

Air India SATS Airport Services Private Limited

e-RFP

**e-RFP Document for Re-painting & Re-Branding of Ground Support Equipment's (GSE's)
(Recce of GSE's, GSE's simulation with new logo, monogram and colour scheme, Removal of old
logo, PU Painting, Printing, Supply and Installation of Logo & Monogram Decals)**

Air India SATS Airport Services Private Limited

Unit : Plot No. 53 & 54, Udyog Vihar Phase IV, Gurugram - 122001, Haryana.

Tel : (+) 91-124-6836328 | **Email :** info@aisats.in | **Website :** www.aisats.in

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

(CIN) : U74900DL2010PTC201763



DISCLAIMER

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

The information provided in this e-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 of the law expressed herein.

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

This e-RFP does not imply that **AISATS** is bound to select a **Bidder** or to appoint the **Selected Bidder**, 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.

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e-RFP NOTICE

e-RFP No: Corporate/Tender-RFP/ 2025-2026/009

Date: 14th Feb 2026

Dear Sir/Madam

Subject: Invitation to participate in AISATS's e-RFP for Painting, Re-Branding of Ground Support Equipment's (GSE's) at Delhi, Bengaluru, Hyderabad, Trivandrum, Mangalore and Cochin Airport

1. Interested **Bidders** 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 coordinates below.

E: Support@ProcureTiger.com | Mobile: +91 – 9510813436 / 9510813067 / 9328931942

Sincerely,

SD/

Shilpa Prashar
Head-Procurement

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

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e-RFP COVER LETTER

e-RFP No: Corporate/Tender-RFP/ 2025-2026/009

Date: 14th Feb 2026

1. 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, Trivandrum and Cochin.

2. PURPOSE OF THE e-RFP: - Painting & Re-Branding of Air India SATS Ground Support Equipment's (GSE's) at Delhi, Bengaluru, Hyderabad, Trivandrum, Mangalore and Cochin Airport.

<u>Motorized Equipment's:</u>	1042	} Total GSE's at all locations
<u>Non-Motorized Equipment's:</u>	4981	
<u>Total No. of Equipment's:</u>	6023	

SUMMARY OF BIDDING INFORMATION: -

Online e-RFP submissions are to be submitted through the E-procurement portal
<https://AISATS.procuretiger.com/EPROC/> on or before **1700 Hrs. (Indian Standard Time) on 27th Feb 2026.**

3. Contact Details: - For any clarification, please address your questions via email to:

Name -: Sunil Kumar

e-mail- sunil.bidhuri@aisats.in

We look forward to receiving your response.

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GENERAL INSTRUCTIONS TO BIDDERS

- a. Online e-RFP submissions are to be submitted in a through the E-procurement portal (Price bid) <https://aisats.procuretiger.com/EPROC/> on or before 1700 Hrs. (Indian Standard Time) on 27th Feb 2026.
- 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 to a different address other than as specified in the e-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 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 e-RFP documents are liable to be rejected.
- e. **Bids** which will be received late or after the last date and time of submission mentioned in the e-RFP due to any reason will be rejected.
- f. The **Bidder** must sign (With Seal) all the pages of the documents and the price bids. The **Bidder** must submit this e-RFP along with the technical T & C signed by the authorized signatory of his firm and affix his/his firm's stamp to each page of the e-RFP including its Annexures as the acceptance of all the terms and conditions.
- g. The Price bids of only those **Bidders**, who qualify in the Technical T&C, would be opened at a later date and will be considered for further evaluation.
- h. **AISATS**, reserves the right to accept / reject any / all e-RFP 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 e-RFP.
- j. The **Bidder** is responsible for all costs and expenses associated with responding to this e-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 **Bidder** 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 bid.
- m. 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

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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 bids.
- o. **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.
- q. **AISATS** reserves rights to:
 - 1. Reject any or all responses received in response to the e-RFP without assigning any reason whatsoever.
 - 2. Cancel the e-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 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.
- r. **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.
- s. **AISATS** is not bound to accept the lowest quoted bid or to assign any reason for non-acceptance or rejection of the bid. No bid shall be deemed to have been accepted unless such acceptance has been notified in writing to the **Selected Bidder** by **AISATS** through the letter of acceptance.
- 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 e-RFP.
- u. The **Selected Bidder** shall enter / sign a contract with **AISATS** based at its Mumbai Office address.
- v. The **Selected Bidder** shall provide the services as prescribed in “**Annexure – C**” and **AISATS** shall purchase the services in accordance with and subject to the terms of the Contract.
- w. **AISATS** has the right to reduce / increase the scope of work based on the rates quoted by the **Bidder**.
- x. The **Selected Bidder** will not assign the Contract to any third party without the prior written consent from **AISATS**.

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- y. In the event of default, **AISATS** reserves the right to cancel the order or the contract and can claim damages from **Selected Bidder** and also reserve the right to award the contract to another party at the cost and risk of the **Selected Bidder**.

Following Documents are to be submitted:

- Pan Card.
- GST Certificate.
- Company Registration.
- Income Tax Return (3 Years).
- Required proofs for similar work done and experience.
- Undertaking on company letterhead signed by company's Authorized Representative.
- Signed RFP copy as acceptance of T & Cs of this RFP.

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SCOPE OF WORK

To identify the probable vendor, scope of work has been made more flexible and divided into parts i.e Creativity & Sampling and Supply & Execution. Bidder to mandatorily submit bid for creativity & sampling part comprising of GSE's Recce, Simulation exercise with paint & new Logo/monogram, providing handbook and sampling on two equipment. However, bidder under his discretion can also quote for the full scope mentioning per sq ft rates of painting and branding with two options i.e Vinyl based branding and PU paint stencil-based branding.

Creativity

1. Conducting a comprehensive reconnaissance (**recce**) of the Ground Support Equipment's (GSE's) fleet to **assess dimensions, surfaces and compatibility for painting & branding purpose**. The bidder may on his discretion may choose to conduct recce at any of the one location among **Delhi & Bangalore**. Secondly, bidder also have an option to carry out recce at all locations to assess the complete requirement.
2. Customising and iteration of the AISATS Colour Scheme painting with **AISATS logo and monogram (Stencil/Vinyl based)** to suit the dimensions and surfaces of each GSE type, ensuring optimal visibility and aesthetic appeal.
3. The bidder must identify the paint required (PU paint/alternate paint) for each type of equipment, number of AISATS logo/monogram required in each type of GSE (factoring the dimension and aesthetics of the equipment's). **The price bid for painting of GSEs, printing and logo supply/PU stencil-based logo is to be submitted based on the bidder submission on qty of logo and monogram for each type of GSE's.**
4. The bidder shall make use of the existing pictures of the GSE's or can take pictures on their own by visiting our facilities and then prepare layout designs on each type of GSE to submit **mock-ups /presentation**.
5. Provide a comprehensive **handbook with painting simulation and logo adaptation** considering size and dimensions for each GSE type.
6. Ensuring the **adapted paint, logo design complies with AISATS brand guidelines** in terms of size, colour, and clarity.

Sampling

7. The bidder shall do practical sampling on two types of GSE's (**Tarmac coach and Pax Step Ladder**) at Delhi location. This includes supply, painting and installation of required stencil/vinyl on the equipment. Based on the sampling, decision will be taken for finalising the stencil-based logo/vinyl-based logo.

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Printing & Supply

8. The bidder has to make stencils/print the approved logo layout designs as per received approvals for each GSE type and deliver them to different locations i.e. Delhi, Bengaluru, Hyderabad, Trivandrum, Mangalore & Cochin. The majority of the above qty almost 60% needs to be done delivered at Delhi.

Execution and installation

9. The selected bidder will remove complete existing vinyl wrapping and dispose the removed vinyl wrapping at a proper place outside the Airport area as per the applicable laws.
10. After removing the existing vinyl film, the selected bidder will prepare the surface by scraping, rubbing and painting of the complete equipment. The painting of GSEs is to base on applicable PU based paint with marking for serial numbers.
11. Execution and installation of logo design with monogram element on each GSE's at above locations.
12. Delivering final artwork files and for each GSE type, detailing placement instructions and any specific requirements for installation.

Proposal Requirements

In addition to the requirements outlined in scope of Work above, interested vendors are requested to include the following:

- a. Company profile highlighting relevant experience in GSE/Automotive painting & branding and familiarity with automotive paint and Decal/vinyl branding.
- b. Proposed approach and methodology for customizing the painting and logo design for different GSE types, considering variation in size, shape and surface material, designing, producing and installation.
- c. Timeline for completing the branding project, including milestones and deliverables.

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TECHNICAL SPECIFICATIONS VINYL BRANDING

Sl No.		Technical Requirement
1.	Material Specification	Reflective Radium (Self Adhesive) High Quality Automotive Grade Bubble Free Vinyl
2.	Material Thickness	70-90 micron +/-10% with sealing and print colour
3.	Reflective Quality & Specification	Premium quality (Must be visible after dusk)
4.	Printing	Film shall be printed with digital printing technology with eco-friendly low emission solvent inks.
5.	Lamination	Gloss
6.	Usage Life	2 years minimum warranty on print artwork fade, discoloration, peeling out, opening of joints, opening of edges, formation of bubbles and vinyl cracking after completion of work (vendor to certify the same on his letter head)
7.	Durability & Weather Resistance	The graphic films shall be durable & resistant to weather for at least two years in permanent outdoor exposure. (Vendor to certify same on his letter pad)
8.	Resistance to Detergents	The graphic films be resistant to detergents used for exterior cleaning of the equipment's. The surface of the sealed film is not to be soften and the colour and the adhesive power not to be change.

Note: During the recce bidders to assess the equipment and suggest Paint technical specification in tender

Size of Logo and Monogram (Both PU Paint Stencil & Vinyl)

Sl No	Size / Dimensions	Remarks
1.	Size and qty of logo & monogram/stencil for each type of equipment (GSE) are to be identified by the bidder and submitted post recce in this format	
2.	For e.g 2" x 3" for Push Back	
3.		
4.		

During the creativity part, based on the equipment list given below and recce by the bidder, quantity and sizes of logo and monogram required for each type of GSE are to be identified and submitted.

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LIST OF GSE EQUIPMENT WITH LOCATION

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Motorised Equipment			Location and Quantity								
Sl No.	GSE Name	Make	Approx Area (sq Ft)	Qty DEL	Qty BLR	Qty HYD	Qty TRV	Qty IXE	Qty COK	Total Qty	Total Area in Sq Ft
1	Lower Deck Loader	Air Marrel	133	17	7	6	2			32	4256
2	Lower Deck Loader	Air Marrel	133	1						1	133
3	Lower Deck Loader	TLD	116		1	0				1	116
4	Lower Deck Loader	JBT	141	3	1	0	2			6	846
5	Lower Deck Loader	TREPEL	142		1	0				1	142
6	Main Deck Loader	Air Marrel	147	1	3	1				5	735
7	Main Deck Loader	Air Marrel	147							0	0
8	Main Deck Loader	TREPEL	144	2	1	0				3	432
9	Universal Deck Loader	TLD	150				1			1	150
10	Cargo Transporter	Air Marrel	67		3	3				6	402
11	Cargo Transporter	Air Marrel	67	4						4	268
12	Cargo Transporter	Air Marrel	67	4						4	268
13	Push back Small	TLD	36	11	3	1		2		17	612
14	Push back Small	TUG	40				1			1	40
15	Push back Small	TUG	40		1	0				1	40
16	Push back Small	JBT	39	6	1	2	1			10	390
17	Push back Small	TUGKRAFT DIESEL	39		2	0				2	78
18	Push back Small	TUGKRAFT	39	1						1	39
19	Push back Small	TUGKRAFT EV	39		1	1				2	78
20	Electrical push back tractor	GoldHofer	44					1		1	44
21	Push back Conventional	TLD	58		1	1	1			3	174
22	Push back WB	Fresia	81		2	2				4	324
23	Push back WB	TLD	83		1	0	2			3	249
24	Push back WB	TLD	83	5	1	1				7	581
25	Push back WB	TLD	83	2						2	166
26	Ground Power Unit	MAK	21	4	10	1				15	315
27	Ground Power Unit	MAK	29		4	6	2	2		14	406
28	Ground Power Unit	MAK	32		2	0				2	64
29	Ground Power Unit	MAK	34	5	2	1	2			10	340
30	Ground Power Unit	MAK	34	2						2	68
31	Ground Power Unit	TLD	35	2						2	70
32	Ground Power Unit	Guinalt	33	3						3	99
33	Ground Power Unit	Guinalt	33	2						2	66
34	Ground Cooling Unit	TLD	58	6	3	1	2			12	696
35	Ground Cooling Unit	TLD	62	2	2	0	2			6	372
36	Ground Cooling Unit	TLD	62		1	1				2	124
37	Ground Cooling Unit	Guinault	62	1	0	1				2	124
38	Air Starter Unit	Rheinmetal	25	2	2	3	2	1		10	250
39	Air Starter Unit	TLD	46	2	2	2	1			7	322
40	Air Starter Unit	Guinault	30	1	1	1				3	90
41	Air Condtion Unit	TLD	38					1		1	38
42	Combo Unit	Guinault	46		1	0				1	46

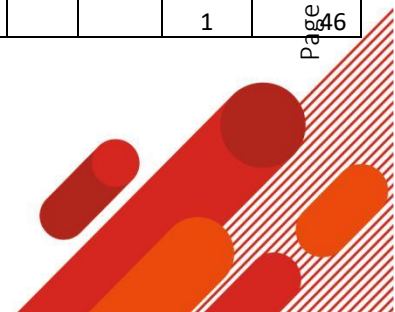
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43	Water Bowzer	Nandan	47		3	3			6	282
44	Water Bowzer	TLD	46		1	0			1	46
45	Water Bowzer	EICHER	46	10			2		12	552
46	Toilet Bowzer	TLD	46		1	0			1	46
47	Toilet Bowzer	Nandan	47		4	2			6	282
48	Toilet Cart	Eicher	47	12			2		14	658
49	Fuel Bowzer	Nandan	47		2	1			3	141
50	Fuel Bowzer	Tata	49	1					1	49
51	Fuel Bowzer	Tata	49	3					3	147
52	Ambulift	Transtec	47		1	0			1	47
53	Ambulift	Nandan	47		2	2			4	188
54	Ambulift	ASARA	49		1	1			2	98
55	Ambulift	Eicher	49	6			2		8	392
56	Auto Step WB	Nandan	124		4	0			4	496
57	Auto Step NB	Nandan	58		3	0			3	174
58	Universal Auto Stepladder	TLD	124	12	7	2	3		24	2976
59	Baggage Electrical Tractor	Charlette	15	64	23	6			93	1395
60	Baggage Electrical Tractor	ASARA	11	43	60	33	10		146	1606
61	Baggage Electrical Tractor	Maini	12	5					5	60
62	Baggage Electrical Tractor	Tugkraft	12	5					5	60
63	Baggage Diesel Tractor	Toyota	14	76	1	3			80	1120
64	Baggage Diesel Tractor	Malac	14	0	3	0			3	42
65	Baggage Diesel Tractor	TLD	14	1			8		9	126
66	Baggage Diesel Tractor	TUG	14	2			2		4	56
67	Baggage Diesel Tractor	TAFE Messy	14					2	2	28
68	Baggage Diesel Tractor	Mahindra	14					5	5	70
69	Airport Passenger Bus	Volvo	110		6	0	3		9	990
70	Airport Passenger Bus	Volvo	99		2	2	3		7	693
71	Airport Passenger Bus	Ashokleyland	117		2	0			2	234
72	Airport Passenger Bus	JBM EV	102	12	11	0			23	2346
73	Airport Passenger Bus	Veera Ev	125		1	0			1	125
74	Airport Passenger Bus	Tata EV	99	6	3	6			15	1485
75	Airport Passenger Bus	Tata CNG		9				3	12	0
76	Mini Coach	Tata CNG		3					3	0
77	Transport Car	Maruti		23				1	24	0
78	Tiago EV	Tata		7					7	0
79	Ertiga	Maruti		4					4	0
80	CIAZ	Maruti		1					1	0
81	Tata ACE Gold	Tata		3					3	0
82	Nexon EV	Tata		6					6	0

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83	Tata Pick Up	Xnon						1		1	0
84	Omni	Maruti						1		1	0
85	XUV 500	Mahindra						1		1	0
86	Mobile Conveyor Belt	TLD	63	8	4	4	5			21	1323
87	Mobile Conveyor Belt	ASARA	53		1	1				2	106
88	Towable freight loader diesel	Transtec	32		4	0	8			12	384
89	Towable Conveyor	Transtec		55						55	0
90	Towable Conveyor	Asara		3						3	0
91	Electric Towable Conveyor	Akash		1						1	0
92	Electric Towable Conveyor	Transtec		32				8		40	0
93	Electric Towable Conveyor	Asara		21						21	0
94	Towable freight loader electrical	Aakash	32		40	24	2			66	2112
95	Fork Lift	Godrej	27	4	3	2	2			11	297
96	MUV Trailer mover	NU-Star		20						20	0
97	Aerowash	Aerowash		3	2	1				6	0
98	Scissor Lift	Godrej		3						3	0
99	Air Compressor Trolley	ELGI		4						4	0
Total Motorised Equipment's			4753	557	255	128	73	29		1042	35285

Note: Above quantities are tentative and may increase or decrease at station.

COK equipment numbers will be provided later.

Sqft Area is tentative and calculations will be based on the actual measurement during the work.

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Non-Motorised Equipment's			Location and Quantity								
Sl No.	GSE Name	Make	Approx Area (sq Ft)	Qty DEL	Qty BLR	Qty HYD	Qty TRV	Qty IXE	Qty COK	Total Qty	Total Area in Sq Ft
1	Towable step ladder	Asara/Nandan	50	23	20	33	8	10		94	4700
2	Towable Toilet cart	Super Eng	52	1	2	3	3	2		11	572
3	Towable Water Cart		49				1	3		4	196
4	Battery stand trolley		48		1	10				11	528
5	Passenger boarding ramp ATR		62	2	1	2	1			6	372
6	Passenger boarding ramp		78	4	7	3	1			15	1170
7	Solar Ramp			3						3	0
8	Wide Body Ramp	Self-Modified		1						1	0
9	Scissor lift trailer		13		2	1				3	39
10	Air Compressor Trolley		14		2	1				3	42
11	Towable lighting trolley		14		8	4				12	168
12	Baggage Trollies (Transtec)		18	131	106	148				385	6930
13	Baggage Trollies (Anand)		20	188	92	25	45			350	7000
14	Baggage Trollies (Akash)		19	863	263	121	58			1305	24795
15	Baggage Trollies (Hari Indo)		20	153						153	3060
16	Baggage Trollies (NCM)		20	40						40	800
17	Baggage Trollies (Nandan)		20	83						83	1660
18	Baggage Trollies (Misc)		20	107				63		170	3400
19	Container Dollies	Akash Anand NCM	38	511	144	190	80			925	35150
20	Pallet dollies 10 feet	Akash Anand NCM	40	581	170	80	41			872	34880
21	Pallet dollies 20 feet	Akash	85	16	11	2	1			30	2550
22	Tail stand		32	1	2	1				4	128
23	Trestle-5 FEET		11		2	0				2	22
24	Trestles-2 feet		7		2	1				3	21
25	Trestles-5feet		16		3	2				5	80
26	Trestles-8 feet		14		2	6				8	112
27	Trestles-9.4 FEET		17		1	2				3	51
28	Trestles-15 FEET		43		1	1				2	86
29	Trestles-6 FEET		11		4	2				6	66
30	Trestles	Akash/Hari/Nandan	16	57			3			60	960
31	Lazy Rollers (Double)	Anand Ind.		250						250	0
32	Towbar	Hydro/Cavotac		63			15	5		83	0
33	Solar Light Tower			8						8	0
34	Solar Lantern			2						2	0
35	Aerowash Trailer	Viking Trailer		1						1	0

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36	Aerowash Trailer			1						1	0
37	Aerowash Trailer	Khalsha Trader		2						2	0
38	SL Trolley	Khalsha Trader		2						2	0
39	Lazy Dollies	SATS/Anand					59			59	0
40	Fire Extinguisher Trolley							4		4	0
Total non-motorised			847	3094	846	638	316	87		4981	129538
Total Motorised & Non-Motorised				3651	1101	766	389	116		6023	164823

Note: Above quantities are tentative and may increase or decrease at station.

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Sqft Area is tentative and calculations will be based on the actual measurement during the work

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GENERAL TERMS AND CONDITIONS OF THE e-RFP

1. Definitions as used in the e-RFP

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

2. Offer Validity:

The Offer submitted by the **Bidder** must be valid for a period of **120 days** from the date of opening of commercial bid.

3. Price:

- a. The price quoted should be firm and should be in Indian Rupees. The rate must be quoted covering the entire activity as per the scope of contract. Price should be inclusive of all charges applicable including packaging, delivery (FOR basis) and excluding applicable GST taxes, the quantum of which should be clearly specified. The bill raised to AISATS after rendering the services shall be subject to tax deduction at source. **Price agreed upon shall remain same throughout the period of contract.**
- b. Notwithstanding any other provision to the contrary contained in the contract, **AISATS** may, at any time, without providing notice to the **Selected Bidder**, set off or deduct from any or all amounts payable to the **Selected Bidder** (whether under the contract or any other contracts), any or all sums that may be due and owing by the **Selected Bidder** 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 **Selected Bidder**).
- c. **Bidders** should note that if the contract is extended by **AISATS** for any further period the Service Provider has to give the same or lower prices to **AISATS** and no price escalation due to any reason will be entertained by **AISATS**.
- d. Unconditional discounts, if any, should be clearly indicated, and would be applied to the quoted price during evaluation.

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- 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.

4. Bid Submission:

The bid should be submitted online only on the e-procurement site mentioned in this e-RFP. Bid received through fax and / or email will not be considered. Bids submitted late will not be accepted. that are incomplete stand the risk of being rejected. The bid 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.

5. 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.

6. 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 the terms & conditions of the contract. **AISATS** also reserves the right to procure the same services through other sources at Bidder's entire risks, costs and consequences. Further, the Service Provider agrees that in the 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 Bidder due to the cancellation.

7. Bidders' 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.

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8. 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 **Selected Bidder** 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 selected bidder has to give at least three (3) months' notice to **AISATS** for termination of contract.

9. Payment:

- a. Payment shall be made against the bills which are submitted by the Selected Bidder during the first week of every month for the services rendered during the previous month. Payment shall be released within 45 days of receipt of the invoices subject to QC.
- 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.
- c. Payment will be released by **AISATS** after deduction of applicable TDS at the time of payment as per Indian laws.

10. 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 its 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.

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11. Recovery 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.

12. 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**.

13. Regulatory Compliance:

The **selected bidder** shall ensure compliance of all applicable laws, rules and regulations, brand guidelines that may be applicable in furtherance of rendering the services under this e-RFP to **AISATS** and shall indemnify **AISATS** from any breaches committed by the **Selected Bidder**.

14. 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 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, 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.

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15. 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 e-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 reasonable be perceived to the disqualification of the **Bidder** of the termination of Work Order.

16. Indemnity:

The Bidder agrees to fully and effectively indemnify and hold harmless AISATS 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 e-RFP.

17. Clarification:

- a. For any clarifications, please contact Mr. Sunil Kumar on email: sunil.bidhuri@aisats.in
- b. During the period following the release of this e-RFP 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).

18. Confidentiality:

The contents of this e-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.

19. Arbitration and Dispute Resolution:

- a. In the event of any dispute arising out of or in connection to this e-RFP 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

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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 through court as per the provisions of the Arbitration and Conciliation Act, 1996 along with any amendments thereto. 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 Delhi, 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 e-RFP without prejudice to the final determination of such reference by the Sole Arbitrator.

20. Force Majeure:

- a. Neither Party hereto shall be liable for failure to perform or for delay in forming any of its obligations under the e-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 e-RFP/Contract means Act of God, Pandemic, 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

21. Jurisdiction:

This e-RFP 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 e-RFP.

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ANNEXURE – A **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 e-RFPs at the time of submission of e-RFP document against this e-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 contract of their clients for which the reasons are attributable to the non-performance of the **Bidder** or its constituents, inordinate delays in completion, consistent history of litigation / arbitration awarded against the **Bidder** or any of its constituents or financial failure due to bankruptcy etc.

Name

Designation

Signature

Stamp

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ANNEXURE - B

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 PAN, income Tax and GST.	Copies of PAN, GSTIN, Income tax return of last three years
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 have 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 as per Annexure A.
4.	The Bidder should have supplied similar products as mentioned in the scope during the last three years. Minimum one order/contract should be Rs. Twenty-Five Lakhs and above annually. (a separate sheet may be enclosed for these details together with a copy of contract)	Contact details and List of similar orders completed during last 3 years along with PO, LOI or contract copies. Or CA certified list consisting of details of the customer, value or any other relevant details. (Aviation Clients will have additional weightages)
5.	The Bidder must have a minimum average turnover of 1 Crores for the last 3 consecutive years and should have positive profit before tax (PBT).	The last 3 years Audited Balance sheets or duly attested copy from the statutory auditor / chartered accountant must be provided certifying Organizations turn over during last three financial years.
6.	List of Top 10 Customers contacts with contract value.	List of top 10 customers for last 3 year certified by CA.
7.	Acceptance of Terms & Conditions	Acceptance & signed copy of the tender document.

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