. In the event of any information or statement being found to be in-correct in any way, the same is construed to be misrepresentation, enabling **AISATS** to refuse any resultant contract.
- c. We further undertake, as and when called by **AISATS** for the inspection, to produce original(s) of the documents of which copies have been attached hereto.
- d. It is certified that we/our company have not been debarred or blacklisted from participation in Government RFPs at the time of submission of the RFP document against this RFP.
- e. We hereby certify that we / our company have not been penalized or found guilty in the court of law.
- f. We hereby certify that we / our company have nil records of poor performance during the last 3 (three) years, as on the date of application such as abandoning the work, rescinding of the contract of their clients for which the reasons are attributable to the non-performance of the **Service Provider** / Bidder or its constituents, inordinate delays in completion, consistent history of litigation/arbitration awarded against the **Service Provider** / Bidder or any of its constituents or financial failure due to bankruptcy etc.

Name

Designation

Signature

Stamp