

Air India SATS Airport Services Private Limited

TENDER

For Supply of IATA Manuals for AISATS's Pan India Operation

Corporate/Tender-RFP/2026-2027/006

Air India SATS Airport Services Private Limited

Headquarters : Office No. 3, Level 6, Tower1, Raiaskaran Teach Park, Mathuradas Vasanji Road,
Sakinaka, Andheri Kurla Road, Andheri East, Mumbai - 400072

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

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

(CIN) : U74900DL2010PTC201763



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DISCLAIMER

The information contained in this tender document (hereinafter referred to as “**Tender**”) 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 Tender is neither a Contract nor an invitation by **AISATS** to the prospective **Bidder(s)** or any other person. The purpose of this Tender 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 Tender. 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 Tender and shall obtain independent advice from appropriate sources.

The information provided in this Tender 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 Tender.

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 Tender, from time to time.

This Tender does not imply that **AISATS** is bound to select a **Bidder** or to appoint the **Supplier**, 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 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.

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TENDER NOTICE

Tender No: Corporate/Tender-RFP/2025-2026/006

Date: 6th August 2026

Dear Sir / Madam

Subject: Invitation to participate in AISATS Tender for supply of IATA Manuals required for AISATS pan India operations.

Air India SATS Airport Services Pvt. Ltd., (**AISATS**) invites bids (in e-Tendering mode only) from recognized, Registered, well established and financially sound Suppliers for supplying IATA manuals required for **AISATS's** pan India operations.

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

E: Support@ProcureTiger.com | Mobile: +91 – 917968136891 / 830/806/804.

Sincerely,

SD/
Shilpa Parashar
Head Procurement

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

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TENDER COVER LETTER

Tender No: Corporate/Tender-RFP/2025-2026/006

Date: 6th August 2025

Sub: Tender for supply of IATA Manuals required for AISATS pan India operations.

1. INTRODUCTION: -

AISATS is a leading gateway services and Cargo handling **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.

2. PURPOSE OF THE TENDER: -

Air India SATS Airport Services Private Limited (**AISATS**) desires to appoint the **Supplier** who shall offer to deliver a IATA Manuals as specified in Annexure D at most competitive cost and within agreed timelines to **AISATS** during the contract period.

3. SUMMARY OF BIDDING INFORMATION: -

Online E-tender 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 14th August 2025.

4. CONTACT DETAILS: -

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

Name -: Hemant Puralkar

E-mail- Hemant.puralkar@aisats.in

We look forward to receiving your response.

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ANNEXURE - A

GENERAL TERMS AND CONDITIONS OF THE TENDER

Air India SATS Airport Services Pvt. Ltd., (**AISATS**) invites recognized, Registered, well established and financially sound **Bidders** for supplying Personal Protective Equipment for **AISATS's** pan India operations. The purpose is to get a rate contract for a period of one year followed by one year extension.

1. Definitions as used in the Tender

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

2. Supply Requirement:

Suppliers need to supply the material to AISATS as mentioned in Annexure 'D'. Supply quantities mentioned in Annexure D are tentative and this requirement may increase/decrease from time to time during the contract period.

3. Offer Validity:

The Offer submitted by the **Bidder** must be valid for a period of 365 days from the date of opening of the commercial bid.

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4. Price:

- a. The price quoted should be on FOR destination (Delivery to AISATS's designated Warehouse / site) basis and should be firm and in Indian Rupees. The rate quoted shall remain firm throughout the period of the contract. 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 all taxes, duties and charges applicable except applicable GST taxes. The rate of GST should be clearly specified.
- b. The Price quoted should be inclusive all duties and taxes, transport, insurance or any other charges applicable.
- c. Notwithstanding any other provision to the contrary contained in the contract, **AISATS** may, at any time, without providing notice to the **Supplier**, set off or deduct from any or all amounts payable to the **Supplier** (whether under the contract or any other contracts), any or all sums that may be due and owing by the **Supplier** 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 **Supplier**).
- d. Unconditional discounts, if any, should be clearly indicated, and should be applied to the quoted price during evaluation.
- e. Conditional discounts, if offered, will not be considered for arriving at the lowest quote.
- f. **Bidders** are advised to understand the magnitude of the job involved before submitting their bids. No clarification will be entertained after receiving bids.
- g. **Bidders** should note that if the contract is extended by **AISATS** for any further period **Supplier** has to give same or lower prices to **AISATS** and no price escalation due to any reason will be entertained by **AISATS**.

5. Bid Submission:

The bid should be submitted online only on the e-procurement site mentioned in this Tender. Tenders received through fax and / or email will not be considered. Tenders submitted late will not be accepted. Tenders that are incomplete stand the risk of being rejected. The bids should be submitted in the prescribed formats only, before the last date and time of submission. The reasons for selection or rejection of a particular **Bidder** will not be disclosed.

6. Signing of Bid Document:

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

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7. Risk Purchase Clause

- a. **AISATS** reserves the right to curtail or cancel the contract either in full or part thereof if the **Supplier** 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 **Supplier's** entire risks, costs and consequences. Further, the **Supplier** 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 **Supplier** together with interest and other costs accrued thereon.
- b. **AISATS** shall not be liable for any costs, obligations and claims incurred by the tenderer due to the cancellation.

8. 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 Tender. 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 Tender Specifications.
- b. The Tenderer 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 Tenderer and/ or its officers, employees, representatives, agents, suppliers, Tenderers or subcontractors in relation to this tender performance of the Works and the Tenderer's obligations under this tender.

9. Duration of Contract:

The Contract for supplying aforesaid material will be valid for the period of **One** year from the Contract commencement date. The period of contract may be further extended if required or may be curtailed/ terminated before the expiry date of the contract. After expiry of contract, **AISATS** may at its sole discretion extend the contract for one more year over the same rates and terms & conditions.

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10. Termination of Contract:

AISATS has the right to terminate the contract by giving a notice period of one (1) month to the **Supplier**. **AISATS** also has the right to terminate this Contract immediately if the **Supplier** 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**. The supplier has to give at least three (3) months' notice to **AISATS** for termination of contract.

11. Payment:

- a. Suppliers will raise the invoice upon the delivery of the material at the AISAT's designated sites. Payment shall be released within 45 days of receipt of the invoice or bills.
- b. The rates must be quoted as per the scope of contract. Rates should clearly specify all applicable charges, existing and future taxes and levies. Rates agreed upon shall remain same throughout the period of contract.
- b. Payment will be released by **AISATS** after deduction of applicable TDS at the time of payment as per Indian laws.

12. GST:

- a. The price quoted shall be exclusive of Goods and Services Tax (GST) as may be applicable.
- b. For the purposes of this clause, GST shall include the Central Goods and Services Tax (CGST), the State Goods and Services Tax (SGST) and/or the Integrated Goods and Services Tax (IGST) as may be applicable.
- c. In due compliance of it's obligations, the Supplier shall remit the GST so charged (if any) from the recipient, subject to a valid invoice / debit note, to the appropriate government authority and file GST returns as prescribed, within the statutory timelines, mentioning all appropriate and relevant information on the GSTN platform, which enables the Recipient to claim timely credit i.e., in its GST return for the month in which the invoice / debit note is raised on the Recipient of GST in the appropriate GST registration.
- d. In the event the credit of GST is not granted or denied to the Recipient under its appropriate GST registration under the applicable Laws for non-payment of taxes charged or on account of any non-compliance (including but not limited to non-filing of information, non-filing of returns, non-payment of appropriate GST to appropriate government / incorrect submission of information on the GSTN Platform), then the Recipient shall have the right to set off such shortfall against the subsequent payments of the Fees to the Service Provider or recover the amount of GST charged to it along with the interest, penalty and/or any other cost or damage from the Service Provider.
- e. Good and Service Tax (GST) as per applicable rate shall be paid in accordance with the Rules on payment of GST as applicable.



13. **Delivery Schedule (Order Cycle):**

- a. Bidders are advised to provide the best delivery time ex works and earliest delivery at the destinations specified by AISATS. AISATS reserves the right to amend the delivery schedule and delivery destinations according to its needs.
- b. The estimated quantity shall be delivered upon the issue of purchase orders as and when required during the term of the Contract.
- c. Subject to delivery specifications including the Delivery Schedule herein contained, the items ordered may be required to be delivered to any delivery destination – in India as specified by AISATS upon issue of the purchase orders to the Supplier.
- d. All purchase orders received during the term of the Agreement must be fulfilled by the Supplier at the Agreement price notwithstanding that delivery is to be made after the expiry of the Agreement.
- e. Delivery of products must be made within the agreed stipulated date(s) as stated in the Purchase Order(s). A grace period of up to 7 days may, at AISATS' sole discretion, be granted for late deliveries (Sundays and Public Holidays inclusive). For deliveries after the agreed delivery date the supplier will be liable to pay liquidated damages as set out under clause 13.
- f. Time being the essence of this contract, the delivery mentioned in the purchase order shall be strictly adhered to and no variation shall be permitted. All the products are to be delivered in secured package and in good order and condition.
- g. The contractual delivery period is inclusive of all the lead time for engineering / procurement of raw material, manufacturing, inspecting/ testing, packing and transportation or any other activity whatsoever required to be accomplished for effecting the delivery at the required delivery destination.

14. **Liquidated Damages:**

- a. All delays will be subject to payment by the Supplier of liquidated damages of half percent (0.5 %) per calendar week, in respect of the total value of the quantity due for delivery up to a maximum of Five percent (5 %) of such value. Such payment will be without prejudice to any other rights or remedies that AISATS may have hereunder or at law including the right to terminate the agreement by giving written notice to the Supplier.
- b. Notwithstanding any other provision to the contrary contained in the agreement, AISATS may, at any time and from time to time, without notice to the Supplier, set off or deduct from any or all amounts payable to the Supplier (whether under the Agreement or any other Agreements), any or all sums that may be due and owing by the Supplier to AISATS, its related or associated companies, whether under the Agreement or otherwise (including without limitation, any liquidated damages payable under Agreement, or any amounts previously overpaid to the Supplier).



15. Rejection, Removal of Rejected Products and Replacement:

- a. In case the inspection and testing reveal that the PPE products workmanship does not comply with specification and requirements, the same shall be removed/collected by the Bidder at his/its own expense and risk, within the time allowed by AISATS failing which AISATS shall be at liberty to dispose of such rejected goods in such manner as they may think appropriate. In the event the Bidder fails to remove/collect the rejected products within the period as aforesaid, all expenses incurred by AISATS for such disposal shall be debited to the account of the Bidder. The freight paid by AISATS, if any, on the inward journey of the rejected products shall be reimbursed by the Bidder to the AISATS. The Bidder will have to proceed with the replacement of the products without claiming any extra payment if so, required by AISATS. The time taken for replacement in such event will not be added to the contractual delivery period.
- b. If any other defect (except manufacturing defect) as described in (14a) is detected after receipt and acceptance of items up to 3 months from delivery, such defective items will be returned to the Bidder, and the same should be replaced free of charge within one month from the date of receipt back by the Bidder.

16. Recover of Sums Due:

Whenever, any claim against **Bidder** 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 **Bidder** 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 **Bidder** shall pay to **AISATS** on demand the balance remaining due.

17. 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 **Bidder** in the event of breach, or the acceptance of or payment of any services hereunder shall not release the **Bidder** 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 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 condition by **AISATS**.

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18. Other terms & Conditions:

- a. The **Supplier** shall only supply the material as mentioned in annexure – D.
- b. The **Bidder** shall undertake not to sublet the work to other Firm/Agency (s).
- c. **The supplier** will furnish all the required documents, records or data asked by **AISATS** or it's representatives.

14. Regulatory Compliance

The **Supplier** shall ensure compliance of all applicable laws, rules and regulations and will have all necessary statutory and regulatory approvals and licences in place that may be applicable in furtherance of supplying the material under this Tender to **AISATS** and shall indemnify **AISATS** from any breaches committed by the **Supplier**.

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 attempt from **AISATS'** staff to seek gifts and rewards in any kind and form from them. Failure to do so, constitute a serious offence which 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 any 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 execution of any Contract.

16. Conflict of Interest

- a. The **Supplier** (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 Tender, 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 **Supplier** 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 reasonable be perceived to the disqualification of the **Bidder** of the termination of



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 tender.

18. Clarification:

- a. For any clarifications, please contact Mr. Hemant Puralkar on email: hemant.puralkar@aisats.in
- b. Following the release of this tender all **Bidders** 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 tender, 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 Tender or the breach thereof including any question regarding its existence, validity or termination, the Parties shall first use their best endeavors 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 appointed by both parties (or) court which shall be final and binding on the Parties. The arbitration proceedings shall be conducted under the Arbitration and Conciliation Act, 1996 and any amendments thereto. The arbitration proceedings shall be



conducted in English language and the seat of Arbitration shall be Mumbai, India. The **Bidder** shall bear all the expenses pertaining to 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 of reference to arbitration proceedings, the Parties shall continue to perform all their respective obligations under this tender 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 delay in forming any of its obligations under the tender/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 tender/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 Tender shall be governed by, and interpreted in accordance with, the Laws of India. The Courts in DELHI shall have exclusive jurisdiction to adjudicate the subject matter of this Tender.



ANNEXURE - B

GENERAL INSTRUCTIONS TO BIDDERS

- a. Online E-tender submissions are to be submitted in a through the E-procurement portal <https://aisats.procuretiger.com/EPROC/> on or before 1700 Hrs. (Indian Standard Time) on 14th August 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 different addresses other than as specified in the Tender / 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 acknowledgement 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 tender documents, are liable to be rejected.
- e. **Bids** which will receive late or after the last date and time of submission mentioned in the Tender due to any reason will be rejected.
- f. The **Bidder** must submit their **Bid** along with all the pages of the bid signed by the authorized signatory of his firm and affix his/his firm's stamp / seal at each page of the Tender including its Annexures as the acceptance of all the terms and conditions.
- g. **AISATS** reserves the right to accept / reject any / all **Bids** without assigning any reasons.
- h. 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 Tender.
- i. The **Bidder** is responsible for all costs and expenses associated with responding to this Tender and **AISATS** cannot be held liable for any costs incurred by the **Bidder** regardless of the outcome.
- j. 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 **Bidder** on the basis of this information.
- k. **AISATS** reserves the right to accept any **Bid** in respect of the whole or any portion in the specification and scope of the supply or to divide or reduce the work. **AISATS** reserve the right to accept the whole or part of the Bid.
- l. The process of verification of the credentials, background checks, technical capabilities and performance track record of any or all the **Bidders** can be carried out at any stage before the award of the contract by **AISATS** or it's representatives. **AISATS** reserves the right to disqualify any such applicants/**Bidder** if negative feedback is recorded during such verification process.

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- m. **AISATS** is not liable for any claim for whatever costs which may be incurred in the preparation of the Tender
- n. **AISATS** may at its sole discretion and at any time during the evaluation of 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
- o. **AISATS** reserves rights to:
 - 1. Reject any or all responses received in response to the Tender without assigning any reason whatsoever.
 - 2. Cancel the Tender 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 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 response.
- p. **AISATS**, reserves the right to award the contract(s) in parts or in whole to one or more **Bidders**, based on its internal evaluation of the bids.
- q. **AISATS** is not bound to accept the lowest quoted tender or to assign any reason for non-acceptance or rejection of the tender. No tender shall be deemed to have been accepted unless such acceptance has been notified in writing to the **Supplier** by **AISATS** through the letter of acceptance.
- r. **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**.
- s. **AISATS** also reserves the right to conduct negotiations with any **Bidder** having a price difference of 20% or less to the lowest quoted tender.
- t. The **Bidder** acknowledges that in making its selection and when considering the formation of the Contract with the **Bidder**, **AISATS** will act in reliance on the representations made by the **Bidder** in the bid documents prepared and submitted in response to this Tender.
- u. The **Supplier** shall enter / sign a contract with **AISATS** based at its Mumbai Office address.
- v. The **Supplier** shall supply the material and Air India SATS Airport Services Private Limited shall purchase the material in accordance with and subject to the terms of the Contract.
- w. **AISATS** reserves the right to increase or decrease the quantity of PPEs, or to request deliveries to additional locations across India. The unit price quoted shall remain fixed



and unchanged throughout the contract period, regardless of any variations in quantity or delivery locations.

- x. In particular but without limiting the generality of Clause "w" the **Supplier** shall at its own cost and expense; Perform the services:
 - 1. In accordance with the specifications.
 - 2. In accordance with the delivery 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 supply of product under the Contract.
- y. The **Supplier** will not assign the Contract to any third party without the prior written consent from **AISATS**.
- z. In the event of default, **AISATS**, reserves the right to cancel the order or the contract and can claim damages from **Supplier** and also reserve the right to award the contract to another party at the cost and risk of the **Supplier**.
- aa. Important dates relating to "Tender for supply of PPEs are as appended below:
 - 1. Last Date and Time for Submission of Bid: 14th August 26 17:00 hrs.

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ANNEXURE - C

ELIGIBILITY CRITERIA FOR BIDDERS

Bidders must fulfill the following minimum eligibility criteria and provide the necessary supporting documents 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, operating for a minimum of 3 (Three) years.	Self-Attested copy of Certificates of incorporation/ registration issued by the respective authority
2	Bidder should be registered with the income Tax, Goods and GST	Copies of PAN, GSTIN,
3	Bidder must not be under any declaration of ineligibility by any authority and should not be blacklisted with any of the government department/office and has no criminal case pending in any court of law as on date of proposal.	Undertaking needs to be provided on the letter head of Bidder .
4	The Bidder must have a minimum average turnover of 50 Lacs for last 3 consecutive years	Last 3 years Audited Balance sheets, P & L or duly attested copy from the statutory auditor / chartered accountant must be provided certifying Organizations turn over during last three financial years.
5	Bidder should be authorised dealer of IATA.	The bidder shall submit documentary evidence such as authorization letter, distributor certificate, or proof of authorized channel partnership with IATA. AISATS reserves the right to verify the bidder's authorization status directly with IATA.

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ANNEXURE - D

DETAILS OF QUANTITY AND SPECIFICATION

The bidder shall supply IATA Manuals/Publications for the subscription year 2027, including:

Digital subscriptions, Printed manuals (where applicable), Annual revisions and updates, Passwords, activation keys, and access credentials, Technical and subscription support throughout the validity period.

The location wise detailed list of manuals is as given below:

IATA PUBLICATION MATRIX 2027												
	Mumbai	Delhi	Hyderabad	Bangalore	Mangalore	Trivandrum	Cochin	Noida	Ranchi	Raipur	BLR (ECT)	TOTAL
IATA Ground Operations Manual (IGOM) HARD COPY		1						1	1	1		4
IATA Ground Operations Manual (IGOM) DIGITAL COPY	2	1	1	1	1	1	1					8
Dangerous Goods Regulations (DGR) HARD COPY		68	21	21		21		1	1	1	1	135
Dangerous Goods Regulations (DGR) DIGITAL COPY		1	1	1	1	1	1					6
Airport Handling Manual (AHM) HARD COPY								1	1	1		3
Airport Handling Manual (AHM) DIGITAL COPY	2	2	1	1	1	1	1					9
ULD Regulations (ULDR) HARD COPY		1						1	1	1	1	5
ULD Regulations (ULDR) DIGITAL COPY		1	1									2
Perishable Cargo Regulations (PCR) HARD COPY		1						1	1	1		4
Live Animals Regulations (LAR) HARD COPY		1						1	1	1		4
Live Animals Regulations (LAR) DIGITAL COPY		1	1									2
Cargo Handling Manual (CHM) HARD COPY		1						1	1	1		4
Cargo Handling Manual (CHM) DIGITAL COPY	1											1
Temperature Control Regulations (TCR) HARD COPY		1						1	1	1		4
Technical Instructions HARD COPY		3	1	1		1						6
Emergency Response guide HARD COPY		3	1	1		1						6
DGR Instructor's toolkit DIGITAL COPY	1											1
TOTAL	6	86	28	26	3	26	3	8	8	8	2	204

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Notes:

- Bidders bid for the updated manuals applicable to 2027.
- The quoted price must be comprehensive and all-inclusive, covering all applicable taxes, duties, and charges.
- This includes, but is not limited to, packing, transportation, loading, unloading, and any other costs associated with the delivery of goods to designated locations across India, including but not limited to the cities specifically mentioned in the tender.
- No additional charges will be entertained beyond the quoted price during the contract period.
- Prices should remain firm during the contract period.
- Deliveries will be scheduled as per instructions from the respective Business Units (BUs).
- All subscriptions shall be valid for the full 2027 subscription period as applicable by IATA.
- Successful bidder shall ensure uninterrupted access throughout the subscription term.
- Any updates, amendments, revisions, or new editions released by IATA during the subscription period shall be provided without additional cost unless specifically excluded by IATA.
- Digital subscriptions shall be activated within 7 days from receipt of Purchase Order.
- Printed manuals, if ordered, shall be delivered at designated AISATS locations.
- Bidder shall provide delivery status and activation confirmation.
- Bidder shall provide a single point of contact for subscription management and issue resolution.
- Login, access, activation, renewal, or download-related issues shall be resolved promptly.
- Support shall be available during Indian business hours.
- The bidder shall confirm that:
 1. Publications supplied are genuine and sourced directly through authorized IATA channels.
 2. No counterfeit, copied, or unauthorized material will be supplied.
 3. All licensing, copyright, and intellectual property requirements of IATA shall be complied with.
- Bidder shall ensure:
 1. Timely activation of subscriptions.
 2. Continuous access during the subscription period.
 3. Support for password resets, user migration, and access-related issues.
-

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ANNEXURE – E
UNDERTAKING FORMAT

(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 incorrect 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 tenders at the time of submission of tender document against this tender.
- 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 contract of their clients for which the reasons are attributable to the non-performance of the **Bidder** / Tenderer or its constituents, inordinate delays in completion, consistent history of litigation / arbitration awarded against the **Bidder** / Tenderer or any of its constituents or financial failure due to bankruptcy etc.

Name

Designation

Signature

Stamp

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