



**AAI CARGO LOGISTICS AND ALLIED SERVICES COMPANY LTD.**  
(An AAI Subsidiary)  
AAICLAS COMPLEX, DELHI FLYING CLUB ROAD,  
SAFDARJUNG AIRPORT, NEW DELHI-110 003

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**Expression of Interest (EOI)**

**Subject: Preparation of RFP for Selection of Cloud-based Service Provider for AAICLAS Applications, VPN MPLS/Internet Connectivity and Air Cargo Community Service Provider**

We are pleased to introduce AAICLAS, a premier organization, a wholly owned subsidiary of Airports Authority of India (AAI) under the Ministry of Civil Aviation, Government of India. AAICLAS has been entrusted with the responsibility of managing Cargo Terminals at AAI Managed airports and more in the country and its main function is to provide cargo handling and allied services to airlines and other stakeholders at various airports in India. Some of the key functions of AAICLAS are:

1. **Cargo Handling:** AAICLAS provides cargo handling services to airlines and other stakeholders at various airports in India. These services include acceptance and delivery of cargo, storage, and handling of perishable goods, dangerous goods, and valuable cargo.
2. **Documentation and Customs Clearance:** AAICLAS assists airlines and other stakeholders in completing the necessary documentation for the clearance of cargo through Customs and other Regulatory Authorities.
3. **Warehousing:** AAICLAS provides warehousing facilities for the storage of cargo at various airports in India.
4. **Training and Development:** AAICLAS provides training and development programs for its employees and stakeholders to ensure the highest standards of service quality and safety.

AAICLAS plays a crucial role in the efficient handling of cargo and logistics at various airports in India, facilitating trade and commerce and contributing to the growth of the aviation industry in the country.

As part of our modernization paperless drive, we have developed two key applications, ICMS1.1 and E-Commerce website, to support our operations. These applications are critical for managing airport cargo operations, ensuring safety and security, and delivering a superior customer experience. AAI CLAS is in process of selecting the service provider / System Integrator as per subject.

**AAICLAS** is seeking suggestions and feedback from qualified, established vendors of the field, to help us in prepare a Request for Proposal (RFP) for Selection of Cloud-based Service Provider for AAICLAS Applications, VPN MPLS/Internet Connectivity and Air Cargo Community Service Provider. We are reaching out to

vendors to gather insights and recommendations that will help us to better define the scope, requirements, and specifications of the project/service.

RFP shall be prepared to select service provider / System Integrator for **“Hosting and maintaining/supporting our applications, providing VPN/MPLS connectivity, and acting as an Air Cargo Community Service Provider”**. We are looking for a provider who can offer the following:

1. **Scalability:** The provider should be able to scale up or down quickly based on our changing needs.
2. **Security:** The provider should offer a secure infrastructure that complies with industry standards.
3. **Reliability:** The provider should have a proven track record of delivering high availability services.
4. **Flexibility:** The provider should be able to offer a flexible pricing model that aligns with our usage patterns.
5. **Support:** The provider should offer a responsive and knowledgeable support team to ensure minimal downtime and quick issue resolution.

Further, we wish to appoint an **Air Cargo Community Service Provider** for our international import-export clients at AAICLAS International Cargo Stations. We require a vendor with a proven track record in providing such services, and who can ensure timely delivery of goods and secure handling.

The vendors who want to participate in EOI, should provide the following details:

1. **Company profile:** An overview of the company, its services, and its experience in offering cloud-based services, providing VPN/MPLS connectivity, and acting as an Air Cargo Community Service Provider.
2. **Technical capabilities:** A detailed description of the infrastructure and technology that the provider will use to host and maintain/support our applications and provide connectivity.
3. **Pricing model:** A transparent pricing model that considers our usage patterns and offers flexibility.
4. **Service level agreement:** A clear and concise SLA that outlines the provider's responsibilities and commitments.
5. **Support:** Details of the support team, including their qualifications, certifications, and experience.
6. **Documents:** In support of above, Vendor has to provide copy of PAN/GST, Registration of Firm / Company, Experience etc. Further Details of Communication, Postal Address has to be provided.

We look forward to receiving your Expression of Interest and working with you to deliver a superior airport experience for our cargo clients.

The primary aim of this Expression of Interest (EoI) is to gather information from potential bidders or vendors (who may be interested in bidding for a particular project or contract.) to define the scope of work and RFP to select the vendor.

Non-participation in EoI does not make the bidder ineligible to participate in the tender.

The bidders / Vendors, who submit the proposal may be called for discussion on online meeting and shall be informed through E-Mail Id.

We invite interested vendors to share their feedback and recommendations on the following areas:

- **Scope:** Please provide your insights on the scope of the project/service, including any additional or modified services that you believe would enhance the overall quality and effectiveness of the project/service.
- **Requirements:** Please provide your recommendations on the technical, financial, and operational requirements for the project/service, including any recommendations on the use of new technologies, tools, or methodologies that would improve the project/service delivery.
- **Evaluation Criteria:** Please provide your feedback on the evaluation criteria that will be used to assess the quality of vendor proposals. Specifically, we are interested in your recommendations on the weightage to be given to technical expertise, experience, and cost.

We encourage vendors to provide us with any additional feedback, recommendations or insights that you believe will help us to improve the project/service and create an effective RFP.

To submit your feedback, please send an email to [atalkumar@aai.aero](mailto:atalkumar@aai.aero) with the subject line "EoI for RFP Preparation for **Hosting and maintaining/supporting our applications, providing VPN/MPLS connectivity, and acting as an Air Cargo Community Service Provider**". The deadline for submission of feedback is 28-04-2023.

We thank you for your interest in AAICLAS and look forward to hearing your feedback.

**Jt.GM (IT)-AAICLAS**

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