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**AAI CARGO LOGISTICS AND ALLIED SERVICES COMPANY LIMITED (AAICLAS),
INTEGRATED AIR CARGO COMPLEX, CHENNAI AIRPORT**

**EXPRESSION OF INTEREST FOR PROVISION OF
HEALTH SERVICES FOR MEDICAL INSPECTION ROOM
AT INTEGRATED AIR CARGO COMPLEX, CHENNAI
AIRPORT**

EXPRESSION OF INTEREST FOR PROVISION OF HEALTH SERVICES FOR MEDICAL INSPECTION ROOMS AT INTEGRATED AIR CARGO COMPLEX, CHENNAI AIRPORT

AAI CARGO LOGISTICS AND ALLIED SERVICES COMPANY LIMITED (AAICLAS) invites Expression of Interest (EOI) from local leading health service providers i.e. Hospitals/ Nursing homes for providing services for Medical Inspection Rooms at INTEGRATED AIR CARGO COMPLEX, Chennai Airport.

Details can be downloaded from AAI website (<https://www.aai.aero>) / AAICLAS website <https://www.aaiclas.aero>. Interested health service providers may submit the Expression of Interest to the O/o. Regional Manager, AAICLAS, Air Cargo Complex, Chennai on or before 24/08/2026 @ 1500 hours.

Contact number: 044 22569710

Regional Manager - Southern Region
AAICLAS, Chennai Airport

To,
All local health service providers

Sub: Invitation for Expression of Interest (EOI) for Provision of health services for Medical Inspection Room at Integrated Air Cargo Complex, Chennai Airport.

Madam/Sir,

AAICLAS is engaged in providing the cargo handling and allied services at various airports across the country. As part of statutory and operational requirements, medical examination and related facilitation services are provided for staff, contractual staff, and other authorized stakeholders operating within the cargo terminal premises. At major airports, AAICLAS has taken the help of local major medical establishments for meeting these requirements.

The selected agency shall provide the prescribed medical services in accordance with the terms and conditions of the contract. Participation in this initiative may also provide healthcare organizations an opportunity to contribute towards community health and social responsibility objectives while maintaining a presence within the airport cargo ecosystem.

This office invites Expression of Interest (EOI) from reputed Hospitals/Nursing Homes/Healthcare Service Providers for provision of health services at the Medical Inspection Room (MI Room) located at the Integrated Air Cargo Complex, Chennai Airport. The proposed arrangement offers an opportunity for healthcare providers to establish a presence within the airport cargo ecosystem and extend their services to the stakeholders operating within the cargo terminal premises.

The EOI documents can be downloaded from AAI website (<https://www.aai.aero/>)/ AAICLAS website (<https://www.aaiclas.aero/>) or obtained from the Regional Manager-Southern Region, AAICLAS, Chennai Airport.

The salient features of the EOI are as under:

1. The health service provider should be located within Chennai city limits.
2. The health service provider should have emergency medical services.
3. The health service provider shall operate the **MI Rooms on 24x7 basis on all days of the year.**
4. The health service provider shall deploy Medical Officer and paramedic staff, Medical Officer should be a Registered Medical Practitioner having Qualification of MBBS. Medical officer and paramedic staff shall be employees of the health service provider.
5. The primary Aim of Medical Inspection at the Air Cargo Complex is to provide free emergency "Medical Assistance" to AAI & AAICLAS staff, contractual staff, and other authorized stakeholders operating within the cargo terminal premises who may need first aid. The health service provider shall provide **Free of Cost first aid facility to AAI & AAICLAS staff, contractual staff and other authorised stakeholders operating within cargo terminal premises** at MI Room at Integrated Air Cargo Complex, Chennai Airport.
6. The health service provider should necessarily provide well equipped Ambulance. Ambulance to be positioned, on city side of the INTEGRATED AIR CARGO COMPLEX for expeditious referral of serious case to **nearby hospitals, that are within ten (10) kms** from Integrated Air Cargo Complex, Chennai Airport **free of cost.**

7. In case of Hospitals, that are beyond ten (10) kms from INTEGRATED AIR CARGO COMPLEX, ambulance charges can be charged from the patient. The ambulance charges will be approved in consultation with AAICLAS. These charges will be intimated to the patient in advance before availing the facility. Ambulance should meet following criteria:
 - a. Ambulance shall have a portable stretcher along with basic life support system installed.
 - b. Ambulance should be available with one driver and one Paramedic staff on round the clock basis.
8. The Health Service Provider shall assist in carrying out the Breath Analyzer (BA) test to the targeted employee of AAICLAS & Contractual staff per shift basis everyday as mandated by DGCA. However the necessary equipment & consumables shall be provided by AAICLAS.
9. The Medical Officer and paramedic staff will also provide medical services as per cargo emergency plan whenever needed and take part in all emergency exercises, when conducted at the Air Cargo Complex.
10. The health service provider shall quote a financial offer **(License fee payable to AAICLAS per month)** to provide the facility at the Integrated Air Cargo Complex with **Minimum Monthly License Fee to be quoted at Rs. 1,19,461/- (excluding GST)**. However, bills will be raised on quoted license fee plus applicable GST. **The quoted License Fee shall be compounded by annual escalation at the rate of 10% beyond the one-year period of license and every year thereafter during the License Term.**

S.No	Area (in Sqm)	License Fee per Sqm per month (in INR)		Total License Fee per month "A" (in INR)	CAM Charges (10% of Licence Fee) "B" (in INR)	Minimum Monthly License Fee (excluding GST) "A + B" (in INR)
1.	46.61	Non-A/C	2330.00	1,08,601/-	10,860/-	1,19,461/-

11. The qualified entity which quotes highest offer will be permitted to provide the facility at the Integrated Air Cargo Complex, Chennai Airport.
12. The health service provider shall be permitted to operate Medical Inspection Rooms for a period of **three (03) years** from the date of commencement of services.
13. The Health Service Provider should pay for the Electrical and Water Charges as per actual consumption as per prevailing AAICLAS regulations.
14. **Security Deposit (SD):** The Health service provider shall deposit an amount equal to four months of first month license fee including GST as Security Deposit in the form of Bank Guarantee from a Nationalized / Scheduled Bank in favour of AAICLAS, Chennai as per Annexure F with copy of the SFMS (Structured Financial Messaging System) BG confirmation message sent by the BG issuing bank to ICICI bank (as per Annexure-G) along with letter of undertaking (as per Annexure-H). No Bank Guarantee Sheet shall be acceptable from Cooperative Banks (even scheduled)/Societies/Payment Banks or by means of FDR. On the SD deposited in the form of DD/PO/RTGS/NEFT, no interest shall be payable.
15. **Electricity Deposit:** The Health service provider shall deposit 5% annual license fee including GST as Electricity Charges Deposit in the form of Bank Guarantee from a Nationalized / Scheduled Bank in favour of AAICLAS, Chennai as per

Annexure F with copy of the SFMS (Structured Financial Messaging System) BG confirmation message sent by the BG issuing bank to ICICI bank (as per Annexure-G) along with letter of undertaking (as per Annexure-H). No Bank Guarantee shall be acceptable from Cooperative Banks (even scheduled)/Societies/Payment Banks or by means of FDR. On the SD deposited in the form of DD/PO/RTGS/NEFT, no interest shall be payable.

16. 10 days from the date of issue of award letter to complete the contract formalities (like Submission of Acceptance, Security Deposit, Electricity Deposit, Execution of Agreement, etc.)
17. Bank charges shall be borne by the agency.
18. The health service provider shall create facilities at Integrated Air Cargo Complex to provide minimum treatment for all types of medical emergencies like orthopaedic, burns, heart related emergencies, trauma & routine emergencies etc in MI rooms at Integrated Air Cargo Complex.
19. All essential medical equipment like thermometer, BP Meter, Stethoscope, Wheel Chair, Stretcher, reclining bed, Stools, Furniture for Doctor, curtains for partition, oxygen cylinder, defibrillator etc. and any other device deemed necessary from time to time shall have to be necessarily provided by the health service provider at their own cost and should be in good condition in each MI room. The electronic gadgets should have periodic calibration if any to be done & displayed. AAICLAS at its discretion can solicit for the copy of certification.
20. The Health Service Provider should provide medications for:
 - a. Injectable – analgesics (Pain Killer), anti-emetics, anti-spasmodic, Bronchodilators, anti-hyperacidity.
 - b. Oral Medication – Analgesics (Pain Killer), anti-pyretic (for fever), antispasmodic (for stomach ache etc), anti-emetics (for vomiting), anti-hypertensive, glucose powder, anti-platelets, eye ointment, eye drops, inhaler like asthalin, budicort.
21. The health service provider shall stock essential medicines which could be issued to the patients to take care for at least one or two days. The medicines may be provided free of charge at the Integrated Air Cargo Complex till the stabilization of patient.
22. Any change in location due to operation requirements will be informed well in advance and new area will be allotted.
23. AAICLAS shall allow the Health Service Provider to advertise their Brand name by displaying 01 Signboards/Display boards at the location of M.I. Room of size not exceeding 4 feet x 8 feet depicting “Free Medical facility provided by (Name/Logo of the agency) in association with AAICLAS. Name/Logo of the agency shall have equal prominence with regards to Name of the facility and Name of AAICLAS. The goodwill accrued from this advertisement may help health service provider to enhance their business in long run. The content of display shall be with the approval of AAICLAS which shall be binding by the health service provider.
24. **Submission of Bid:**
Interested Health Service Provider required to submit the documents mentioned under Qualifying bid (particulars below) must be SEALED in ENVELOPE “I” and financial offer in the prescribed format as “**Annexure-A**” in ENVELOPE ‘II’ and both containing the Envelopes I & II should be duly sealed SUPER SCRIBING ‘Expression of Interest (EOI) for operations of Medical Inspection Rooms at **‘INTEGRATED AIR CARGO COMPLEX, Chennai Airport’** should reach either by registered post or by person at below address on or before **24/08/2026, 1500 hrs.**

Regional Manager – Southern Region
AAICLAS, Air Cargo Complex, Chennai Airport,
Meenambakkam, 600016.
Contact: 044 22569707

A. Qualifying Bid/Envelope-I: - (Envelope-I), which shall be opened first, shall contain duly signed/self-attested copies of the basic documents required under eligibility/Qualifying conditions as specified below:

- i. Signed copy of Expression of Interest documents either downloaded from website or obtained from AAICLAS.
- ii. Registration Certificate of the Health service provider with appropriate Authority (Central Govt./ State Govt./ Regulatory Body / Municipal Corporation, etc).
- iii. Details of emergency facilities of Health service provider & proof of Multi-Speciality facilities. (Proof of facility is required).
- iv. Documents for having minimum 50 or more beds capacity of Health service provider. (Proof of capacity such as photographs and certificate is required)
- v. The Unconditional Acceptance of AAICLAS's EOI Conditions in support of their meeting criteria (Annexure B)
- vi. Copies of PAN & GST.
- vii. Bank account details like IFSC code and Account No. etc.
- viii. Undertaking regarding the Health Service Provider is not Blacklisted by any State Govt./Central Govt./ Public sector undertaking to be executed on Non-Judicial Stamp Paper of Rs.100/- or as per applicable State Rules (Annexure C).

B. Envelope II:-

- i. The Envelope 'II' should contain only the financial offer by the participant in the form as per Annexure – A. In case of any discrepancy between the amount offered in figures and words, the offer written in words shall only be considered.

C. Critical Dates :-

S. No	Activity	Date	Time in IST
1	Last date / Time for submission of EOI	24.08.2026	1500 hrs
2	Opening of envelope I, Technical Bids	25.08.2026	1530 hrs
3	Opening of envelope II, Financial Bids	31.08.2026 or Later	1500 hrs

25. AAICLAS reserves to itself the right to reject any or all the EOI without assigning any reason thereof and to call for any other detail or information from any of the party(s).

26. In case the documents submitted by the firm along with EOI are found false / incorrect, the offer of the firm will be liable to rejected by giving reasons. In addition,

AAICLAS reserves its right to debar the firm from participation in the further EOI of AAICLAS for a period of one year.

27. The shortlisted health service provider will be required to enter into an agreement as per Performa license agreement at Annexure-D with AAICLAS which would contain detailed terms and conditions on above mentioned parameters.

28. **Admission to Site:** Necessary entry passes will be obtained by health service provider from the concerned issuing authorities for working in Air Cargo Complex. Applicable fees for obtaining the passes shall be paid by the health service provider. The health service provider has to make arrangements for obtaining AVSEC training, police verification and security clearance for his agency and staff. Also, it is the duty of the health service provider to ensure that airport passes are treated with utmost sanctity and are not allowed outside the airport premises.

29. The health service provider has to comply with the security norms. The health service provider shall obtain Security Clearance (through **e-sahaj portal** of Govt. of India/link via BCAS website) for the Company from Bureau of Civil Aviation Security (BCAS) and shall also obtain the approval of Entity's Security Programme from BCAS through e-BCAS portal. Applications to be submitted within 10 days of acceptance of the award of work.

30. Health service provider should react to any emergency call in the shortest possible time and provide emergency services. On request of AAICLAS or any working agency at Air Cargo Complex the health service provider should reach the site with emergency medical kit and attend the emergency. A treatment report also to be prepared and submitted to AAICLAS for each such case. A monthly report of related treatment also to be submitted to AAICLAS for records.

31. **Penalties for Deficiency in Service:** The following Penalties as mentioned below are leviable in addition to the quoted license fee on the Health service provider for not providing service as intended in EOI on any receipt of complaints.

In case health service provider fails to pay the penalty same may be recovered from their Security deposit. Decision of the Regional Manager (SR) will be final and binding in this regard.

Sl. No.	Description	Leviable Rate
1	Non availability of doctor	Rs. 5000/- Per recorded instance
2	Non availability of Paramedics	Rs. 2000/- Per recorded instance
3	Non availability of Ambulance / Driver	Rs. 2000/- Per recorded instance

Regional Manager – Southern Region
AAICLAS, Integrated Air Cargo Complex, Chennai Airport

ANNEXURE-A**AAI CARGO LOGISTICS AND ALLIED SERVICES COMPANY LIMITED (AAICLAS),
INTEGRATED AIR CARGO COMPLEX, CHENNAI AIRPORT****FORM OF EXPRESSION OF INTEREST (EOI)
(Financial Offer) (TO BE SUBMITTED IN “ENVELOPE-II”)**

a.	EOI (Name of License)	Medical Inspection Room at Integrated Air Cargo Complex, Chennai Airport
b.	Period of License	Three (03) years
c.	Name of Address and contact of the Health service provider (In block letters)	
d.	Registration details of the Health service provider	
e.	Offer of the license fee per month for the first year. (Excluding GST) (Beyond one year period of license, the amount of quoted license fee shall be Compounded by 10% every year.)	Rs. (In figures)
		Rs.
		 (In Words)

1. I/We have carefully read and understood the terms and conditions of the license as contained in EOI documents issued by the AAICLAS and we undertake to abide by all the conditions of the same.
2. AAICLAS reserves itself the right to reject the conditional offer without assigning any reasons thereof.
3. The AAICLAS does not bind itself to accept the highest or any EOI and reserves to itself the right of accepting the whole or any part of the EOI and the licensee shall be bound to provide the service.

Signature of the Licensee/Participant _____**Name with designation** _____**Status** _____**Address** _____**Mobile No** _____ **Email Address** _____**Website** _____

**ACCEPTANCE LETTER
(TO BE SUBMITTED IN "ENVELOPE- I")**

To

Regional Manager – Southern Region,
Integrated Air Cargo Complex, AAICLAS,

Chennai Airport, Chennai – 600 016
Tamil Nadu

Sir,

ACCEPTANCE OF AAICLAS EXPRESSION OF INTEREST CONDITIONS – Reg.

1. The Expression of interest documents for "**Provision of health services for Medical Inspection Room at Integrated Air Cargo Complex, Chennai Airport**" have been issued to us by AAICLAS and I / We hereby certify that I / we have inspected and read the entire terms and conditions of the document and I / We shall abide by the conditions / clauses contained therein.
2. I / We hereby unconditionally accept the Expression of interest conditions of AAICLAS's Expression of interest documents in its entirety for the above service.
3. That I / We declare that I / we have not paid and will not pay any bribe to any officer of AAICLAS for awarding this contract at any stage during its execution or at the time of payment of bills, and further if any officer of AAICLAS asks for bribe / gratification, I will immediately report it to the Appropriate Authority of AAICLAS.

Yours faithfully,

SIGNATURE OF THE LICENSEE WITH SEAL

Place :

Date :

DECLARATION BY THE HEALTH SERVICE PROVIDER
(TO BE SUBMITTED IN "ENVELOPE- I")

(To be executed on Non-Judicial Stamp Paper of Rs.100/- or as per applicable State Rules by the quotationer)

I / We, the undersigned do hereby declare that, I / We have never ever been blacklisted and/or there were no debarring actions against us for any default in supply of material/equipment by the AAI/AAICLAS. The firm or its partners or its Directors have not been black listed or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/World Health Organization etc., or any Indian State/Central Governments Departments or Public Sector Undertaking of India. In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my bid/contract shall be liable for truncation/cancellation/termination without any notice at the sole discretion of the purchaser.

Signature of the Health service provider:

Name:

Date:

Seal:

E-mail Address:

PERFORMA OF LICENSE AGREEMENT

Subject: Provision of Health Services for Medical Inspection Rooms at Integrated Air Cargo Complex, Chennai

This Agreement made this ____ Day of ____ of Two Thousand ____ between The AAI Cargo Logistics & Allied Services Company Limited (a 100% subsidiary of Airports Authority of India) and having its corporate office at AAICLAS complex, Delhi Flying Club Road, Safdarjung Airport, New Delhi -110003; and Regional office at Integrated Air Cargo Complex, Chennai Airport, Meenambakkam, Chennai-600 016 represented by Regional Manager, AAICLAS, Chennai Airport, hereinafter called the “AAICLAS” and ____ represented by Health service provider (Licensee)' (which term shall unless excluded by or is repugnant to the context, be deemed to include its heirs, representative, successors and assigns of the health service provider), WHEREAS the AAICLAS is entitled in “Law” to grant license at its Integrated Air Cargo Complex, Chennai for the purpose of operating Medical Inspection Rooms at Integrated Air Cargo Complex, Chennai so as to provide amenities and facilities to the Integrated Air Cargo Complex and is in possession of space, more fully described in the Schedule of Premises hereunder and in the plan annexed to this Agreement, hereinafter referred to as the premises.

WHEREAS, the Health Service provider is desirous to render the services to the AAICLAS on the terms and conditions mentioned hereunder: AND WHEREAS the AAICLAS is agreeable to grant the license.

NOW THEREFORE, this indenture witnesseth.

1. (i) That the license for the said facility shall be valid for a period of three years from ____ to ____ unless terminated earlier on account of following:-
 - a) By giving 60 Days notice in writing from either side without assigning any reason.
 - b) Terminated by AAICLAS on a short notice on account of un-satisfactory performance.
 - c) Termination on expiry of the specified time period allotted for unresolved internal dispute resolution.
2. That in consideration, Health service provider shall pay to AAICLAS every month in advance by way of license fee on or before 10th day of English calendar month as under:

Years	Amount of Monthly License Fee in Rs	Other Charges
1st Year		
2nd Year		
3rd Year		

3. That in addition to the above said license fee, Health service provider shall pay all charges towards consumptions of electricity as may be due as determined by the AAICLAS and at the rate(s) fixed by it from time to time. Such charges shall be paid within the date(s) specified in the bill(s). The Health service provider shall have to provide his own meter(s) for this purpose, failing which Health service provider shall be billed on assessed consumption. In default of payment of said charges, AAICLAS may without prejudice to its other rights disconnect or cause to be disconnected the electricity to the said premises without any notice and the health service provider shall not be entitled to any compensation whatsoever on account of any such disconnection.

4. That the Health service provider shall pay all rates, assessments, out goings and other taxes as applicable on the health service provider as per Law.
5. That the Health service provider shall make payment of license fee etc. by cheque/demand drafts drawn on local banks or by RTGS/NEFT mode of payment. No outstation cheque shall be accepted in payment of licensee fee etc.
6. That in the event of failure to pay the license fee and other charges by due dates, the health service provider shall be liable to pay interest at a rate of 9% (nine percent) per annum shall be charged from the due date from delay period of upto 30 (thirty) days and if delay is for more than 30 (thirty) days, then interest at the rate of 18% (eighteen percent) per annum shall be charged from the due date, for the entire delay period as per AAICLAS policy, without prejudice to Authority's other rights and remedies.
7. That the Health service provider shall deposit a sum of Rs. _____ i.e. equal to four (4) months of license fee Including GST as Security Deposit in the form of Bank Guarantee from a Nationalized/Scheduled Bank in favour of AAICLAS, Chennai. The Health service provider shall also deposit a sum of Rs. _____ i.e. equal to 5% of annual license fee plus GST as Electricity charges Deposit in the form of Bank Guarantee from a Nationalized/Scheduled Bank in favour of AAICLAS, Chennai with copy of the SFMS (Structured Financial Messaging System) BG confirmation message sent by the BG issuing bank to ICICI bank (as per Annexure-G) along with letter of undertaking . In the event of the Health service provider committing any breach of the terms & conditions of the license Agreement, the AAICLAS may without prejudice to other rights and remedies be entitled to forfeit the Security Deposit/Electricity charges Deposit or any part thereof. In such an event he shall pay in the same manner as stated above such additional sum immediately as he may be called upon by the AAICLAS to pay, so that the Security Deposit/Electricity charges Deposit shall at all times during the continuance of these presents, be for the same amount. On the expiration or earlier determination of the license the AAICLAS shall return the Security Deposit/Electricity charges Deposit or part thereof which has not been forfeited as aforesaid, to him, without interest.
8. The Health service provider shall equip himself with all necessary permits, licenses and such other permissions as may be required under the law in force at any time with regard to the operation of the subject license.
9. That the Health service provider shall have no right to object as and when the AAICLAS decides to grant additional license for similar Facility at the Integrated Air Cargo Complex premises where the Health Service provider is rendering such services.
10. That AAICLAS shall provide bare space for the subject services and other expenses of any kind for establishment and rendering of the services shall be incurred by the Health service provider, however, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by the AAICLAS.
11. All the times during the currency of the license agreement, it shall be the responsibility of the health service provider to obtain proper insurance coverage including theft and burglary in respect of all the movable and immovable assets stored or used in the licensed premises and authority shall not be responsible for any loss or damage caused to the health service provider on any accounts whatsoever.
12. That the authority reserves to itself the right to change the location of the premises at any time and may at its discretion to call upon the Health service provider to vacate the premises immediately and accept the said alternate location. The health service provider shall not be entitled to claim any compensation or revision in the license fee on this score.
13. The health service provider shall use the premises for the bonafide purpose as provided in the Agreement, more particularly described in the enclosed schedule, for the use of all stakeholders AAI/AAICLAS and bonafide visitors to the Integrated Air Cargo Complex and Officers of the AAICLAS and the staff of various Airlines using the Integrated Air Cargo Complex and for no other purpose.

14. The Health service provider shall not erect or display any advertisement or signboards except after obtaining the prior approval in writing of the AAICLAS.
15. The Health service provider shall not terminate the license before the expiry of the period of the license except by giving 60 days notice in writing, otherwise the Health service provider shall be liable to pay the AAICLAS (without any demur or question) such amount of money as the AAICLAS may decide as due to it by the Health service provider. The license can be terminated by the AAICLAS by giving 60 days notice in writing without assigning any reason thereto.

Exit Clause in this contract shall be as follows:

a) Normal Termination: The Health service provision contract will deem to be terminated on the last date as given in the agreement provided the extension or renewal is approved by the competent authority on or before the last date and communicated to the licensee in writing and duly accepted. The liability of the licensee will continue to be payable along with the delayed interest (at the rate mentioned in the contract) till the same is settled. The Health service provider cannot claim the dues to be time barred or ultra vires even if after the contract is deemed to have terminated by operation of this clause.

b) Termination for clause: If the licensee or AAICLAS has invoked the internal dispute resolution clause as per which the dispute referred to the Dispute Resolution Committee (DRC) is to be completed within a period of 45 days and the same remains unresolved after the specified time period, it will be deemed that the notice period for the termination has commenced from the next date within which the dispute should have been resolved. No extra notice need be served by either party and the contract will terminate after the expiry of the notice period. Termination happens to fall within 50% of the contract period then the licensee is liable to pay AAICLAS the value of license fee equal to the amount of current license fee for the four (4) months as demurrage charges. The agreement also provides for invocation of arbitration clause only after the internal dispute mechanism has been exhausted. However, the notice for termination will deem to have commenced irrespective of the arbitration proceedings.

c) Termination for convenience: Either party, AAICLAS on the one part and the Health service provider on the other part can serve the notice for termination by giving the requisite notice period. The notice given by the licensee should be approved by the acceptance Authority. However, the date on which notice was received at AAICLAS will be the commencement of the notice period and administrative time required for the approval will not be added. If the licensee has served the notice then the licensee is liable to pay demurrage charges. The demurrage charges will be equal to the amount of four (4) months current license fee if the termination occurs before the 50% period of the original contract. The period of four (4) months will be reduced to three (3) months if the contract period served exceeds the 50% period but is less than 75%. If the period served exceeds 75% and the period remaining is more than the required notice period for normal termination the demurrage will be equivalent to two (2) months license fee. If any provision of law or legislation of India makes it mandatory to stop/prohibits the continuation of any contract at any particular location or otherwise then it will be deemed to be closed from the date of such enactment. No compensation is payable by AAICLAS. Exponential penalty on health service providers @ double the license fee per month in the form of damage charge can be imposed on health service providers unauthorizedly occupying the premises after expiry of contract period.

16. In the event of any default, failure, negligence or breach, in the opinion of the AAICLAS on the part of the Health service provider in complying with all or any of the conditions of the license Agreement, the AAICLAS will be entitled and be at liberty to determine the license forthwith and resume possession of the premises without payment of any compensation or damages and also forfeit in full or in part the amount deposited by the Health service provider for due performance of Agreement.
17. The period of license shall be 03 years with the condition that in case of privatization/leasing out of the Integrated Air Cargo Complex under reference, the unexpired period of license agreement made with your firm and AAICLAS shall be

honoured by the prospective lessee/operators of such Integrated Air Cargo Complex instead of termination by a short notice.

18. You shall not surrender the subject license before the expiry of 50% of the period of license, failing which the licensee shall be debarred from participating in any of AAICLAS's tenders for a minimum period of one year.
19. The AAICLAS and the Health service provider further agree that they are bound by the General Terms & conditions found in Annexure 'E' annexed hereto.
20. The award letter no _____ dated _____ shall also form a part of the license Agreement.

THIS CONTRACT AGREEMENT IS ALLOTTED WITH THE NUMBER: _____

**SIGNED BY SHRI RAHUL NANDY, REGIONAL MANAGER
FOR AND ON BEHALF OF THE AAI CARGO LOGISTICS & ALLIED SERVICES COMPANY
LIMITED.**

REGIONAL MANAGER

WITNESS:

1.

2.

SIGNED BY _____ FOR AND ON BEHALF OF _____ IN THE
PRESENCE OF:

WITNESS:

1.

2.

GENERAL TERMS AND CONDITION

AAICLAS hereby covenants with the licensee as follows:

1. The Licensee, his servants and agents shall be entitled to use all ways, paths and passages as may from time to time be maintained on the said Integrated Air Cargo Complex subject to such rules and regulations as may be imposed by the lawful authorities of the Integrated Air Cargo Complex.
2. The Licensee paying the license fee plus applicable GST and performing the covenants herein contained and on his part to be performed shall and may peacefully possess and enjoy the premises with the use of the ways, paths and passages as aforesaid during the said term without any lawful interruption from or by the AAICLAS or any person claiming under the AAICLAS.
3. Any notice required to be served on the licensee under this agreement shall be deemed to have been served if delivered at or sent by registered post to his last known address or to his authorized representative or agent. Similarly, any notice to be given to the AAICLAS under this agreement shall be deemed to have been served if delivered at or sent by registered post to AAICLAS. The period of notice given under this Agreement will count from the date of receipt of notice by either side.
4. Subject as herein before otherwise provided, all notices to be given on behalf of the AAICLAS and all other actions to be taken on behalf of the AAICLAS, may be given or taken on behalf of the AAICLAS by the Regional Manager, AAICLAS, Chennai Airport or by any other officer for the time being authorized by or entrusted with the functions, duties and powers of the said Regional Manager, AAICLAS, Chennai Airport, in respect of the Air cargo Complex under his charge.
5. (a) The Licensee shall not, unless with the written consent of the AAICLAS, create a subcontract of any description with regard to this license or any part thereof, nor shall be without such written consent as aforesaid, assign or transfer his license or any part thereof.

(b) The Licensee shall use the premises only for the purpose indicated in this agreement and for no other purpose whatsoever.
6. The Licensee his agents and personnel shall observe, perform and comply with all rules and regulations of the Shop and Establishment Act, Factories Act, Industrial Disputes Act, Minimum Wages Act and the provisions of any statutory law applicable to the licensee including any rules and regulations made by the AAICLAS, Civil Aviation Department or any other Department of Government and/or local body or Administration in force from time to time and to the business which the licensee is allowed to carry on under this agreement and to the area in which the said premises are located.
7. (a) The Licensee shall indemnify the AAICLAS from/against any claims made or damages suffered by the AAICLAS by reason of any default on the part of the licensee in the due observance and performance of the provisions of any law which may be related to the purpose of this agreement and to the area in which premises are located.

(b) The AAICLAS shall not be responsible in any way for loss or damage by any means caused to the licensee's stock or property.

8. The licensee shall employ only such personnel to as shall have good character and as well behaved and skilful in their business. He shall furnish to the AAICLAS in writing with the names, parentage, age, residence and specimen signature or thumb impression of all personnel whom he proposes to employ for the purpose of this agreement before they are so employed and the AAICLAS shall be at liberty to forbid the employment of any person whom it may consider undesirable. The personnel employed by him shall be under the general discipline of the AAICLAS and shall confirm to such directions as may be issued by the AAICLAS in respect of point or routes of entry to and exit from the premises and in respect of the use of toilet and wash rooms. He shall also have the character of all persons employed by him verified by the police to the satisfaction of the AAICLAS, before the employment.
9. Damage to the premises for any part of the Air Cargo Complex premises and in the event of any damage being caused to the same intentionally or otherwise, by the licensee, or his employees or invitees or customers, the AAICLAS shall be entitled to repair the damage or make the requisite replacement and call upon the licensee to replacement and call upon the licensee to reimburse cost thereof which the licensee undertakes to pay forthwith on demand.
10. The licensee shall not store or bring or keep in the premises heavy articles so as to injure or damage the premises or keep goods of combustible or inflammable nature unless required for executing the license.
11. On expiry of the license period or on termination of the license by the AAICLAS on account of any breach on the part of the licensee, the licensee shall deliver the possession of the premises in good condition and in peaceful manner along with furniture, fittings, equipment and installations, if any, provided by the AAICLAS. Further, licensee shall remove his/their goods and other materials from the premises immediately, failing which AAICLAS reserve its right to remove such goods/materials at the cost & risk of the Licensee and demand payment for such removal. If such payment is not made within 10 days, AAICLAS shall be at liberty to dispose of the goods/materials of the Licensee by public auction to recover the cost. The licensee shall not be entitled to raise any objection in such eventuality.
12. The license herewith granted shall not be construed in any way as giving or creating any other right or interest in the said space/building(s)/land/garden/tank/premises to or in favour of the licensee but shall be construed to be only as a license in terms and conditions herein contained.
13. The AAICLAS, its servants and agents shall at all times have the absolute right of entry into the said premises. The provision of AAI (Amendment) ACT 2003 and the rules framed there under which are now in force or which may hereafter come into force shall be applicable for all matters provided in the said Act including taking action against unauthorized occupants.
14. **Dispute Resolution** - All disputes or differences which may arise out of or in connection with or incidental to the Agreement(s) including any dispute or difference regarding the interpretation of terms and conditions of any clause(s) thereof shall be dealt with as provided hereinafter:
 - i. **Through Mediation:** All dispute(s), at the first instance, shall be referred to the Mediation Committee of Independent Experts (MCIE) or individual mediator

for mediation as per AAI Mediation Policy and applicable laws. All cost of mediation, shall be borne equally by the parties. In case either party withdraws from the Mediation or the dispute(s) is not resolved within 120 days of reference to the Mediation, then the aggrieved party may invoke arbitration through sub para (ii) within 30 days from the date of receipt of Partial Settlement Agreement or Failure Report.

ii. **Adjudication through Arbitration:** In case no final settlement has been arrived at between the parties after mediation or partially settled as per sub Para (i) above, the unresolved dispute(s), on invocation by the aggrieved party shall be referred for adjudication by arbitration.

a) When the amount involved is above 25 crores, adjudication shall be made by Arbitral Tribunal comprising of 03 arbitrators. Each party to appoint one arbitrator and the two appointed arbitrators shall appoint the Presiding Arbitrator.

b) When the amount involved is Rs. 25 Crores and below shall be referred to a Sole Arbitrator to be appointed by Chairman/Member, AAICLAS, after obtaining consent of the other party.

Before making a reference to Mediation Mechanism/Arbitration, the licensee will have to first deposit the disputed amount with AAICLAS in the form of NEFT/Bank Guarantee (additional bank guarantee with validity of minimum two years from the date of making reference to Mediation Mechanism and further extendable).

Unless the contract has already been repudiated or terminated, the parties shall, in every case, continue to proceed to perform their respective obligations under the agreement.

Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time.

Fee payable to the Arbitrator(s) shall be as per Schedule-IV of the Arbitration & Conciliation Act, 1996 and shall be borne by both the parties equally.

15. The licensee shall employ well-groomed persons with pleasing personality having good communication skills. They will display utmost courtesy towards the passengers. The employees of the licensee while on duty shall be well dressed with proper uniform, to be provided by the licensee at his/her cost and shall display the identity cards along with name badges.
16. No rebate in license fee shall be considered/allowed to on account of temporary closure of Integrated Air Cargo Complex, reduction in the number of flight operation etc. and also in case of ban of visitors at Integrated Air Cargo Complex imposed by BCAS and/or statutory Authority and or AAICLAS or any restriction imposed by Any regulatory/statutory Authority at the Integrated Air Cargo Complex in regard to the services.
17. The licensee shall abide by all the rules and regulations of Labour Laws/social service schemes viz. ESI, EPF, minimum wages act etc. applicable from time to time.

18. The Licensee shall undertake Police Background Checks of the employees recruited and obtain Police Verification Certificate (PVC) from concerned Police Commissioner in respect of their employees (PVC obtained by the individual prior to the employment is not valid). Background checks shall be conducted at all the places of the applicant's residence in the previous one year and of his criminal history, if any. A valid Indian Passport issued in the previous 05 years shall be considered in lieu of background check, provided there is no change in the residential address.
19. After obtaining Police Verification Certificate, the Licensee shall ensure that their employees shall attend one-day AVSEC Awareness Training.
20. The Temporary Aerodrome Entry Permit (TAEP) initially for a period of 30 days will be issued by Airport Director, Airports Authority of India (AAI) following the due procedures, to commence business inside the Integrated Air Cargo Complex, Chennai subject to submission of security clearance application in 'E-sahaj' Portal.
21. Immediately thereafter, formalities to comply with the instructions of BCAS i.e. obtaining Provisional Security Clearance/Security Clearance through 'E-sahaj' Portal and submission of Security Programme, are to be strictly adhered to. Necessary assistance/guidelines, if required may be obtained from the Airport Operator/BCAS in this regard. The above are mandatory requirements for continuing business in the Integrated Air Cargo Complex premises.
22. The Entities who have already obtained Security Clearance for their operations in other region(s), should intimate RO, BCAS Chennai accordingly duly enclosing (i) Intimation Letter regarding establishing their business in Integrated Air Cargo Complex, (ii) Security Clearance issued by BCAS, HQ, (iii) Provisional Security Clearance(s) issued by the RO, BCAS, of other Region(s), (iv) Written Contract Agreement by the Regional Manager, AAICLAS, Chennai, v) Authorised Signatory for Integrated Air Cargo Complex and vi) Security Programme for Air Cargo Complex, Chennai.
23. Failure to comply with any of the above instructions will entail suspension or withdrawal of TAEP/AEP issued. Applicable fees for obtaining the passes shall be paid by the health service provider.
24. Licensee shall ensure that permits/sanction of Central Govt./State Govt./Local Govt. Bodies are obtained and displayed at Appropriate places. The AAICLAS shall not entertain any rebate/claim of damages/consequential loss etc. on this ground.
25. In case any employee is found engaged in doing any other work which is not relevant to the scope of this license, his entry permit shall be confiscated and cancelled and the licensee shall dispense with his services forthwith and arrange replacement in his place immediately.
26. The above Terms and Conditions shall form the part and parcel of the agreement.

(SIGNATURE OF LICENSEE)

FORM OF PERFORMANCE SECURITY (GUARANTEE)

Bank Guarantee Bond

1. In consideration of the Regional Manager, AAI Cargo Logistics and Allied Services Co Ltd (hereinafter called "AAICLAS") having offered to accept the terms and conditions of the proposed agreement between AAICLAS and [hereinafter called the said Service provider(s)] for the work "Operation and Maintenance of First Aid Centre at Integrated Air Cargo Complex, AAICLAS, Chennai Airport" herein after "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs.....(Rupees.....only) as a security / guarantee from the service provider(s) for compliance of his/her obligations in accordance with the terms and conditions in the said agreement.
We..... (Indicate the name of the Bank) (Hereinafter referred to as "the Bank") hereby undertake to pay to the Regional Manager, AAICLAS an amount not exceeding Rs..... (Rupees.....only) on demand by AAICLAS.
2. We.....(Indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on a demand from AAICLAS stating that the amount claimed is required to meet the recoveries due or likely to be due from the said service provider(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We, the said Bank, further undertake to pay to the Regional Manager, AAICLAS any money so demanded notwithstanding any dispute or disputes raised by the service provider(s) in any suit or proceeding pending before any court or tribunal relating thereto, our liability under this present being absolute and unequivocal.
The payment so made by us under his/her bond shall be a valid discharge of our liability for payment there under and the service provider(s) shall have no claim against us for making such payment.
4. We.....(Indicate the name of the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of AAICLAS under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Regional Manager on behalf of AAICLAS certified that the terms and conditions of the said agreement have been fully and properly carried out by the said service provider(s) and accordingly discharges this guarantee.
5. We.....(indicate the name of the bank) further agree with AAICLAS that AAICLAS shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of terms and conditions of the said agreement or to extend time of performance by the said service provider(s) from time to time or to postpone for any time or from time to

time any of the powers exercisable by AAICLAS against in the said service provider(s) and to forebear or enforce any of the terms and conditions relating to the said agreement and we shall not be relived from our liability by reason of any such variation, or extensions being granted to the said service provider(s) or for any forbearance, act of omission on the part of AAICLAS or any indulgence by the AAICLAS to the said service provider(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the service provider(s).
7. We..... (Indicate the name of the bank) hereby state that the SFMS IFIN 760 message with regard to ibid guarantee has been sent to the below bank:
Bank Name : ICICI Bank
Account Holder name : AAI Cargo Logistics and Allied Services Company Ltd
IFSC code : ICIC0000007
Branch Name : CONNAUGHT PLACE, NEW DELHI, 110001
8. We..... (Indicate the name of the bank) lastly undertake not to revoke this guarantee except with the previous consent of AAICLAS in writing.
9. This guarantee shall be valid upto..... Unless extended on demand by AAICLAS. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs.....(Rupees.....only) and unless a claim in writing is lodged within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

In presence of:

Dated this ____ Day of _____

WITNESS

1 For and on behalf of (The Bank)

2 Signature_____

Name & Designation_____

Authorization No._____

Name & Place _____

Bank's Seal _____

The above Guarantee is accepted by AAICLAS. For and on behalf of AAICLAS.
Signature_____

Name _____

Designation_____ Dated_____

Note: * Date of validity should be schedule date of completion + Six months.

**FORM OF BANK GUARANTEE IN LIEU OF SECURITY DEPOSIT IN
INDIVIDUAL CONTRACT**

(On Non-Judicial Stamp Paper)

To

The Regional Manager
AAI Cargo Logistics and Allied Services Co Ltd
Integrated Air Cargo Complex,
Chennai Airport, Chennai – 600 016

1. In consideration of the AAI Cargo Logistics & Allied Services Company Limited (A 100% subsidiary of Airports Authority of India) and having its Corporate Office at AAICLAS Complex, Delhi Flying Club Road, Safdarjung Airport, New Delhi – 110 003 and having its Regional Office at Integrated Air Cargo Complex, Meenambakkam, Chennai Airport, Chennai-600 016 (hereinafter called the “ AAICLAS” which expression shall unless repugnant to the subject or context include its administrators, successors and assigns) having agreed under the terms and conditions of Contract Agreement No. _____dated _____made between _____ and AAICLAS in connection with the work of Operation and Maintenance of First Aid Centre at Integrated Air Cargo Complex, AAICLAS, Chennai Airport (hereinafter called the said contract), to accept Deed of Guarantee as herein provided’ for Rs._____ (Rupees _____only) from a Nationalized Bank in lieu of the Security deposit to be made by the service provider or in lieu of the deduction to be made from the service provider’s bills, for the due fulfillment by the said Service provider of the term and conditions contained in the said Contract. We, the _____bank (hereinafter referred to as “the said Bank” and having our registered office at _____ do hereby undertake and agree to indemnify and keep indemnified AAICLAS from time to time to the extent of Rs. _____ (Rupees _____ only) against any loss or damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAICLAS by reason of any breach or breaches by the said Service provider of any of the terms and conditions contained in the said contract and to unconditionally pay the amount claimed by AAICLAS on demand and without demur to the extent aforesaid.
2. We, the _____ Bank, further agree that AAICLAS shall be the sole judge of and as to whether the said Service provider has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAICLAS on account thereof and the decision of AAICLAS that the said Service provider has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by AAICLAS from time to time shall be final and binding on us.
3. We, the said Bank, further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the

said Contracts and till all the dues of AAICLAS under the said Contract or by virtue of any of the terms and conditions governing the said Contract have been fully paid and its claims satisfied or discharged and till the Accepting Authority of the contract certifies that the terms and conditions of the said Contract have been fully and properly carried out by the said Service provider and accordingly discharges this guarantee subject, however that AAICLAS shall have no claim under this Guarantee after 90 (Ninety) days from the date of expiry of the Defects Liability Period as provided in the said Contract, i.e., _____ (date) or from the date of cancellation of the said Contract, as the case may be, unless a notice of the claim under this Guarantee has been served on the Bank before the expiry of the said period in which case the same shall be enforceable against the Bank notwithstanding the fact, that the same is enforced after the expiry of the said period.

4. AAICLAS shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee or Indemnity from time to time to vary any of the terms and conditions of the said contract or to extend time of performance by the said Service provider or to postpone for any time and from time to time any of the powers exercisable by it against the said Contactor and either to enforce or forbear from enforcing any of terms and conditions governing the said Contract or securities available to AAICLAS and the said Bank shall not be released from its liability under these presents by any exercise by AAICLAS of any liberty with reference to the matters aforesaid or by reason of time being given to the said Service provider or any other forbearance, act or omission on the part of AAICLAS or any indulgence by AAICLAS to the said Service provider or any other matter or thing whatsoever which under the law relating to sureties would but for this provisions have the effect of so releasing the Bank from its such liability.
5. It shall not be necessary for AAICLAS to proceed against the Service provider before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which AAICLAS may have obtained or obtain from the Service provider at the time when proceedings are taken against the Bank hereunder be outstanding or unrealized.
6. We, the said Bank, hereby state that the SFMS IFIN 760 message with regard to ibid guarantee has been sent to the below bank:
Bank Name : ICICI Bank
Account Holder name : AAI Cargo Logistics and Allied Services Company Ltd
IFSC code : ICIC0000007
Branch Name : CONNAUGHT PLACE, NEW DELHI, 110001
7. We, the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of AAICLAS in writing and agree that any change in the Constitution of the said Service provider or the said Bank shall not discharge our liability hereunder.
8. Address of Regional / Controlling branch of the issuing branch of bank Guarantee is

In presence of:

Dated this ____ Day of _____

WITNESS

1. For and on behalf of (The Bank)
Signature _____
2. Name & Designation _____

Authorization No. _____
Name & Place _____
Bank's Seal _____

The above Guarantee is accepted by AAICLAS.

For and on behalf of AAICLAS.

Signature _____

Name _____

Designation _____

Dated _____

Note:

***For Proprietary Concerns**

Shri _____ son of _____ resident of _____
_____ carrying on business under the name and
style of _____ at _____ (hereinafter called "the said Service provider" which
expression shall unless the context requires otherwise include his/her heirs, executors,
administrators and legal representatives).

For Partnership Concerns

1. Shri _____ son of _____ resident of _____
2. Shri _____ son of _____ resident of _____ carrying on
business in co-partnership under the name and style of _____ at _____
(hereinafter collectively called "the said service provider" which expression shall
unless the context requires otherwise include each of them and their respective
heirs, executors administrators and legal representatives).

For Companies

M/s _____ a Company registered under the Companies Act, 1956 and having
its registered office in the State of (Hereinafter called "the said Service provider" which
expression shall unless the context requires otherwise include its administrators,
successors and assigns).