



**TENDER FOR APPOINTING GROUND**  
**HANDLING AGENCY AT DELHI,**  
**BENGALURU AND HYDERABAD AIRPORTS**

**ALLIANCE AIR AVIATION LTD.**



## **TABLE OF CONTENTS**

<b>CONTENTS</b>	<b>PAGE NOS. (FROM ___ – TO ___)</b>
<b>Chapter – 1 : Disclaimer</b>	<b>: PG 3 – 4</b>
<b>Chapter – 2 : INTRODUCTION TO BIDDERS</b>	<b>: PG 5 – 5</b>
<b>Chapter – 3 : General Terms and Conditions of Tender</b>	<b>: PG 6 – 10</b>
<b>Chapter – 4 : Conditions Of Service Contract</b>	<b>: PG 11 –15</b>
<b>Chapter – 5 : Work Scope Of Tender</b>	<b>: PG 16 – 77</b>
<b>ANNEXURE : I - Bid Security Declaration</b>	<b>: PG 78-78</b>
<b>ANNEXURE : II - Checklist for Submission of Response to RFP</b>	<b>: PG 79-79</b>
<b>ANNEXURE : III - Undertaking regarding agreement of all terms of RFP</b>	<b>: PG 80-82</b>
<b>ANNEXURE : IV - Eligibility</b>	<b>: PG 83-85</b>
<b>Annexure : V - Format for Reference Letter / email from Client</b>	<b>: PG 86-86</b>
<b>Annexure : VI - Declaration: No default on any project in jurisdiction of India</b>	<b>: PG 87-87</b>
<b>Annexure : VII -Declaration: Not penalized or Found Guilty in any Court of Law</b>	<b>: PG 88-88</b>
<b>Annexure: VIII - AUTHORIZATION LETTER–BID OPENING FORM AT</b>	<b>: PG 89-90</b>
<b>Annexure-IX - (COVERING LETTER-TECHNICAL BID)</b>	<b>: PG 91-91</b>
<b>ANNEXURE : X - UNDERTAKING FROM BIDDERS</b>	<b>: PG 92-92</b>
<b>ANNEXURE : XI - TECHNICAL BID FORMAT</b>	<b>: PG 93-93</b>
<b>Annexure-XII - COMMERCIAL BID FORMAT</b>	<b>: PG 94-94</b>
<b>ANNEXURE– XIII - AUTHORIZATION LETTER FOR ATTENDING FINANCIAL BID OPENING</b>	<b>: PG 95-96</b>
<b>Annexure –XIV – INTEGRITYPACT</b>	<b>: PG 97-103</b>



## CHAPTER - 1

# DISCLAIMER

The information contained in this tender document (here in after referred to as the “**Tender**”) or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders (hereinafter referred to as “**Bidders**”) in any form by ALLIANCE AIR AVIATION LIMITED (hereinafter referred to as “**AAAL**”) 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 AAAL prior to award of the tender.

1. The purpose of this tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/bids (hereinafter referred to as “**Bid(s)**”) in response to this tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AAAL do not purport to contain exhaustive/all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
2. Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this tender and shall obtain independent advice from appropriate sources at no cost to AAAL.
3. The information provided in this tender to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. AAAL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
4. AAAL also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance by any applicant/bidder upon the statements contained in this tender.
5. AAAL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender, from time to time till close date of tender.
6. The tender does not imply that AAAL is bound to select a bidder or to appoint the selected bidder, as the case may be, and AAAL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time.



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



## CHAPTER -2

# INTRODUCTION TO BIDDERS

Subject: Appointment of Ground Handling Agency at Delhi, Bengaluru and Hyderabad Airports.

1. AAAL is pleased to invite Bids to this Tender from eligible bidders for APPOINTING GROUND HANDLING AGENCY AT DELHI, BENGALURU AND HYDERABAD AIRPORTS. Bids are invited in a two-Bid stage system, i.e., (1) Technical Bid and (2) Financial Bid. The first stage of the Bidding process shall involve the opening of the Technical Bid Response and the second stage shall involve the opening of the Financial Bid Response after Technical Bid evaluation.
2. A successful bidder ("**L1 Bidder**") will be selected based on the criteria described in this Tender, at the sole discretion of AAAL.
3. Bidders are advised to study the tender document carefully before submitting their Bids. Submission of a Bid in response to this Tender shall be deemed to have been done after careful study and examination of this Tender document with full understanding of its terms, conditions, and implications.
4. AAAL may, in its sole discretion, extend the Bid Due Date by issuing an addendum / corrigendum to that effect, in which case all rights and obligations of the Bidders previously subject to the Bid Due Date will thereafter be subject to the due date and time so extended.
5. All rights to accept or reject any or all Bids are reserved with AAAL.

Thanks & Regards,

Alliance Air Aviation Limited



### CHAPTER - 3

## GENERAL TERMS AND CONDITIONS OF TENDER

### INTRODUCTION

1. AAAL has been incorporated under the Indian Companies Act, 1956 and is a 100% wholly owned subsidiary of AI Assets Holding Ltd., fully owned by the Government of India under administrative control of Ministry of Civil Aviation.
2. AAAL currently operates a fleet of ATR 72-600, ATR 42-600 & DORNIER 228 aircraft inducted on lease with the brand “**ALLIANCE AIR**” and operates domestic flights within India.
3. The validity of this contract will be Three Years.

### PURPOSE OF THE TENDER

1. AAAL, solely at its discretion, desires to appoint Ground Handling Agency at Delhi, Bengaluru, and Hyderabad airports. AAAL invites handling companies authorized by the local aviation regulatory authority to submit offers in the format provided.
2. The handling companies who meet the following criteria will be eligible to participate in the Tender and are requested to submit their offers in the format provided in the Tender:
  - i. The handling company must have Five years of experience of providing ground handling services to scheduled commercial airlines.
  - ii. The handling company must have requisite permissions from the local civil aviation regulatory authority, security regulatory authority, and other applicable regulatory authority to provide above services.
  - iii. The handling company has provided ground handling services to a minimum of 5500 flights during last one year.

### INSTRUCTIONS TO BIDDERS

1. Bids are invited in a two-Bid stage system, i.e., (1) Technical Bid and (2) Financial Bid. The first stage of the Bidding process shall involve the opening of the Technical Bid Response



and the second stage shall involve the opening of the Financial Bid Response after Technical Bid evaluation.

2. The Technical Bid Response and Financial Bid Response is to be enclosed in two separate envelopes. The first envelope ("**Envelope 1**") containing the Technical Bid is to be super scribed with **TECHNICAL BID - AAAL/640/23-24/APT OPS/DEL/APPOINTING GROUND HANDLING AGENCY AT DELHI, BENGALURU AND HYDERABAD AIRPORTS** and the second envelope ("**Envelope 2**") Envelope containing Financial Bid is to be super scribed with **FINANCIAL BID - AAAL/640/23-24/APT OPS/DEL/APPOINTING GROUND HANDLING AGENCY AT DELHI, BENGALURU AND HYDERABAD AIRPORTS**. Subject two separate envelopes pertaining to Technical Bid and Financial Bid are to be further enclosed in a bigger envelope ("**Master Envelope**") which is to be super scribed with **AAAL/640/23-24/APT OPS/DEL/APPOINTING GROUND HANDLING AGENCY AT DELHI, BENGALURU AND HYDERABAD AIRPORTS** and the same to be deposited in tender box kept at the address appended below either in person or through Post/courier services.

**Materials Department  
Alliance Air, Alliance Bhawan  
IGI Airport, Terminal 1  
Palam, New Delhi -110037**

3. The envelope carrying quotes should either be sealed/closed/Glued. Opened/stapled envelopes will not be accepted. Opened/stapled envelopes containing quotes against subject tender will be out rightly rejected.
4. Tender documents sent through Post or Courier will be at the risk of the Bidder and AAAL will not be responsible for any loss or non-receipt of the tender documents. Tenders received after due date/time will not be entertained/considered. If tender closing/opening date is declared a Holiday in AAAL, Delhi Office, the last date of submission/opening of the Bids will automatically stand extended to 1500 hrs of the next working day.
5. Last date & time for submission of Tender: 12<sup>th</sup> April 2023 latest by 1500 hrs.
6. Due Date & time for opening of Technical Bids submitted: 12<sup>th</sup> April 2023 at 1530 hrs. (Date of opening of financial bids of the bidder(s) who emerges as successful in technical evaluation upon opening technical bids will be notified latter).
7. Amendments, corrigendum, clarifications if any and any extensions of due date of opening of this tender will be intimated on our website: [www.allianceair.in](http://www.allianceair.in).
8. For any queries / clarifications w.r.t technicalities/Scope of supply w.r.t subject tender, **Mr. Ashwani Sachdeva, Head of Airport Operations, Apt Ops Department, Alliance Air,**



**MOB No +919899900747 (chfaptops@allianceair.in)** may be contacted on any working day between 10:00 AM and 04:30 PM before Technical bid opening date and time.

9. It is further clarified that any individual (“authorized signatory”) signing the tender or other documents in connection with the tender must certify whether he signs as:
- ◆ A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
  - ◆ A "Partner" of the firm if it is a partnership must have authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the tender should be signed by all the Partners.
  - ◆ “Director” if it is a One Person Company.
  - ◆ Person/Director authorized in the Board meeting, if it is a Company.
10. Technical bid are to be filled as per prescribed format, it should be duly signed and stamped and the technicalities clearly mentioned without ambiguity. Utmost care to be taken not to state the Financial quotes in Technical bid documents. If it is found that the financial quotes are stated in Technical bids the complete bid from such parties/vendors are liable to be rejected.
11. Financial bid should be filled in prescribed format duly signed and stamped and prices be clearly written/ typed both in words and figures without any overwriting. Corrections & overwriting, if any, should be counter signed by the bidder. If there exists any doubt with respect to the numerical price mentioned, the price mentioned in words will be taken as the final quote.
12. Conditional bids would not be accepted and are liable to be rejected.
13. The bidder should be mandatorily registered with GSTN and should hold GSTN number for invoicing.
14. The cancellation of tender solely vests with AAAL, and tender can be scrapped before offering of Service order/LOI/Contractual Agreement to the Lowest bidder (“L1 bidder”) or at any time as deemed fit by AAAL before service order/contractual agreement is handed over to bidder without any prior notice and the same will be notified at a later stage after the decision is implemented.
15. The bid opening date will be extended to a new date if required number of minimum participants doesn’t respond to the published bid or as deemed to be fit by the tender convening authority or AAAL Competent authority, as per material rules & regulations of AAAL. The extended date of bid opening will be notified to the bid participants.
16. All pages of the tender document are to be serially numbered with page numbers marked on each page and duly signed and stamped by the authorized signatory of the bidder while submitting the Bids as per format.





17. On tender opening date, bidders/representatives of bidders who have submitted bids against subject tender are welcome to witness the event. The participant should hold valid authorization letter/valid Identity card issued by the company.
18. If a bidder quotes NIL charge/consideration in the bid submitted against subject tender enquiry, the bid shall be treated as unresponsive and will not be considered.
19. All quotations are to be submitted only in INR.
20. Conditional discounts, if any, shall not be given any consideration for the purpose of determining L1 bidder.

21. **GROUNDS FOR REJECTION OF BIDS**

The bids are liable to be rejected forthwith i.e, without being evaluated, on the following grounds:

- a. If the bid has been received after the closing date/time of the tender.
  - b. If only the technical bid has been received and the commercial bid has not been received, and vice versa.
  - c. If the bid has been received by email without password protected, open condition, or fax instead of in separate sealed/closed covers.
  - d. If the bid has not been signed by the authorized signatory of the bidder.
  - e. the technical bid should receive with bid security declaration.
  - f. If the Technical Bid and the Financial Bid are enclosed in the same envelope instead of two different envelopes separately sealed/closed.
  - g. If it is found that Technical Bid contains indications of Financial Bid, then in such case subject bids will be rejected.
22. Financial bids of only those bidders, who are found suitable based on evaluation of their Technical Bids, would be opened, and accordingly such bidders would be intimated in advance of the date of opening of the Financial Bids by e-mail and/or by telephone.
23. AAAL may convene a pre-Bid meeting to address clarification(s) sought by bidders and incorporate suggestion suitable to AAAL. The schedule for the same is given in the table below.
24. **FORCE MAJUERE CLAUSE:**
- a. Neither party shall bear the responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods/services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.



- b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
- d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
- e. If the impossibility of complete or partial performance of an obligation lasts for more than 2 (two) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods/services received.

#### SUMMARY OF BIDDING INFORMATION

Activities	Details
Date of Publish of Tender	22 <sup>nd</sup> March 2023
Last Date of submission of queries through e-mail E-mail ID: <a href="mailto:dychief.aptops@allianceair.in">dychief.aptops@allianceair.in</a>	3 <sup>rd</sup> April 2023
Date of Pre-Bid Conference/Meeting (Online) The meeting link will be published at <a href="http://www.allianceair.in">www.allianceair.in</a>	5 <sup>th</sup> April 2023
Date of publication of pre-bid clarifications and issue of Corrigendum (if any) on website: <a href="http://www.allianceair.in">www.allianceair.in</a>	6 <sup>th</sup> April 2023
Last Date and Time for submission of bids	12 <sup>th</sup> April 2023 up to 1500 hrs
No. of BID envelopes to be submitted	01 Master Envelope including Technical Bid Envelope and Financial Bid Envelope
Date and time for opening of Technical Bid	12 <sup>th</sup> April 2023 up to 1530 hrs
Opening of Financial Bids	Date shall be intimated to the parties, post evaluation of Technical Bids process.



#### CHAPTER -4

### CONDITIONS OF SERVICE CONTRACT

1. **CONTRACT BEGINNING:** The contract start date will be from the date of furnishing Contract Agreement Post LOI to L1 Bidder.
2. **BID OFFER VALIDITY CLAUSE:** The Bid offer price should be valid for 120 days from the date of opening the financial bids. Further to it the price quoted in financial bid without GST should remain the same.
3. **CONFIDENTIALITY CLAUSE:**
  - a) Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising AAAL in relation to, or matters arising out of, or concerning the Tender process. AAAL will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. AAAL may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or AAAL or as may be required by law or in connection with any legal process.
  - b) The Bidder/L1 Bidder shall at all times keep confidential, all information acquired in consequence of this RFQ, including (without limitation) any / all data that may be shared with it by AAAL (hereinafter referred to as "Confidential Information"). Confidential information shall also include information that is designated as 'confidential' or which by its nature is clearly confidential.
  - c) The Bidder/L1 Bidder shall not disclose the Confidential Information to any other third party, without the prior written consent of AAAL, unless such disclosure is
    - (i) required by law, decree, order or directive of a competent judicial / administrative / legislative authority;



- (ii) such Confidential Information is or becomes generally available to the public through no breach of such Bidder/L1 Bidder;
  - (iii) was in the Bidder's/L1 Bidder's possession prior to the time of receipt of it by such Bidder/L1 Bidder;
  - (iv) is developed independently by the Bidder/L1 Bidder; or
  - (v) is rightfully obtained by third party without breach of this Clause.
- d) As such, the Bidder/L1 Bidder agree to keep such Confidential Information as strictly confidential and shall disclose the same to their employees/professional advisers only on a 'need to know' basis.
- e) The Bidder/L1 Bidder agree that any such information received by it shall be:
- (i) protected and kept in strict confidence, using the same degree of care and safeguards as it uses to protect its own information of like importance, but in any case no less than a reasonable degree of care,
  - (ii) not to use Confidential Information for any purpose other than to carry out its respective obligations under this Tender.
- f) It is understood by the Bidder/L1 Bidder that the breach of provisions of this Clause or the provisions of confidentiality agreed by the parties under the Contract shall cause irreparable harm and injury to AAAL for which monetary compensation may not be adequate. Therefore, in addition to the damages, AAAL shall be entitled to injunctive or other equitable relief against such Bidder/L1 Bidder or any other remedy under law or at equity.

#### 4. Security Deposit / Performance Bank Guarantee

The selected Bidder has to provide an unconditional and irrevocable Security Deposit in the form of a Demand Draft/Bank Guarantee an amount equivalent to **3 Percent of the Total Contract Value for a period post 60 days on completion of the contract period**, from a Scheduled Commercial Bank in India towards due performance of the contract in accordance with the specifications, terms and conditions of RFP document, within 15 days from the date of issuance of LOI by ALLIANCE AIR. The Performance Guarantee shall be kept valid up to 60 days, beyond the contract period. if the consultant / Bidder fails to furnish Performance Bank Guarantee within 15 days from the date of selection by ALLIANCE AIR for any reason whatsoever the Bidder may be penalized with the suspension for participation in future procurement processes for a period of up to one year. The cost of Performance Guarantee would have to be borne by the successful Bidder. In case, the contract extended for any reason, the PBG need to be extended accordingly by the selected Bidder.



5. **SECURITY DEPOSIT REFUND:** Security Deposit will be valid/returned after a period of Ninety **days** beyond the completion of all contractual obligation of the Service Provider. Security deposit thus deposited will be returned back without interest and no claim of interest on the security deposit amount will be entertained.
6. **CAPACITY CHECK OF BIDDERS FOR QUALITY SERVICE:** To execute the capacity check of bidders for quality supply delivery, the committee formed for execution of subject tender is free to requisite any documents/ execute premise visits as deemed to be fit by the committee. All participants responding to subject tender have to mandatorily cooperate in subject activity. Non-co-operation by bidder will result in rejection of bids.
7. **NATURE OF SERVICE:** The service by contracted L1 Bidder in tendering process are to be effected as per Service scope mentioned in Tender and as per specifications/details of materials requisitioned as per contracted terms. Also, all clauses as per subject tender document is applicable for execution of subject contract. No deviations are accepted. If there emanates any deviation, credible documentary evidence should be furnished for waiver. The waiver will be the sole discretion of **Competent Authority of AAAL. If no credible evidence is submitted, then penalty as deemed to be fit by AAAL authorities to make good the loss caused due to deviation will be imposed/executed.**
8. **NATURE OF QUOTED RATES:** The rates quoted by bidders are to be inclusive of all charges or any other charges that affect the supplies. No hidden charges will be entertained post finalisation/during finalisation of contract at any cost.
9. **INVOICING ADDRESS:** The address for invoice generation by L1 Bidder is hereby appended below.

**Alliance Air Aviation limited**  
**Alliance Bhawan**  
**IGI Airport, Terminal 1**  
**New Delhi – 110037**  
**AAAL GSTN No is 07AAACA1517B1ZI**

10. **PAYMENT TERMS:** Payment against supplies delivered will be effected after 45 days credit from the date of submission of invoice provided the supplies are as per specification/contractual agreement and quality mentioned in tender document/contractual agreement. The copies of documents viz: Invoice, guarantee/warranty card of materials dully stamped and signed by authorized signatory, must be submitted to MMD office at DELHI as per invoice address mentioned in tender document



**11. Resolution of Disputes and Arbitration Clause:**

10.1 Any dispute arising between the supplier and AAAL (Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation or effect of the contract or the validity or breach thereof (the "Dispute"), shall first be settled by mutual consultation between the authorized representatives of the parties. If the dispute remains unresolved after a period of 30(Thirty) days from the date when mutual consultation has, the same shall be settled and finally resolved by arbitration.

10.2 Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the supply contract or validity or the breach thereof, shall be referred to "SCOPE FORUM OF CONCILIATION AND ARBITRATION- GOVT OF INDIA" and the award made in pursuance thereof shall be binding on the parties to the arbitration.

10.3 Each party shall bear their own cost with respect to such arbitration.

10.4 Any Dispute whatsoever arising out of this contract shall be subject to the exclusive jurisdiction of the courts **of New Delhi Only**.

12. **Legal status:** The relationship of the parties shall be that of independent contractors. Nothing in this contract shall be construed to create a joint venture, agency or partnership or similar relationship between the parties, or to authorize a party to act as an agent or representative for the other party. No Party shall have express or implied authority to bind or represent the other party for any purpose whatsoever unless expressly agreed in writing by the other party.

13. **Severability:** If any clause, section or provision of this contract is found to be invalid, illegal or unenforceable, by the provisions of the applicable law, such invalidity, illegality or unenforceability shall not render the remaining clauses, sections or provisions hereof invalid, illegal or unenforceable. In such a case, the parties shall amend this contract as appropriate, seeking to achieve the minimum extent necessary to make this contract, legal valid and enforceable.

**14. Exemption / Preference for Micro, Small & Medium Enterprises (MSMEs):**

- As per Public Procurement Policy for Micro and Small Enterprises (MSMEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise (MSME) of Govt. of India. MSMEs must be registered with any of the following in order to avail the benefits / preference available vide Public Procurement Policy MSMEs Order, 2012:



- (1) District Industries Centres (DIC)
  - (2) Khadi and Village Industries Commission (KVIC)
  - (3) Khadi and Village Industries Board
  - (4) Coir Board
  - (5) National Small Industries Corporation (NSIC)
  - (6) Directorate of Handicraft and Handloom
  - (7) Any other body specified by Ministry of MSME.
  - (8) Udyog Aadhaar
- MSMEs participating in the Tender must submit the certificate of registration with any one of the above agencies indicating the details of the particular Tendered services along with their Bid.
  - The MSMEs registered with District Industries Centers must submit the "**Acknowledgement of Entrepreneur Memorandum (EM) Part-II**" along with their Bid. The MSEs registered with National Small Industries Corporation (NSIC) must submit the valid NSIC registration certificate along with their Bid.
  - The Micro and Small Enterprises not registered for the particular trade/item for which this Tender is relevant, would not be eligible for exemption / preference.
  - The registration certificate issued from any one of the above agencies must be valid as on close date of the Tender. The Successful Bidder should ensure that the same is valid till the end of the Contract period.
  - The MSEs, who have applied for registration or renewal of registration with any of the above agencies/bodies but have not obtained the valid certificate as on close date of the Tender, are not eligible for exemption / preference.
  - The L1 Bidder (MSME/Non MSME) shall be required to submit the Security Deposit as applicable on the Contract value. However, in case of MSME Bidders, the Security Deposit/Bank Guarantee can be submitted on yearly basis renewable every year.



## CHAPTER -5

### WORK SCOPE OF TENDER

1. **Ground Handling Services** to Alliance Air Passenger and Freighter flights operating at airports in India at Delhi, Bengaluru and Hyderabad Stations including:

Management Functions (In consultation with AAAL Manager)	Service Description(Section1)
Passenger Services	Service Description (Section 2)
Ramp Services	Service Description (Section 3)
Load Control Communications, Flt. Operation & Crew Management	Service Description (Section 4)
Cargo and Mail Warehouse Services	Service Description (Section 5)
Support Services	Service Description (Section 6)
Security Services (In liaison with Airport Operator)	Service Description (Section 7)

Details of Ground Handling Services are indicated herewith as **Service Description (Section 1 to 7)**. The Ground Handling Services under SGHA are governed by the Standard Ground Handling Agreement and the details of above services in **Service Description (Section 1 to 7)** are listed as per IATA (Airport Handling Manual) AHM 810.

**Non-Ground Handling Services-** Provisioning of services by SERVICE PROVIDER for Non- Ground Handling activities at any location to Alliance Air, on need basis for:

Manpower provided by SERVICE PROVIDER to Alliance Air.  
Manpower & Repair Support.





## 2. REPRESENTATIONS AND UNDERTAKINGS

- 2.1 The Parties hereby represent that they are duly authorized and empowered to execute, deliver and perform their respective obligations under this Agreement and that such action does not conflict with or violate any provision of law, regulation, policy, contract, deed of trust or other instrument to which it is a party or by which it is bound and that this agreement constitutes a valid and binding obligation of it enforceable in accordance with its terms.
- 2.2 Each party will share records with the other party as per the requirement under this agreement.
- 2.3 The parties will submit any relevant details that may sought by Ministry of Civil Aviation, DGCA and other authorities from time to time and as and when required.

### Ground Handling Services by SERVICE PROVIDER to AAAL

**Ground Handling Services:** Alliance Air has agreed to avail following Ground Handling Services as per IATA Standard Ground Handling Services as per Airport Handling Manual (AHM) 810 – 2013 version of SGHA. These services will be provided to Alliance Air by SERVICE PROVIDER, at the designated Airports.

**Services Sections/Terms:** The Services/Terms shall be as per below Service Description.

#### Service Description

Section	Service Description
<b>Section 1: Management Functions</b>	
<b>1.1</b>	<b>Representation</b> <b>1.1.2</b> Liaise with local authorities (immigration, customs, security, airport operator etc.) <b>1.1.3</b> Indicate that the Service Provider is acting as handling agent for the Carrier. <b>1.1.4</b> Inform all interested parties concerning schedules of the AAAL's aircraft.
<b>1.2</b>	<b>Administrative Functions</b> <b>1.2.1</b> Establish and maintain local procedures. <b>1.2.2</b> Take action on communications addressed to the Carrier. [forward the communication as received to AAAL representative to determine further action. Action by GHA only to be executed if instructed by AAAL. <b>1.2.3</b> Prepare, forward, file and retain for a period of 180 days, messages/reports/statistics/documents and perform other administrative



Section	Service Description
	<p>duties in the following areas.</p> <ul style="list-style-type: none"> <li>(a) passenger services</li> <li>(b) ramp services</li> <li>(c) load control</li> <li>(d) flight operations</li> <li>(e) cargo services</li> <li>(f) mail services</li> <li>(g) support services</li> <li>(h) other (ULD)</li> </ul> <p><b>1.2.4</b> Maintain the AAAL's manuals, circulars, and other operational documents connected with the performance of the services. [AAAL to provide updated documents to SERVICE PROVIDER]</p>
<p><b>1.3</b></p>	<p><b>Supervision/Co-ordination</b></p> <p><b>1.3.1</b> (b) Co-ordinate - services contracted by the AAAL with third party(s).</p> <p><b>1.3.2</b> Provide Turnaround coordinator (TRC) for coordinating all handling activities (for which SERVICE PROVIDER is responsible) for safe and on-time operations of AAAL flights including but not limited to advance preparations before arrival/parking of aircraft, ensuring readiness/preparedness of all agencies like resources for boarding, off-loading/loading, aircraft movement, cleaning etc. as per precision time schedule timings.</p> <p><b>1.3.3</b> Ensure that the third party(s) (contracted by SERVICE PROVIDER) is (are) informed about operational data and AAAL's requirements in a timely manner.</p> <p><b>1.3.4</b> Liaise with the AAAL's designated representative.</p> <p><b>1.3.5</b> Verify availability of personnel, equipment, Loads, documentation of third party (ies) (contracted by SERVICE PROVIDER to provide support for ground operations).</p> <p><b>1.3.6</b> Meet aircraft upon arrival and liaise with crew.</p> <p><b>1.3.7</b> Decide on non-routine matters. (As per instruction by the carrier)</p> <p><b>1.3.8</b> Verify dispatch of operational messages.</p> <p><b>1.3.9</b> Note irregularities and inform the Carrier.</p>
<p><b>Section 2: Passenger Services</b></p>	



Section	Service Description
2.1	<p><b>General</b></p> <p><b>2.1.1</b> Inform passengers and/or public about time of arrival and/or departure of AAAL's aircraft and surface transport.</p> <p><b>2.1.2</b> Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport.</p> <p><b>2.1.3</b> When requested by the AAAL, (a) Provide special equipment, facilities and specially trained personnel, for assistance to: (1) Unaccompanied minors (UNM). (2) Persons with reduced mobility (PRMs). .[ up to 5 WCHR free per flight per turnaround. Additional WCHR will be on request and recharge basis] (3) VIPs. (4) Transit without visa passengers (TWOVs). (5) Deportees</p> <p><b>2.1.4</b> (a) Provide Passenger assistance when flights are interrupted delayed or cancelled. Such assistance shall include: (1) Rebooking (2) Personnel (b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: (1) Meal vouchers (2) Transportation (3) Hotel accommodation</p> <p><b>2.1.5</b> Arrange storage of baggage in the bonded store [any charges to be borne by Carrier/ Passenger]</p> <p><b>2.1.6</b> (a) Notify the AAAL of complaints and claims made by the AAAL's passengers. (b) Process such claims (as per AAAL's instruction)</p> <p><b>2.1.7</b> Report to the AAAL any irregularities discovered in passenger and baggage handling.</p> <p><b>2.1.8</b> (b) Arrange for at AAAL cost (1) check-in counter(s) (2) service counter(s) (3) transfer counter(s) (4) lounge facilities (a) provide (5) set up of AAAL specific items, such as but not limited to carpets,</p>



Section	Service Description
	<p>mobile signage, queuing control stanchions (Barriers/ Q-Managers) (6) other facilities at additional cost</p> <p><b>2.1.9</b> Perform the following ticketing/sales functions [at Airport (check-in counters/ticketing counter)]</p> <p>(a) reservations (b) issuance of transportation Documents (c) Ancillary Services (d) e-ticketing (collection of applicable charges &amp; issues receipts on available/ AAAL system-both voluntary &amp; Involuntary charges) (e) Upgradation of passengers and collection of charges with nil disbursement charges. Monthly EBT statement of the station to be forwarded to AAAL Station Head by 05th of every month for the previous month.</p>
<p><b>2.2</b></p>	<p><b>Departure</b></p> <p><b>2.2.1</b> Perform pre-flight editing.</p> <p><b>2.2.2</b> Check and ensure (a) tickets are valid for the flight(s). The check shall not include the fare. At the following locations: (1) check-in area (2) transfer counter (3) gate</p> <p><b>2.2.3</b> (a) Check travel documents for the flight(s) concerned. In the event that the SERVICE PROVIDER does not have access to information that verifies visa validities the SERVICE PROVIDER will not have liability. The SERVICE PROVIDER shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control. (b) Enter passenger and/or travel document information into AAAL's and/or government system. At the following locations: (1) check-in area (2) transfer counter (3) gate</p> <p><b>2.2.4</b> (a) Weigh and/or measure checked and/or cabin baggage, (b) Record baggage figures for (1) Initial flight. (2) Subsequent flight(s). At following locations: (i) check-in area (ii) transfer counter (iii) gate</p>



Section	Service Description
	<p>(iv) off airport (As per AAAL instructions) (wherever applicable with mutual agreement)</p> <p><b>2.2.5 Excess Baggage</b></p> <p>(a) determine excess baggage</p> <p>(b) issue excess baggage ticket (issue receipts on Available/AAAL System)</p> <p>(c) collect excess baggage charges</p> <p>(d) detach applicable excess baggage coupons</p> <p>At the following locations:</p> <p>(i) check-in area</p> <p>(ii) transfer counter</p> <p>(iii) gate (with Hand held POS and Weight Machine provided by AAAL)</p> <p><b>2.2.6 Tag</b></p> <p>(a) Checked baggage</p> <p>(b) cabin baggage for</p> <p>(1) Initial flight (2) subsequent flight(s).</p> <p>At the following locations:</p> <p>(i) check-in area</p> <p>(ii) transfer counter</p> <p>(iii) gate</p> <p><b>2.2.7</b> Effect conveyance of checked baggage to the baggage sorting area at the following locations:</p> <p>(a) check-in area</p> <p>(b) transfer counter</p> <p>(c) gate</p> <p><b>2.2.8</b> Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations:</p> <p>(a) check-in area</p> <p>(b) transfer counter</p> <p><b>2.2.9</b> Collect airport and/or any other service charges from departing passengers.</p> <p>At the following locations: [to collect charges' to be advised by AAAL]</p> <p>(a) check-in area</p> <p>(b) transfer counter</p> <p>(c) gate</p> <p><b>2.2.10</b> (a) Carry out the AAAL's seat allocation or selection system</p> <p>(b) Issue boarding pass(es)</p> <p>(c) Detach applicable flight coupons for</p> <p>(1) initial flight and</p> <p>(2) subsequent flight(s)</p> <p>At the following locations:</p>



Section	Service Description
	<p>(i) check-in area                      (ii) transfer counter                      (iii) gate</p> <p><b>2.2.11</b> Handle</p> <p>(a) Denied Boarding process                      (b) Denied Boarding Compensation [as provided by AAAL]</p> <p>At the following locations:</p> <p>(1) check-in area                      (2) lounge                      (3) transfer counter                      (4) gate</p> <p><b>2.2.12</b> Direct passengers</p> <p>(a) through controls to departure gate                      (b) to connecting transport to the airport, in case of off airport services.</p> <p><b>2.2.13</b> Handle upgrade/downgrade functions at the following locations:</p> <p>(a) check-in area                      (b) gate</p> <p><b>2.2.14</b> Handle standby list at the following locations:</p> <p>(a) check-in area                      (b) gate</p> <p><b>2.2.15</b> At the gate perform:</p> <p>(a) verification of cabin baggage [ only weight and size check &amp; no of pieces]                      (b) boarding process                      (c) reconciliation of passenger numbers with aircraft documents prior to departure                      As per Standard Operating Procedure (SOP) and (d) other gate functions as required.</p> <p><b>2.2.16</b> (a) collect;                      (b) reconcile;                      (c) handle and forward to AAAL transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers.</p> <p><b>2.2.17</b> Perform post-flight editing (closing of flight and coupons in the AAAL's system)</p>
<b>2.3</b>	<p><b>Arrival</b></p> <p><b>2.3.1</b> (b) Arrange for opening/closing aircraft passenger doors [ SERVICE PROVIDER to only co-ordinate with crew / Engineering to give clearance to open the door]</p> <p><b>2.3.2</b> Direct passengers</p> <p>(a) from aircraft through controls</p>



Section	Service Description
	<p><b>2.3.3</b> (a) Provide 2. Connection services 3. Baggage recheck (b) Arrange for (i) Transfer counter</p> <p><b>2.3.4</b> Handle lost, found and damaged property matters. (a) Provide 1. acceptance of baggage irregularity reports 2. entering of data into baggage tracing system 3. maintaining baggage tracing system files for 72 hours' period 4. handling of communications with passengers (b) Arrange for (at AAAL cost) (i) Making payments for incidental expenses [ only co-ordination as per SOP of AAAL, float to be provided by AAAL] (ii) Delivery of delayed baggage to passengers [ only co-ordination with AAAL's designated delivery partner] ][ if SERVICE PROVIDER does the baggage delivery, separate agreement to be signed for baggage delivery services] (iii) Repair or replacement of damaged baggage [ only co-ordination with AAAL's designated vendor]</p>
<b>Section 3: Ramp Services</b>	
<b>3.1</b>	<p><b>Baggage Handling</b></p> <p><b>3.1.1</b> Handle baggage in (1) Baggage sorting area.</p> <p><b>3.1.2</b> Prepare for delivery onto flights (a) bulk baggage (b) ULDs (c) baggage accepted at other locations at same airport</p> <p><b>3.1.3</b> Establish the number and/or weight of (a) bulk baggage (b) built – up ULDs and provide the load control unit with the information</p> <p><b>3.1.4</b> Offload (a) bulk baggage (b) ULDs.</p> <p><b>3.1.5</b> Prioritize baggage delivery to claim area.</p> <p><b>3.1.6</b> Deliver to claim area (a) baggage (b) Out of Gauge (OOG)</p> <p><b>3.1.7</b> Transfer baggage (a) Provide</p>



Section	Service Description
	(1) Sortation of transfer baggage. (2) Storage of transfer baggage prior to dispatch [ at designated space provided by Airport Operator for AAAL] (3) Transport of transfer baggage to the sorting area of the receiving AAAL. <b>3.1.8</b> Handle crew baggage.
<b>3.2</b>	<b>Marshalling/Wing walking [initial training and refresher training once a year and respective certification/ authorization to be provided by AAAL/AIESL]</b>  <b>3.2.1</b> (a) Provide marshalling and wing walking at arrival and/or departure. <b>3.2.2</b> Operate automated guidance systems (as per local airport procedure-liaison only)
<b>3.3</b>	<b>Parking</b>  <b>3.3.1</b> (a) Provide (b) Position and/or remove Wheel chocks <b>3.3.2</b> (a) Provide (b) Position and/or remove Safety cones
<b>3.4</b>	<b>Ancillary Items</b>  <b>3.4.1</b> (a) Provide (c) Operate (1) Ground power unit (2) Cooling unit (Subject to availability) (3) Air start unit (c) Arrange for (b) Operate (2) Fixed ground power and cooling unit (wherever Bridge Mounting Equipment (BME) service provider/Airport Operator is not performing this function, Subject to Approval by Airport Operator)
<b>3.6</b>	<b>Loading and Unloading</b>  <b>3.6.1</b> (a) Provide and (c) Operate (1) passenger steps/Ramp for boarding and de boarding of wheelchair pax <b>3.6.2</b> (a) Provide (1) passenger (2) Passenger with restricted mobility (wheel chair) (3) Crew transport between aircraft and airport terminal(s). <b>3.6.3</b> (a) Provide (c) Operate Equipment for loading and/or unloading.





Section	Service Description
	<p><b>3.6.4</b> (a) Provide delivery and pick-up of</p> <ul style="list-style-type: none"> <li>(1) Baggage</li> <li>(2) Mobility devices at aircraft doors or other agreed points</li> </ul> <p><b>3.6.5</b> (a) Provide assembly and transport of</p> <ul style="list-style-type: none"> <li>(1) Baggage</li> <li>(2) General cargo</li> <li>(3) Special shipments</li> <li>(4) Mail</li> <li>(5) Documents</li> <li>(6) Company mail between agreed points on the airport</li> </ul> <p><b>3.6.6</b> (a) Unload aircraft, returning lashing materials to the AAAL.</p> <ul style="list-style-type: none"> <li>(b) Load and secure Loads in the aircraft</li> <li>(c) Redistribute Loads in aircraft.</li> <li>(d) Operate in-plane loading system. [training to be provided by Carrier at its own cost]</li> <li>(e) Report final load distribution to the Load Control unit.</li> </ul> <p><b>3.6.7</b> Open, close and secure aircraft hold doors. [training to be provided by Carrier at its own cost]</p> <ul style="list-style-type: none"> <li>(a) aircraft lower deck</li> <li>(b) aircraft main deck</li> </ul> <p><b>3.6.9</b> (a) Provide safeguarding of all Loads requiring special handling during</p> <ul style="list-style-type: none"> <li>(1) loading/unloading</li> <li>(2) transport between aircraft and designated point on the airport</li> </ul>
<p><b>3.7</b></p>	<p><b>Safety Measures</b></p> <p><b>3.7.1</b> (a) Provide</p> <ul style="list-style-type: none"> <li>(1) portable fire extinguisher on motorized/self-propelled ramp equipment</li> <li>(b) arrange for</li> <li>(1) attendance of airport fire services at aircraft</li> </ul> <p><b>3.7.2</b> Perform visual external safety/ground damage inspection of [areas accessible to ground handler]</p> <ul style="list-style-type: none"> <li>(a) doors and panels and immediate surroundings</li> <li>(1) immediately upon arrival</li> <li>(2) immediately prior departure and communicate the results to flight crew or AAAL's representative</li> </ul> <p><b>3.7.3</b> Check that all doors and access panels are properly closed and locked. (Doors of cargo holds, toilet and water services panel, ground electric, air conditioning and air start unit (ASU) panel),</p>
<p><b>3.8</b></p>	<p><b>Moving of Aircraft</b></p>



Section	Service Description
	<p><b>3.8.1</b> (a) Provide                      (1) Tow-in and/or push-back of aircraft (single pushback per flight)                      (2) Towing of aircraft between other points (At additional charge)                      (3) Wing-walker(s)  <b>3.8.2</b> (b) Tow bar to be provided by the SERVICE PROVIDER</p>
<p><b>3.10</b></p>	<p><b>Interior Cleaning</b>  <b>3.10.1</b> Clean                      (a) flight deck, if specified, under the control of a person authorized by the AAAL                      (b) passenger and crew compartments (other than flight deck)                      (1) Empty ash trays.                      (2) Dispose of litter.                      (3) clear waste from overhead stowage                      (4) wipe tables                      (5) seats, seat back pockets and passenger service units                      (6) floors                      (7) empty refuse bins                      (8) surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)                      (9) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains                      (10) telephones, screens and other equipment [in the presence of representative from AIESL]                      (11) Inside windows. [whenever required]                      (12) Cleaning of floors if required after freighter services  <b>3.10.2</b> Remove and dispose of                      (a) litter/waste  <b>3.10.3</b> Perform cabin dressing                      (a) Blankets/duvets (fold/place in designated locations)                      (b) Arrange seat belts                      (c) Make up berths including crew                      (d) replace head rests                      (e) replace pillow covers                      (f) restock toilet items                      (g) Replace/restock seat back pocket items                      (h) Other cabin items as specified in Annex B (as mutually discussed)                      (1) Materials provided by the AAAL  <b>3.10.4</b> (a) Disinfect [at additional charge based upon mutual rates]                      (b) Deodorize aircraft with                      (1) materials provided by AAAL                      3.10.6 Clean</p>



Section	Service Description
	(a) cargo compartments (Only visible debris) (b) ULDs (Only visible debris)
<b>3.11</b>	<b>Toilet Service</b> <b>3.11.1</b> (a) Provide (1) Servicing (empty, clean, flush and replenish fluids). (2) triturator/disposal service (as applicable)
<b>3.12</b>	<b>Water Service</b> <b>3.12.1</b> (a) Provide (b) Arrange for (1) Draining tanks. (2) Replenish tanks (3) Water quality tests (Certificate Report provided on request)
<b>Section 4 - Load Control, Communication, Flt. Operations and Crew Management</b>	
<b>4.1</b>	<b>Load Control</b> <b>4.1.1</b> Deliver load control related documents between aircraft and airport buildings and vice versa. <b>4.1.2</b> (a) Process (b) Sign documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where: (1) Load Control is performed by the SERVICE PROVIDER (Training to be arranged by AAAL at its own cost)
<b>4.2</b>	<b>Communications</b> <b>4.2.1</b> Inform all interested Parties concerning movements of the AAAL's aircraft. (a) Compile, receive, process and send all messages in connection with the services performed by the SERVICE PROVIDER. The SERVICE PROVIDER is authorized to use AAAL's originator code or double signature procedure. (b) Inform the AAAL's representative of the contents of such messages <b>4.2.3</b> (b) Operate Means of communication between the ground station and the Carrier's aircraft.
<b>4.3</b>	<b>Flight Operations</b> (As per current local practice Flight operation is performed by AAAL) <b>4.3.3</b> (a) Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in- command, where applicable (1) at the respective airport location



Section	Service Description
	<p><b>4.3.4</b> (b) request (d) Make available the operational flight plan according to the instructions and data provided by the AAAL (1) at the respective airport location</p> <p><b>4.3.5</b> (b) Request (d) File The Air Traffic Services (“ATS”) Flight Plan. (1) at the respective airport location (2) at different airport location(s)</p> <p><b>4.3.6</b> (a) Request (b) Manage the AAAL’s slot time allocation with the ATS through CDM wherever available (1) at the respective airport location</p> <p><b>4.3.9</b> at different airport location(s) Provide ground handling party(ies) with weight and fuel data</p>
<p><b>4.4</b></p>	<p><b>Crew Administration</b> (As per current local practice Crew Administration is performed by AAAL)</p> <p><b>4.4.2</b> Arrange hotel accommodation for crew layover, at AAAL cost as per local instructions (a) scheduled (b) non-scheduled</p> <p><b>4.4.3</b> (b) Arrange for crew transportation to/from off airport locations (including maintain &amp; Coordinate of crew transportation with AAAL service provider)</p> <p><b>4.4.4</b> Direct crews through airport facilities</p> <p><b>4.4.5</b> Liaise with (2) crew transportation company</p>
<p><b>Section 5: Cargo and Mail Warehouse Services</b> [These services will be applicable when AAAL starts its cargo warehousing at locations where SERVICE PROVIDER operates]</p>	
<p><b>5.1</b></p>	<p><b>Cargo and Mail Handling –General</b></p> <p><b>5.1.1</b> (a) Provide (b) Arrange (wherever warehouse services are not provided by SERVICE PROVIDER, warehousing cost to be borne by AAAL and directly paid to the warehouse operator) (1) warehouse and storage facility(ies) (2) warehouse handling equipment</p>



Section	Service Description
	<p>(3) warehouse handling services                      (4) General cargo                      (5) Special shipments                      (6) Specialized cargo products                      (7) Post office mail                      (8) Diplomatic mail                      (9) Diplomatic cargo                      (10) Company cargo/material</p> <p><b>5.1.2</b> (a) Issue                      Receipt upon delivery of cargo Delivery Order (DO) fee to be retained by AAAL, AAAL's Doc to be issued)</p> <p><b>5.1.3</b> Take action to                      (a) prevent theft or damage to the AAAL's cargo and mail in custody of the SERVICE PROVIDER                      (b) Prevent theft or unauthorized use of, or damage to the AAAL's nets, straps, tie-down rings and other material in the custody of the SERVICE PROVIDER. Notify the AAAL immediately of any damage to or loss of such items.</p>
<b>5.2</b>	<p><b>Customs Control</b> (as per current local practice)</p> <p>(c) place cargo under Customs control                      (d) present to Customs cargo for physical examination for</p> <p>(1) Inbound cargo                      (2) Outbound cargo                      (3) Transfer cargo</p>
<b>5.3</b>	<p><b>Documentation Handling</b> (as per current local practice)</p> <p><b>5.3.1</b> (a) Prepare Airway bill                      (b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.                      (c) Check security status for the shipment(s) concerned and take action as per AAAL's instructions.                      (d) Obtain capacity/booking information for the AAAL's flights.                      (e) Split airway bill. Forward copies of manifests and air waybills to the AAAL.                      (f) Prepare cargo manifest(s).                      (g) Provide the load control unit with Special Load Notification.                      (h) Return copy of airway bill to shipper, endorsed with flight details.                      (i) Check and/or enter data into AAAL's and/or government/customs system,</p> <p><b>5.3.2</b> (a) Notify consignee or agent of arrival of shipments [if DO function is</p>



Section	Service Description
	<p>done by SERVICE PROVIDER]</p> <p>(b) Make available cargo documents available to consignee or agent.</p> <p><b>5.3.3.</b>(a) Provide</p> <p>(b) Arrange for</p> <p>(1) collection of “Charges Collect” as shown on the airway bill</p> <p>(2) collection of other charges and fees as shown on the airway bill</p> <p>(3) credit to consignees or agents</p> <p><b>5.3.4</b> (a) Provide</p> <p>(b) Arrange for</p> <p>(1) delivery of Cargo/Mail related documentation from/to agreed points and the aircraft</p>
<b>5.4</b>	<p><b>Physical Handling Outbound/Inbound</b></p> <p><b>5.4.1</b> Accept cargo, ensuring that</p> <p>(a) machine-readable cargo labels are affixed and processed</p> <p>(b) manual labels are affixed and processed</p> <p>(c) shipments are “ready for carriage”</p> <p>(d) the weight and volume and number of pieces of the shipments are checked</p> <p>(e) The regulations for the carriage of special cargo, particularly the International Air Transport Association (IATA) Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with.</p> <p><b>5.4.2</b> Tally and assemble cargo for dispatch</p> <p><b>5.4.3</b> Prepare</p> <p>(a) Bulk cargo</p> <p>(b) build up materials provided by AAAL</p> <p>(c) and establish</p> <p>1. gross weight</p> <p>2. volume</p> <p><b>5.4.5</b> (a) Load outbound cargo on vehicles</p> <p>(b) Assemble cargo for delivery to the aircraft.</p> <p><b>5.4.6</b> (1) Offload bulk cargo from vehicles</p> <p>(2) Check incoming cargo against air waybills and manifests</p> <p>(3) Release cargo to the consignee or agent</p> <p><b>5.4.7</b> (a)Truck service loading/off-loading (as per current local practice)</p> <p>(b) Offload truck prior to acceptance into warehouse</p> <p>(c) Load truck after formal release from warehouse</p> <p>(d) Truck operated by/or on behalf of the AAAL (as per local arrangement)</p>



Section	Service Description
5.5	<p><b>Transfer/Transit Cargo</b></p> <p><b>5.5.1</b> Identify transfer/transit cargo.</p> <p><b>5.5.2</b> Prepare transfer manifests for cargo to be transported by another 'Carrier'.</p> <p><b>5.5.3</b> (a) Provide transport to the receiving AAAL's warehouse on airport</p> <p><b>5.5.4</b> Accept/prepare</p> <p>(a) Transfer cargo</p> <p>(b) Transit cargo</p> <p>For onward carriage.</p>
5.6	<p><b>Post Office Mail</b></p> <p><b>5.6.1</b> Check</p> <p>(a) incoming</p> <p>(b) outgoing</p> <p>Mail against Post Office mail documents.</p> <p><b>5.6.2</b> In case of missing documentation, issue substitutes</p> <p><b>5.6.3</b> Transport mail from</p> <p>(a) cargo warehouse to postal facility</p> <p>(b) postal facility to cargo warehouse</p> <p>(1) on airport</p> <p>(2) off airport</p> <p>Together with documents, against receipt from postal authorities.</p> <p><b>5.6.4</b> Handle and check transfer mail against accompanying mail documents.</p> <p><b>5.6.5</b> Prepare</p> <p>(a) Bulk mail</p> <p>(b) Gross weight</p> <p>(c) volume</p> <p>and provide the load control unit with the information</p> <p><b>5.6.6</b> Distribute incoming and/or outgoing post office mail documents</p>
5.7	<p><b>Irregularities Handling</b></p> <p><b>5.7.1</b> Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments and to be brought the notice of AAAL/AIESL (Air India engineering services limited for immediate action.</p> <p><b>5.7.2</b> Report to the AAAL any irregularities discovered in</p> <p>(a) cargo</p> <p>(b) mail</p> <p><b>5.7.3</b> Handle lost, found and damaged</p>



Section	Service Description
	(a) cargo (b) mail <b>5.7.4</b> (a) Notify the AAAL of complaints and claims
<b>Section 6: Support Services</b>	
<b>6.2</b>	<b>Automation / Computer System</b> (as per current local practice)  <b>6.2.1</b> (a) Arrange (b) Operate computer hardware and other equipment to enable access to (1) AAAL's system <b>6.2.2</b> Perform the following functions in (a) AAAL's system (1) Training. (2) Passenger reservations and sales (3) Passenger service (4) Baggage reconciliation. [only facilitation for security for baggage reconciliation] (5) Baggage tracing. (6) Operations, load control. (7) Cargo reservations and sales [only at the airport] (8) Cargo handling (9) Post office mail handling (10) Maintenance reporting (11) Other functions <b>6.2.3</b> Manage Automated Self Check-in device(s) and (b) Arrange (1) Stock control (2) Stock replenishment (3) Hosting (4) Routine maintenance (5) Servicing and repair
<b>6.3</b>	<b>Unit Load Device (ULD) Control</b>  <b>6.3.1</b> (a) Arrange storage space for (sufficient AKEs & pallets) (1) passenger ULDs [only rotational ULD] (2) cargo ULDs [only rotational ULD] (3) post office mail ULDs [space provided by AAAL] (4) other ULDs [space provided by AAAL]





Section	Service Description
	<p><b>6.3.2</b> Take action to prevent damage, theft or unauthorized use of the AAAL's ULDs in the custody. Notify the AAAL immediately of any damage or loss. [Including ULD management repair / assembly and inventory control]</p> <p><b>6.3.3</b> (a) Take physical inventory of ULD stock and maintain records. (b) Compile and dispatch ULD control messages. (Fortnightly inventory report is required to be sent to AAAL's designated official.</p> <p><b>6.3.4</b> Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving AAAL(s) or approved third parties and distribute copies.</p> <p><b>6.3.5</b> Handle lost, found and damaged ULDs and notify The AAAL of such irregularities. (Handling company to notify AAAL about damage containers on arrival)</p>
6.6	<p><b>Surface Transport</b></p> <p><b>6.6.1</b> (a) Provide (1) passengers (2) baggage (3) cargo (4) Post office mail Between (a) Airport and other agreed point (within airport) (b) Separate Terminals at the same airport</p> <p><b>6.6.2</b> Make all necessary arrangements for special transport within the city limit of local possibilities.</p>
6.7	<p><b>Catering Services - Liaison and Administration &amp; Provision of manpower for catering</b></p> <p><b>6.7.1</b> Liaise with the AAAL's catering supplier.</p>
<b>Section 7: Security Services (in liaison with Airport Operator)</b>	
7.1	<p><b>Passenger and Baggage Screening and Reconciliation</b></p> <p><b>7.1.4</b> (a) Provide (1) Identification of passengers prior to boarding (Check sheet/BC Scanning). (2) Reconciliation of boarded passengers with their baggage (Coordination with Baggage Unit). (3) Offloading of baggage for passengers who fail to board the aircraft. (b) Arrange (3) Positive baggage identification by passengers by non-security personnel in consultation with AAAL security</p>



**SERVICE STANDARD & PERFORMANCE TARGETS**

**1. Resources, AAAL’s Procedures and Performance.**

Provision of Ground Handling services agreed to be provided as per Service Description(Page No.17), are to be carried out as per the details given in the following paras. This Annexure will be integral part of the Master Service Agreement. SERVICE PROVIDER shall endeavor for high quality standards, in line with the AAAL’s policy for its services to its passengers and guidelines issued from time to time and as contained in the Passenger Service Manual (PSM) and Ground Handling Manual, of Alliance Air. The AAAL shall have the right to issue fresh guidelines regarding its policies and procedures (SOPs) from time to time to the SERVICE PROVIDER, the AAAL will ensure that reasonable notice periods are provided for implementation. If further details are needed by either party, a Local Station Instruction (LSI) can be issued as agreed by the AAAL and the SERVICE PROVIDER. These LSIs will be disseminated by the SERVICE PROVIDER to its staff.

1.1. The AAAL shall monitor and evaluate services of the SERVICE PROVIDER to its flights based on Performance Parameters as detailed in this document. The SERVICE PROVIDER nodal person, for each region, will be in-charge for ensuring implementation of service levels and compliance to the Service Level Agreement (SLA) terms. The performance of the SERVICE PROVIDER services to AAAL shall be reviewed periodically for each station/ region at following levels:

Sr. no.	Review Period	AAAL’s Designated Officer	Ground Handlers ‘designate
A	Weekly	Airport Manager AAAL	Airport In-charge SERVICE PROVIDER
B	Fortnightly (Station wise/ Region)	Regional Coordinator/Chief Coordinator AAAL	Regional GM, SERVICE PROVIDER
C	Quarterly Basis (Station wise/ Region)	CEO AAAL	CEO SERVICE PROVIDER

1.2. The AAAL will work with the SERVICE PROVIDER to take appropriate remedial actions based on feedbacks of the AAAL and the SERVICE PROVIDER at each level of performance review for better service to our valued passengers. The Performance Parameters shall be reviewed after each quarter.

1.3. Performance parameters are predicated on on-time running as per the AAAL’s published schedule and serviceability of the aircraft and airport infrastructure. However, first flights of the day(night halt aircraft), all Surplus Ground Time Flight (SGTF) flight (PTS + 30 mins or more)



must depart on or before time as they shall be considered as zero-tolerance flights. Subject to safety considerations, delayed arrivals handling will be expedited to minimize the ensuing departure delays. The SERVICE PROVIDER shall be responsible for ensuring safety of aircraft and passengers at all times in the course of delivering services to the AAAL's flights and shall adhere to all safety norms regulated by the appropriate authorities.

- 1.4. Guidelines provided in AAAL's Passenger Service Manual (PSM) and Ground Handling Manual must be adhered to.
- 1.5. Cost of any additional services beyond the agreed scope of services mentioned in annexure I will be mutually agreed between AAAL and SERVICE PROVIDER. Cost will be decided and agreed before commencement of service or within 60 days of commencement of service.

## 2. Performance Parameters for handling of flights

- 2.1. Aircraft Turnaround Time (On-block to Off-block):As per Precision Time Schedule (PTS) of OCC Delay Code Hand Book. Any subsequent changes / revisions in PTS will be implemented with mutual consent.

The PTS timings are for reference purposes and shall be the time taken for turnaround of the aircraft particularly in the event of late arrival of the incoming flight. Otherwise the turnaround time shall be as per the scheduled time of arrival and departure. The scheduled ground time shall meet the Minimum Aircraft Turnaround Time.

- 2.2. Minimum Connecting Time\*: As per Airport Operator standard and/or AAAL flight schedule.

Peculiarities due to airport constraint specific to a location, to be factored by mutual discussion. However, short connection procedure, subject to local discussions and agreement, may be adopted to expedite the passenger & baggage connection when available time is less than the above Minimum Connecting Time (MCTs).

Domestic to Domestic	As per OCC Delay Hand book
Domestic to International	As per OCC Delay Hand book
International to Domestic	As per OCC Delay Hand book
International to International	As per OCC Delay Hand book

The above is for reference purpose only. However, short connection procedure, subject to discussion and agreement, may be adopted to expedite the passenger & baggage connection when available time is less than the above MCTs.



2.3. Passenger Handling – Check-in Process

Number of Check-in Counters (Allocation by the Airport Operator/arranged by AAAL)	
First Class (as applicable)	As and when applicable
Executive Class (as applicable)	As and when applicable

Frequent Flyer Counters	As and when applicable	
Economy Class	Adequate common check-in counters to meet maximum waiting time service level based on expected number of passengers	
Passenger with only Hand Bags	One	
Check-in process (w.r.t. scheduled departure)	Domestic	International
*Check-in starts	D-120 minutes or as decided by AAAL	N/A
Check-in closes	D-45 minutes or as decided by AAAL	N/A
Standard Check-in Processing Time per passenger	2 minutes	N/A
Maximum Waiting time for a passenger in a queue (Y Class)	10 minutes	N/A
Minimum EB/ Cashier/Ticketing counter	Number of staff, as assessed and agreed	

At Hub stations, Check-in counter to be manned round the clock to ensure check-in of connecting/ transit passengers arriving on the early flights and flights arriving the previous day

Activity	Basic Service Norms
Manpower requirement (Utility Hands)	Premium class counters –N/A as of now Y Class-Minimum 01 for two counters.
Floor Walker	Adequate Floor walkers departing on the number of flights being checked-in
Baggage weight Recording	Correct Baggage weight recording in check-in system
Load Control & Operations	Load sheet, Notification to Captain (NOTOC), Preflight documentation to be delivered by (subject to appropriate documentation being made available): Final:D-15 mts. Before Dep.



MVT Msgs	Passenger facilitation messages informing destination of Wheel Chair (WCHR)/Differently abled passenger etc. needing assistance to be generated upon flight closure.
Special Assistance	Adequate Customer service agents to be provided to assist passengers requiring special assistance – Information to be extracted from Passenger Manifest List (PML) for the listed Requirements
Crew Handling (where agreed and applicable)	Staff to meet arriving crew in case operating an outbound flight upon arrival and assist through government facilities. Separate check-in counter and staff to assist crew for expeditious clearance through government formalities for Departing flights where required.

2.4. Departure Activities- Action Commencement (subject to sufficient ground time)

Activity	Domestic	International
Passenger Embarkation	D-40 mts.	N/A as of now
Odd size baggage (not admissible in cabin due size) to be loaded in baggage hold	D-20 minutes	N/A
Make announcements and initiate search for missing passengers	D-20 minutes	N/A

2.5. Post Departure Activities

Segregate flight coupons sector-wise and dispatch (handover to the AAAL's representative on duty)	N/A	N/A
Close all E-tickets	Before closure of flight in check-in system	
Update FDD/FDI, MM Web	D +10 minutes	N/A
Send departure messages	D + 20 minutes (after take-off)	N/A

2.6. Baggage Delivery (At the belt from actual arrival of aircraft)

First Bag (Y Class)	A+12 minutes
Last Bag (Y Class)	A+25minutes (Domestic)



Priority baggage should always be first on the belt.

**NOTE:**

- i) Above Baggage Delivery timings are assuming up-line station's correct loading procedure and the aircraft is parked in the same terminal's ramp area. Additional 5 minutes for Narrow body aircrafts in metros and Tier-1 cities for nose-in and remote bays,
- ii) Additional 10 minutes for remote Bay at metro airports for Wide body aircraft.

**2.7. RAMPHANDLING:**

Equipment	Activity	Required Standards
Ground Power Unit (GPU)	GPU/Battery Cart	A+10 min
	Readiness for GPU/Battery Cart disconnection	D-10 mts
STEP	Pax Step docking	
	Docking	A+5 mts
	Readiness for removal of step	D-5 mts
Coach	Positioning of coaches for remote bay	ETA-10 mts
Tow Tractor	Positioning (along with Tow Bar)	D-10mts
Arrival Baggage	Positioning of baggage Trolley	A-5mts
	First trolley to be released	A+6mts
	Transfer baggage to be handed over to the accepting AAAL / ground handler:	
	Dom to Dom Dom to Intl & vice versa – Integrated Apt Dom to Intl & vice versa – Non-integrated Apt	A+45mts A+60 mts A+180mts

Outgoing Baggage	Last baggage trolley/ Container /piece to reach aircraft at pre-defined locations for priority off loading at destination.	(Trolley) D-20 mts
Loading	Loading of last baggage/door close	D-10 mts
Aircraft Doors	All doors (pax and cargo) closure	D-10mts
Cargo if applicable	Positioning of cargo from cargo section to staging area/ under the aircraft (subject to airport operator	D-60 mts



	guidelines)		
(Subject to airport infrastructure)	Cargo pick up from Cargo staging area/under the aircraft (subject to airport operator guidelines)		A-30 mts
	Removal of cargo from staging area / Aircraft to cargo warehouse	Perishable & HV Other	A+30mts A+45mts
Initiate offloading of baggage for Gate No Show Passenger			D-20mts

(Legends: A – Actual Arrival, D – Scheduled Departure, Apt – Airport, Dom – Domestic, Intl- International)

- All ground activities whether in terminal or at ramp, shall be in accordance with the Precision Time Schedule (PTS) issued by AAAL OCC. In case of any difference between the time specified in this document and the PTS, the PTS timings will take precedence over timings shown in this document.

2.8. Minimum number of dedicated manpower of officers and staff (for Terminal and Ramp functions) for handling Alliance Air flights in the respective shifts will be pre-determined scheduled wise at regular intervals by Alliance Air's In-charge and in-charge of SERVICE PROVIDER based on the schedule of operations, peak & non-peak hours and local conditions.

**3. Performance Monitoring**

The performance targets are given in Para 34.5 along with the penalties and methodology of measurement of performance against the targets. In view of large number of AAAL flights that would be handled by the SERVICE PROVIDER at metro airports every day, it may not be feasible to monitor above parameters flight-wise. Therefore, the assessment of the performance against the targets shall be carried out by the AAAL through random Passenger Satisfaction Surveys as well as random checks on specific parameters.

**4. Minimum Service Requirements**

**4.1. General**

- i. Provide sufficient skilled manpower, including Managers and Supervisors hereinafter referred as "Staffs" to efficiently carry out entire passenger handling activities within the timeframe as enumerated. The SERVICE PROVIDER will ensure consistency in the level and quality of services, taking into account staff attrition.
- ii. Ensure that the Staffs:



- Are presentable and well turned out in uniform and well-groomed
  - Have pleasant friendly manners
  - Display the identification provided by the SERVICE PROVIDER
  - CSAs should have sufficient local and English Language skills, for normal operations at transfer desk.
  - Minimum qualification of Check-in counter staff should be preferably graduate.
- iii. Experienced staffs that have a pleasing personality will be deputed on the passengers' touch points for First/Executive – as and when introduced, Frequent flyer Programme and other Priority passengers.
- iv. Ensure that the Staffs are conversant with the latest relevant rules, regulations, specifications; emergency procedures laid down by regulatory authorities and industry bodies like IATA & International Civil Aviation Organization (ICAO) as well as the AAAL as advised from time to time. The AAAL will provide reasonable lead time and training as applicable.
- v. Handling company agrees to meet procedural norms and requirements of Airport Operator existing or as issued from time to time without any additional charge to Alliance Air, if cost of operations of SERVICE PROVIDER is not impacted.
- vi. Ensure that the Staffs are well trained, including regulatory trainings like Load and Trim, DGR etc., for carrying out all the contracted activities which are related to flight safety with assistance from the AAAL. The SERVICE PROVIDER will maintain the training records of all employees and provide them to the AAAL whenever required.
- vii. Ensure that any complaint arising out of Staffs behavior and/or any other deficiency in service delivery, brought to the knowledge of SERVICE PROVIDER, shall be immediately looked into and action is taken. Ensure that the corrective action as well as the action taken on Staffs is completed and conveyed to AAAL within reasonable time days of the receipt of the complaint.
- viii. Ensure that appropriate Infrastructure and user friendly environment is provided at all operational areas where possible and where permitted by the Airport Operator.
- ix. Ensure that the Staffs make advance preparation and attend briefing-debriefing session, before handling passengers or any other activity so as to ensure timely completion of all activities and On-Time Departure. All Staffs allocated for an activity/ function will position themselves 10 minutes prior to scheduled / prescribed





commencement of the activity.

- x. Ensure that the Staffs appropriately secure and account for all stationery under the SERVICE PROVIDER responsibility especially Cash Value Documents, like manual tickets, Flight Interruption Manifest (FIMs), Airway Bills (AWBs), EBTs etc. so as not to be accessible to unauthorized personnel. After the counter closure, all unused stationery is to be brought back to the stock room and stacked properly and usage of the same be recorded. Ensure that there is no wastage of the stationery/traffic service documents.
- xi. Ensure that any additional requirements for any airline alliance that the AAAL joins in future and advised subsequently will be adhered to. The AAAL will provide reasonable lead time and training as applicable. Any resulting additional services beyond the agreed scope of services in MOU will be mutually agreed along with respective pricing between the AAAL and the SERVICE PROVIDER.
- xii. SERVICE PROVIDER will carry out Quarterly audits of its functioning and provide the AAAL the findings of such audits.
- xiii. The SERVICE PROVIDERs representatives in the shifts will remain in constant touch with Hub Control Center (HCC) or the AAAL local representative, for operations updates as well as decisions on handling issues. Log in access / relevant communication at all stations to be provided by the AAAL.
- xiv. The AAAL at its own cost shall train the SERVICE PROVIDERs trainers on the AAAL's product & procedures.
- xv. Prior to the commencement of activities of each shift, DM / Supervisor in their respective areas will take a stand up meeting for briefing /de-briefing.
- xvi. Handling Company must ensure the implementation of Hub & Spoke procedures as per the Standard Operating Procedures (SOPs) of Hub & Spoke, for identified airports as and when introduced

#### 4.2. Ground Safety

- i) All staffs deployed on the AAAL's aircraft must be trained to drive/operate the equipment and should invariably be in possession of a valid Airport Driving Permit (ADP)/Equipment Operating Permit (EOP). The staff will be required to produce the ADP if required by the AAAL.



- ii) Nil accidents/incidents caused by the SERVICE PROVIDER's ground support equipment, vehicles and/or action of Staffs would be acceptable. Ensure that appropriate measures are taken in this regard.
- iii) In case of any incident/accident taking place despite all appropriate measures, report of the incident/accident must be immediately informed to AAAL through verbal communication followed by a preliminary investigation report within 24 hours of incident/accident which is further followed by a detailed report as per the prescribed format of the AAAL covering aspects of (i) voluntary disclosure, (ii) cooperation with Flight Safety Officer and (iii) findings. A copy of this reporting must be marked to CEO AAAL. The remedial recommendations of PIB/ Flight Safety/ DGCA, shall be implemented within the directed time period. In case of non-reporting penalty will be applied to SERVICE PROVIDER.
- iv) The SERVICE PROVIDER will participate in all relevant safety audits conducted by the AAAL's Flight Safety department, DGCA, ISAGO and QMS department, where applicable.
- v) Handling company will ensure to put in place a well-documented Safety Management System encompassing all operational areas at airports under its jurisdiction for providing GH services to AAAL flights.
- vi) Handling company must conduct periodic 'Flight Safety Awareness and Accident / Incident Prevention Programs.

**5. Locations to be manned throughout the flight operations activities for Passenger Handling as per Operational and Performance requirements:**

- i. CSA(s) for Ticketing Counters at Departure area
- ii. Facilitation (Kerb-side) for VIP/ CIPs/GOI
- iii. Kerb-side Check-in (when made available)
- iv. Facilitation (Check-In Area)
- v. Check-in
- vi. Premium passengers like Frequent Flyer members / GOI / crew / Staff check-in counters
- vii. Check-in kiosk assistance (where agreed and applicable)
- viii. Load Control



- ix. System Control
- x. Document Control
- xi. Coupon Control
- xii. Activity Coordination
- xiii. Facilitation (Immigration, custom & security points) (where necessary)
- xiv. Facilitation (Security Hold Area, Retail Area & Boarding Area) (where necessary)
- xv. Boarding
- xvi. Arrival (at gate)
- xvii. Transfer Desks (where applicable)
- xviii. Facilitation (Transfers) (where applicable)
- xix. Transfer Help Desk (wherever applicable)
- xx. Facilitation (arrival area) (if necessary)
- xxi. Mishandled Baggage Unit
- xxii. Customer Services (Meet & Greet Area) (if necessary)
- xxiii. Available Lounges (updating the flight information to passengers)

**6. Facilities for GOI/VIP/CIP Passengers–**

- i. In the event of delay off light:
  - a. In case of delay, inform about the extent of delay as per instructions from the AAAL's representative.
  - b. In case of long delay or cancellation of flight, offer alternate bookings and hotel if desired by passenger with transport facility as per instructions from the AAAL's representative.
- ii. GOI/VIP/CIP Passengers
  - a) To be escorted to the Check-in counters Facilitated for Check-in.
  - b) Ask the passenger for preferred seat; if the seat requested is already allocated, politely regret and offer alternate.
  - c) Passengers should be specifically informed about – Boarding time. Boarding gate no. & Seat number and the same should be marked on the boarding card with a pen.
  - d) To be escorted to Lounge through Immigration, Custom & Security.
  - e) To be escorted to boarding gate.



- f) To board at their convenience.
- g) On arrival, to be escorted to the next flight after taking the passenger to the Lounge in case of connecting passenger; to be escorted to the arrival up to their transport for the terminating passenger.

**7. Facilities for Economy Class Passengers**

- a. Guidance for locating check-in counters.
- b. In case of delay, inform about the extent of delay.
- c. Meal service for delayed flights to be arranged as per instructions of AAAL.
- d. In case of long delay or cancellation of flight offer alternate bookings and hotel, as per entitlement as per PSM. If desired by passenger, provide transport facility as per instructions from the AAAL's representative. Passenger Service order (PSO) should be filled up completely and properly- no column to be left blank.
- e. To be guided to boarding gate – Boarding gate numbers printed on the boarding cards to be specifically shown to the passengers.
- f. On arrival, to be escorted to the next flight in case of connecting passenger with immediate connections; to be guided to the transfer desk for connecting flight or the arrival hall.
- g. Facilities for Staff travel
  - Guidance as offered to an economy class passenger.
  - Specific counter should be used for check-in of SOD, SOL passengers.

**8. Facilities for Passengers needing special assistance (Wheel Chairs. UNMs. Passengers with Reduced Mobility)**

- a. Check from the Customer Services Unit and/or the system, the lists/details of the passengers needing special assistance.
- b. Call the passenger or arrange a call to guide passenger to arrive at the gate for PRM Lounge, where applicable.



- c. To be provided with wheel chair at kerb-side, if requested.
- d. To bring and make passenger comfortable at the gate or PRM Lounge, where applicable.
- e. To fill up necessary forms for UNM
- f. To check-in passenger at the lounge through mobile check-in or check-in facility at Ticketing Counter nearby, (where available, agreed & applicable)
- g. To take baggage of passenger with help of helper for registering baggage at the normal check-in counter.
- h. To escort passenger to boarding gate at appropriate time.

**9. Facilitation Staff**

- During the flight operation timings adequate/sufficient Floor-walkers (Staffs) for assisting the passengers at the kerb-side, Person with Reduced Mobility (PRM), Lounge, check-in area, security hold area, premium lounge, arriving aircraft gate, departing aircraft gate, transfer desk, arrival hall etc. (where agreed, applicable, and necessary)
- Following services to be provided to passengers through Facilitation staff:
  - Directing / assisting passengers for queue management, addressing queries from passengers and guiding them for next step.
  - In case of delays/disruptions of flights adequate numbers of facilitation staffs to be available to assist/guide the passengers.
  - Sufficient numbers of counters to be opened for re-bookings, hotel accommodation, surface transport, reimbursement of conveyance charges and return of coupons / EBT coupons, whatever agreed and applicable as per circumstances, besides arranging meal service if required as per instructions from the AAAL's representative.

**10. Check-in Pre-requisites**

Check-in agents and Supervisors to ensure that at all times:

- i. All system/stationery is in place 15 minutes prior to opening of check-in



counters.

- ii. They are in possession of relevant details of joining/connecting passengers/passengers requiring special handling, as instructed by the AAAL's representative.
- iii. Check-in area is clean in front of and behind the counters.
- iv. Flight Information Display System (FIDS) are activated at the time of check-in and must be updated with latest flight information, as instructed by the AAAL's representative.
- v. All check- in equipment is functional with appropriate stationery loaded into it.
- vi. Staffs for the Backup services like system control, document control, load control, coupon control, coordination & monitoring of flight turnaround activities etc. are positioned for advance planning and coordinating with all concerned.
- vii. Notices regarding delay information/limitations about cabin baggage including its size/conditions of carriage/dangerous goods/Valuable articles etc. are displayed at all prominent locations as instructed by the AAAL's representative and in accordance with the Airport Operator's guidelines.
- viii. Flight position in terms of bookings and departure time is obtained by check-in staff and available with them.
- ix. Counters have proper display of logo, flight Information, information regarding limitations of hand baggage, conditions of carriage, brief rules regarding carriage of valuable / dangerous goods.

#### **11. Check-in**

The number of check-in counters manned must be provided as per Performance Parameters specified in Service Description mentioned above . The requirement of check-in counters can be reviewed in consultation with and prior approval of the AAAL. Number of counters must be maintained according to operations and specified service levels, subject to counter allocation by the Airport Operator.



- Whenever there is a group movement, separate adequate staff and helpers to be provided to handle such groups.
- Sufficient number of helpers to assist for SOOG / OOG (i.e., oversized) Baggage
- Supervisor/Facilitation Staffs to meet & greet the passengers and regulate the flow of the passengers in the check-in area to achieve laid down service levels.
- No passenger to be redirected to another counter Floor-walkers must check up with every passenger before passenger proceeds to a counter and direct them to the appropriate counter.
- Assist / familiarize passengers for self-check-in kiosk.
- check-in. (where applicable)
- While checking-in the passengers, the following must be ensured:
  - a) Greet the passenger according to the time of day with smile.
  - b) Confirm identity of passenger and ensure passenger identity matches with the E- ticket and relevant coupon is valid and open for use.
  - c) Input Advance Passenger Information System (APIS) details in the system correctly for those passengers requiring the same.
  - d) Closure of all E-Tickets or change of status as appropriate during normal check-in activity.
  - e) Change of status of E-Ticket in case of rebooking passengers (issuance of FIMs/endorsements) during disruptions, as per instructions from the AAAL's representative
  - f) Confirmation from passengers about carriage of Dangerous Goods and/or any other prohibitive articles including the licensed arms and ammunition in person or in their baggage.
  - g) Flight routing, revised ETD etc. must be informed to passengers as per instructions from the AAAL's representative.
  - h) Relevant travel documents are in order.
  - i) Attach appropriate destination/priority/limited release/through baggage label to the baggage.
  - j) Handle OOG, SOOG, as well as Security held baggage (level-4) baggage in accordance with the airline and airport authority's procedures.
  - k) In case of limited release label, politely explain to the passenger the reason and implication of attaching the same on the baggage and request the passenger to sign on the label.
  - l) Correctly record baggage weight and collect excess baggage charges for all segments of travel for which the baggage is tagged.



- m) Update Frequent Flyer Program (FFP) member in the check-in data, account for the correct mileage in the event of upgrade/use of mileage points.
- n) Must confirm from the passenger and update the passenger contact number in system records during check-in process.
- o) Incorporate any other input for discounted travel in the system, if required, as per instructions from the AAAL's representative.
- p) After completion of check-in, wish the passengers and direct the passenger to the Lounge / security check in area.
- q) Passengers with onward connections should be informed of transfer process at transit airports, including baggage re-check and Customs/Immigration clearance as the case may be, depending on the requirements of the airport concerned.
- r) Must confirm from the passenger and update the passenger contact mobile number in system records during check-in process.
- s) After completion of Check-In, dispatch all flights coupons and relevant papers to the AAAL's representative.
- t) All checked in baggage after reconciled/matched/identified as per the policies/rules and regulations of the AAAL and airport procedures.
- u) In the event of check in / transfer baggage not reaching the destination airport due to wrong tagging, left behind, wrong loading by the SERVICE PROVIDER, the claims so paid to the passengers under IATA / ICAO guidelines in line with AHM810, will be debited to the SERVICE PROVIDER if the error is found attributable to them.
- v) Collect any other charges as advised by AAAL from time to time.

**12. Departure**

- i. Staff (floor walkers) to be available at the immigration counters / security check area, to facilitate passengers as well as to monitor the size and/or the weight of the cabin baggage. Any passenger with heavy cabin baggage to be intercepted by these staff and directed to counters for payment of EBT charges, (where agreed and applicable)
- ii. Facilitation Staffs should be available in security and immigration area to assist passengers to expedite clearance and ensuring that they reach correct boarding gate in time. AAAL's Duty officer to also coordinate with concerned agency.
- iii. Supervisors/ Facilitation Staffs should monitor the progress of boarding of various flights and take immediate measures of locating the required passengers to ensure no delays take place on this account.
- iv. Staffs will prepare themselves for the opening of the gate and liaise with the concerned personnel.





- v. All announcements will be made in Hindi / local language and English, in this order. The welcome, pre-boarding and row-wise automated announcements available at the gates, as provided by the AAAL, must be made for all flights.
- vi. During Boarding, special announcements to be made for members of the frequent flyer Members/Priority members to board first or at their convenience. Special signages shall be displayed indicating separate queues for boarding Elite Tier Members.
- vii. Staff making announcements must be trained and have clear and well- modulated voice.
- viii. Inform passengers about the odd size baggage, remove them from custody of the passenger, tag with Limited Release Baggage (availability to be ensured) indicating “not admissible in cabin due size” and send it to the ramp immediately for hold loading. This must be completed by D-20 minutes. Passengers to be advised to remove valuables and passports/Tickets from the retrieved baggage before taking charge of the baggage, inform the destination airport to collect excess baggage charges for such oversize / overweight baggage.
- ix. Any item removed by the security staff from the custody of the passenger or from his/her cabin baggage, will be handled as per the prescribed procedure of Security Removed Articles.
- x. Commence boarding of passengers after obtaining necessary clearances.
- xi. Order of boarding will be PRM, UM, Passenger with infants, families and groups followed by Row-wise (rear/middle/front seats) boarding for other passengers in economy class.
- xii. Greet the passengers bidding them pleasant flight
- xiii. Scan boarding pass before the passenger enters the boarding gate for boarding.
- xiv. Tally the flight coupons (physical coupons and/or ET) with the boarding pass stubs to establish that all checked-in passengers are on board. (if applicable)
- xv. The offloading of baggage of the missing passengers must commence at D-20 minutes (subject to sufficient ground time). Offloading to be done using proper equipment. Not using proper equipment may invite penalties for baggage mishandling.
- xvi. The doors must close at D-10 subject to scheduled ground time.
- xvii. The checked-in/registered baggage on which airport security requires physical check, the passenger is to be located and taken to security for physical inspection of baggage. Updated phone number be used for locating the passenger and call him to reach the designated area. If not located to be intercepted at Boarding gate and pre-printed undertaking taken from passenger to take possession of baggage, retrieve items and send baggage on subsequent flight. Format for undertaking to be provided by AAAL.
- xviii. For Gate No Show passenger, call to check-in passenger on his updated mobile number & guide him to reach the correct departure gate; provided it is India number.
- xix. Oversized and overweight hand baggage to be checked at the boarding point and excess baggage charges to be collected if any.



- xx. Facilitation Staffs should be available near security and immigration area to assist passengers to expedite clearance and ensuring that they reach correct boarding time in time. Carrier's Duty officer to also coordinate with concerned agency.

**13. Load Control**

- i. Load planning and loading instructions as per the requirements of the specific aircraft operations ie Passenger/Freighter and available/booked loads. The training for the same will be arranged by AAAL.
- ii. Loading instructions be made available to loading supervisor by D-1 hour for domestic and D-3 hours for International flights as and when operations commences.
- iii. Messages from the originating stations on the incoming/ transit loads to be downloaded and accounted for in the Load/trim sheet. Necessary information on the transit loads, as provided by the AAAL, to be disseminated.
- iv. Completed trim sheet to be presented to the Commander of the flight at D-15.
- v. Monthly trim sheet record to be prepared by 15 of next month, as per DGCA requirement, (including one manual "trim sheet")

**14. Post Departure**

- i. Close the flight completely in the system immediately after the flight is pushed back and generate post flight messages.
- ii. Where applicable, segregate the flight coupons sector-wise on a multi sector flight and dispatch the same as per instructions by D+30 duly stamped "utilized". All Post Flight work to be completed immediately after flight departure.
- iii. To be ensured that status of all E-Tickets and FIMs issued and received has been suitably changed for all passengers who travelled on the flights and those whose travel or bookings changed due to any reason at the airport.
- iv. Ensure all other messages like PSM, LDM etc. are system generated and sent to the destinations.
- v. The cash collected, if for any reason, along with the used /unused CVDs and relevant documents to be handed over to the AAAL's representative within 24 hrs or time as mutually agreed as per local conditions.
- vi. Any other statement like up gradation to higher class, excess baggage waiver, utilization of promotional schemes etc. as mutually agreed upon to be made available to the AAAL's representative within the agreed time.
- vii. Any other activity/procedure that may be introduced from time to time.
- viii. Where applicable, flight folders containing the copies of passenger manifest, load & trim sheet, General Declaration (GD), special handling briefings, messages, transfer passenger manifests, recording of any abnormal activity during the flight etc. must be handed over to the AAAL's representative after



the flight.

**15. Arrivals**

- i. Adequate staff depending upon requirements with clear defined roles to coordinate for special assistance requirements, VIPs/CIPs, escort duties and transfer passengers will be positioned at A-15
- ii. Aircraft to be met by passenger services staff when doors open.
- iii. Arrival gate must be opened immediately on arrival of aircraft.
- iv. All arrivals have to be met with adequate nos. of helpers with wheelchairs as per timely advice from AAAL .

**16. Transfers to the AAAL's Flights (where required)**

- i. Transfer Desks to be manned as per the flight operation timings.
- ii. Transfer Desk Staffs to keep in touch with Ramp Managers to ensure connection of baggage.
- iii. ETAs to be monitored and passengers with short connection time to be identified as per advice from the AAAL's representative and expedited through the transfer process. At airports which are Hubs for Alliance Air flights, Transfer Service CSA should be available at the disembarkation point with proper signage for easy identification by the passengers who are connecting to other flights.
- iv. The boarding card if needs to be exchanged must be done immediately on arrival for passengers with immediate connections to and from the AAAL.
- v. Only those passengers who need to change their boarding cards and have sufficient time for their next connections must be directed by Facilitation Staff to the Transfer Desks. Passengers with onward boarding cards must be directed to departure gates. However, they must be escorted in case of short connection.
- vi. Staff must be ready with the list of incoming passengers on the flight with onward connections according to the number of passenger arriving. Resources to be allocated to ensure that baggage and passenger both are connected to onward flight. All passengers even if there is a single passenger having an immediate connection, must be directed by Facilitation Staffs to the boarding gate of their outgoing flight.
- vii. Baggage of Transfer/ Connecting Passenger is to be loaded at a designated location. Baggage of transfer passenger should be kept separately in a



container/trolley. For flights with hot/short connections, the baggage to be kept near the aircraft and to be loaded at D-20 or before for the passenger in contact. The baggage of passengers not in contact till D-20 to be kept on standby for offloading.

**17. Turnaround Coordinator/ Flight Manager(TRC)**

One suitable official shall be designated as the Turnaround Coordinator/ Flight Manager for each flight. The functions of the TRC/FM shall be advised as per ISAGO and DGCA India and Alliance Air requirements. The TRC/FM shall be responsible for completion of various activities (of all departments including AAAL service providers) in time for the on-time departure of the flight.

**18. Missed Connection**

Passenger missing connection as per the booking must be facilitated in all respects at the airport. The following must be checked up and offered and arranged in consultation with the passenger and the AAAL:

- i. Next flight of the AAAL departing within a reasonable time-frame to same destination.
- ii. Any other airline's flight leaving within a reasonable time-frame and before the AAAL's next flight to same Destination.
- iii. If there is any flight leaving to a destination nearby passenger's original destination, then the passenger may be sent In case of domestic sector.
- iv. In case of long wait before passenger can travel to the desired destination, offer tea/coffee, snacks, meals, surface transportation (if destination can be traveled within 5 hours or so) and hotel accommodation, as per the time of the day and length of waiting period
- v. In case, passenger is in Direct Transit, passport of passenger may be held by Immigration/ Airline / the SERVICE PROVIDER as per rules, before the passenger leaves the airport for the hotel accommodation.
- vi. Before sending the passenger to hotel or for surface transport, the arrangement with the service provider must be made and passenger is not made to wait for the same.

Note: The above services must be promptly provided by the SERVICE PROVIDER as per advice from the AAAL's representative, at the AAAL's cost, and refer to the Competent Authority (to be designated by the AAAL) for post facto approval.

**19. Arrival Baggage Handling**

- i. Baggage is not to be thrown from any height on the belt. Baggage should slide



- on the belt.
- ii. Baggage of priority passengers should be carried in a separate trolley. No
  - iii. The sequence of baggage reclaim is Premium Gate retrievals / Economy Class. Before the Priority baggage, no economy class baggage must be placed on the delivery belt, except in the case of extreme exceptional circumstances. In all such exceptions the incident and reasons thereof to be recorded and informed to the AAAL. Arrival baggage segregation shall be done at the origin station.
  - iv. Baggage to be placed on the belt in such a fashion that the handle of the suitcase is facing the passengers.
  - v. Staff will be available at the belt and will position themselves before the baggage starts rolling on the belt.
  - vi. In case advance information is received for misconnected/left behind baggage from previous station; passenger/s should be identified as per advice from the AAAL's representative, and handled at the Mishandled baggage unit for preparation of the PIR.
  - vii. In case of missing baggage, the process of issuance of Property Irregularity Report (PIR) will commence within 15 minutes of reporting missing baggage by Passengers.
  - viii. Passengers to be taken to the Mishandled Baggage Unit for preparation of the PIR/ Damaged Baggage Report (DBR) or any other baggage related assistance and are not to be handled in the arrival lounge.
  - ix. All Baggage discrepancy files (On Hand Baggage (OHD)/AHL) must be created using "World Tracer System\* (WTS) only (provided by the AAAL).
  - x. Where possible, baggage AHL/OHD messages must be sent within 15 minutes' time after issuance of PIR / completion of baggage claim and MHB cases with RUSH tags are dealt with immediately.
  - xi. Lost & Found Services: The lost and found staff must be available in the arrival hall to deal with all baggage discrepancies.
  - xii. DBR / PIR should be accurately prepared.
  - xiii. Staff preparing PIR will invariably write the weight of the checked baggage, weight of the delivered baggage, if any, and the weight of the missing piece(s) along with Baggage Tag and Ticket number etc. which governs the liability of the AAAL in case the baggage remains untraced and the compensation is required to be paid to the passenger.
  - xiv. Staff will verify the 'baggage checks' details before issuing a PIR as the PIR cannot be issued only against the claim portion of the Bag Tag. In case of any discrepancy in the documentation, the AAAL's representative to be consulted immediately before the issuance of PIR. All columns in PIR will be filled as per the procedure as leaving columns blank have liability implication on the AAAL.



- xv. Passenger will be informed twice a day about the status of the baggage and the record will be maintained.
- xvi. For damaged baggage a DBR is to be issued as per the AAAL's instructions.
- xvii. At the end of each shift, the total number of PIR / DBR Issued for each flight has to be notified to the AAAL's representative through email / fax as agreed.
- xviii. Any baggage remaining in the custody of the SERVICE PROVIDER beyond 72 hrs has to be notified to the AAAL's representative latest on the following working day after completion of 72 hours, subject to Custom's regulations.
- xix. All AHL messages have to be transmitted within 15 minutes' time after preparation of PIR.
- xx. OHD messages have to be sent within 30 minutes of the completion of entire baggage reclaim or departure as the case maybe.
- xxi. For each case of mishandling, separate folder will be maintained by the MHB Team of the SERVICE PROVIDER and the same will be passed on to the AAAL's representative as and when asked for.
- xxii. All baggage will be handled as per laid down procedure.
- xxiii. Upon receipt of the baggage, the same is to be retained at the Mishandled Baggage Unit in case of domestic and is to be deposited in Customs Warehouse in case of international.
- xxiv. On hand baggage will be deposited at the custom's warehouse under AOC tag. One portion of the AOC card to be attached with the already raised PIR whenever applicable.
- xxv. Baggage will be released for home delivery to the authorized Service Provider of the AAAL in compliance with all the local regulation and as per the agreed timings with the AAAL. To the extent possible delivery between 2100 hrs to 0700 hrs to be avoided. In case of urgent deliveries outside these timings, prior approval from the AAAL's representative will be taken.
- xxvi. Night kit allowance and interim relief will be provided by the AAAL and offered by the SERVICE PROVIDER with the approval of the AAAL's Airport Manager / Duty Officer as per the AAAL's policy.

**20. Ramp Handling**

- i. All Ramp equipment must conform to the specifications and safety requirements of Airport Handling Manual.
- ii. **Step ladders** and Coaches used for handling of AAAL's flights should be clean and presentable at all times.
- iii. One supervisor will be provided on each flight to supervise all activities at the ramp.



- iv. 15 minutes prior to the arrival of the aircraft, supervisor will take the flight briefing from Duty/Ramp Manager for any special instructions. Such instructions, if any, will be briefed to all staff attending the arrival and turnaround activities.
- v. All ramp equipment required to handle the flight as well as staff should be available at the bay at ETA-5 minutes.
- vi. Push back tractors and tow bar to be made available D-5 minutes at the aircraft (subject to sufficient ground time).
- vii. Tow bar to be connected to the Aircraft at D-10minutes.
- viii. The condition of the tow bar, shear bolts to be checked before towing / pushing the aircraft.
- ix. Mobile GPU and, where available-ACU, should be made available for each flight parked on remote bays.
- x. Jet Starter will be provided on request basis. In case of advance intimation, it will be positioned on the Bay at D-30 minutes. In case of last minutes' request efforts will be made to position at the earliest but not later than 10 minutes of the request, subject to airport infrastructure.
- xi. A tractor should be provided to transport engineering equipment / spares as and when needed on request. Prior information will be given in case of any requirement.
- xii. Staff of the SERVICE PROVIDER will open the cargo holds doors of the aircraft as per the AAAL's procedure. Training to be provided by AAAL
- xiii. All equipment from the SERVICE PROVIDER provided on the flight should be in serviceable condition and neatly painted.
- xiv. In case of delay to incoming flight, SERVICE PROVIDER will Endeavour to reduce the ground time, subject to safety considerations, to enable the flight to leave on time and/or reduce the extent of delay.
- xv. All Operating Staff should follow the SOPs as advised by the AAAL.
- xvi. All Equipment operating Staff should be in possession of valid ADP /EOP.
- xvii. Loading of the aircraft should be done strictly as per the load plan and laid down procedures.
- xviii. All ramp handling staff should be lined up, in the viewing range of commander of the aircraft, at A-5 min on the allocated parking stand for the concerned flight.
- xix. Inform the AAAL's representative (ULD Control) about the damaged containers within 60 minutes of flight arrival, failing which it will be assumed that damage is due to mishandling by SERVICE PROVIDER.
- xx. All ramp handling staff should be lined up, in the viewing range of commander of the aircraft, at A-5 min on the allocated parking stand for the concerned



flight.

- xxi. Damage ULDs should be listed and send to designated repair shop. Proper message to be send to ULD control cell for the movement of damage ULD on FAS for repair purpose.
- xxii. Movement of ULDs i.e. IN & OUT from ULD maintenance facility will be done under the overall control of AAAL ULD Control Cell.
- xxiii. No ULD identified as 'Damaged' should be loaded on to the aircraft.

## **21. Ramp Training Requirements**

The SERVICE PROVIDER must meet, in full, the training and standards of competence, as per applicable Function in the valid IATA AHM. Only the staff trained for operations of the equipment to be deployed. Current training records to be made available to AAAL's representative, as and when required.

- 21.1. The SERVICE PROVIDER's personnel engaged in the AAAL operation must have successfully completed, and remain up-to-date in the following training (where applicable):
  - i. Basic Ramp Safety Awareness.
  - ii. Security Awareness.
  - iii. Dangerous Goods Awareness.
  - iv. Cargo restraint procedures.
  - v. Special Load handling.
  - vi. Loading system irregularity reporting.
- 21.2. The SERVICE PROVIDER's personnel engaged in operating vehicles and ground support equipment around the aircraft must have completed the following training (where applicable):
  - ❖ Defensive driving.
  - ❖ Equipment Operating Permit Aircraft door and in-plane loading system operation as per the AAAL's training
  - ❖ Understanding the loading instruction.
  - ❖ Dangerous Goods Recurrent Training is given in accordance with IATA DGR chapter at two year intervals for Category 8 personnel.

## **22. ULD Management -Repair / Assembly and inventory Control.**

The SERVICE PROVIDER must make arrangements for following functions w.r.t. ULD Management:

- i. ULD inventory control - SERVICE PROVIDER to provide separate cell for





- coordinating movement, positioning of ULDs and preparation of updated station wise inventory for ULDs of Alliance Air on its network. Fortnightly reports to be submitted to the GH-HQ of Alliance Air.
- ii. ULD Storage -Arrange for safe storage of ULDs at all airports where SERVICE PROVIDER is responsible for providing GH services to Alliance Air. Damaged container must never be loaded onto the Aircraft.
  - iii. Coordinate with AAAL's representatives at network airports to transport damaged ULDs to BOM/DEL for repair.
  - iv. Assembly & Repair - SERVICE PROVIDER to maintain the existing Alliance Air facilities for Assembly and Repairs of the ULDs and setup similar facility at Alliance Air hub at Delhi in consultation with AAAL.
  - v. All ULD's whether in use or not must be stacked on lazy rollers/dollies and never on ground.
  - vi. ULD Stock Control Message (SCM) to be generated every week and sent to AAAL as per contact addresses given by the AAAL.
  - vii. UCM /LDM as generated by system must be sent after departure of each flight

### **23. Aircraft Handling –Arrival**

The SERVICE PROVIDER ensures the following:

- i. An FOD inspection must be performed before aircraft taxi-in.
- ii. Personnel must be briefed before aircraft arrival/departure to ensure that loading instructions are understood.
- iii. Wheel chocks must be placed according to the AAAL's procedures relevant to the aircraft type and ramp condition.
- iv. Positioning of required number of safety cones.

### **24. Aircraft Handling –Departure**

The SERVICE PROVIDER must ensure the following:

- i. ULDs must be checked for correct build-up and serviceability, deviations to be reported to Load Control.
- ii. Outbound baggage, cargo and mail ULDs must be positioned and locked in the aircraft holds according to the loading instructions.
- iii. ULD numbers and locations must be recorded as loaded.
- iv. Load changes are to be reported to Load Control.
- v. The loading instruction is to be signed as a confirmation that the aircraft has been loaded in accordance with the loading instruction, deviations and changes having been accounted for.
- vi. NOTOC documentation, as provided by the AAAL's representative, is to be



- signed and presented to the Commander in sufficient time.
- vii. Sufficient personnel and GSE must remain at the aircraft until actual off-blocks.
  - viii. SERVICE PROVIDER will ensure that rear step is positioned on the aircraft as per safety procedure

## **25. Water Quality**

It is imperative that water supplied on AAAL's flights should comply with Article 14.2 of the International Health Regulations (WHO Guidelines)/local regulation. Water potability certificate must be produced to AAAL on a monthly basis as applicable.

Information required regarding:

1. Test Lab
2. Quality Parameters
3. Modus operandi

## **26. Chocks and Safety Cones at Aircraft**

- i. Adequate no. of chocks and safety cones will be available at ETA-10.
- ii. Chocks and safety cones should be of high visibility color or identified by high visibility markings.
- iii. Chocks and safety cones should be stored in the dedicated area so that they are not the cause of FOD.
- iv. Chocking of the aircraft main landing gears should be achieved by positioning the chocks in front and rear of the outboard tyres using an approach part directly from the front and rear.
- v. If the nose wheel is required to be chocked, maintain the gap of 1 inch between the tyres and the chocks.
- vi. Chocks and safety cones must not be removed from the aircraft unless clearance is given by the responsible person.
- vii. In case of a weather warning related SOP to be followed in letter and spirit including positioning, securing and movement of equipment, securing of aircrafts etc.

## **27. Marshalling of Aircrafts at Remote Bays and on Contact Bays (if required and as applicable)**

- i. Marshaller should be available at ETA -10, where applicable.
- ii. Marshalling should be done only by a trained and an authorized person with the help of marshalling pads/torches.
- iii. Marshaller should check that aircraft approach path to bays is clear of all obstacles as per FOD checks.
- iv. Marshaller should wear a high visibility jacket during all times on tarmac and should carry serviceable marshalling torches during nights. Stop line guide will place the chocks on either side of the taxi line, 10 feet before the stop line for a



particular type of aircraft.

- v. WING WALKER Guide man shall stand close to the stop line to ensure that there is no danger from engine intake. When the aircraft nose wheel rolls past the chock, he will give a go slow indication to the Marshaller regardless of the aircraft speed.

**28. Special Extra Section Flights (SESF) / Foreign Station Flights:** SERVICE PROVIDER, will, as and when required by AAAL, provide trained manpower for Survey/ Risk assessment / handling/ supervising of handling of SESF/ HAJ flights operated by AAAL (including flights under AAAL's flight numbers) at airports in India and in foreign countries.

**29. Do's &Don'ts** (Q cards to be provided to staff at each customer touch point and Check lists to Supervisors – AAAL to provide the format)

- i. Check-in to be carried out as per laid out DCS procedures. Check-in facility is to be made available, if required according to schedule pattern.
- ii. Counters are not left un- attended and staff to maintain decorum at all times at counters.
- iii. Staffs do not indulge in simultaneous talks with fellow colleagues or talk on mobile phone while dealing with passengers.
- iv. Before accepting passenger ticket for check-in, make eye-contact with the passenger and wish him/her smilingly.
- v. Address passenger by name and inform about the flight status. In case of flight delays, explain the reason and offer applicable facilities as per instructions from the AAAL's representatives.
- vi. Politely carry out identification /documentation check and enquire about carriage of any dangerous goods on person / in baggage.
- vii. Special attention is to be paid to document checks for international flights to avoid check-in of in-admissible passengers.
- viii. While attaching baggage tags, reconfirm passenger's destination and number of pieces/weight. Attach appropriate special purpose baggage label, if required.
- ix. Ask for seat choice of passenger if already not reserved. Allot appropriate seat to VIPs/ children /Passengers requiring special attention as per seating guidelines.
- x. After issuance of boarding card, inform passenger about direction of lounge/ immigration/customs/security gate /boarding gate and boarding time by wishing him/her "A Pleasant Flight",
- xi. Any dispensation of PTS or SLA time targets, it will be the decision and responsibility of AAAL APM/ Duty Manager. Strict compliance of PTS is desired and in case of any grievance of passenger AAAL duty Manager/Airport Manager/Shift Manager will be responsible

**30. Irregular Operations(IROPS)**



Arrangements should be available for handling increased passenger loads. Additional staff to be deputed over and above the normal shift requirements to handle interrupted operations (delayed flights/bunching of flights due delays) and diverted flights within the SLA parameters to cover all touch points within the airport.

### **31. Point of Contact**

SERVICE PROVIDER will provide to the AAAL, single point of contact, herein after called the “Responsible Manager” along with complete contact details, for each of the airport, and update information be provided from time to time. This “Responsible Manager” who will be directly responsible for delivery of services as per this SLA for the respective airport.

### **32. Interior Transit Cabin Cleaning**

- i. SERVICE PROVIDER to ensure sufficient suction pressure of its vacuum cleaners for proper cleaning. AAAL recommends the use of industrial vacuum cleaners.
- ii. Separate color buckets to be used for galley cleaning and toilet cleaning.
- iii. Cleaning chemicals recommended by AAAL to be used by SERVICE PROVIDER for Transit Cleaning.
- iv. Clean all aircraft doors from inside.
- v. Clean aisle seat fairings.
- vi. Entire galley area to be cleaned as follows:
  - a) Wipe and clean waste bin and reline with new polybag
  - b) Wipe and clean waste bin compartment and reinstall waste in.
  - c) Remove all waste from galleys.
  - d) Clean all internal compartments
  - e) Clean all ovens / drawers / external tables
  - f) Clean all Cabinet doors, wash basin / sink etc.
  - g) Scrub galley floors with detergent and mop all surfaces
  - h) Remove any stains / dirty patches from galley curtains. If any curtain hook is detached from rail, inform AAAL.
  - i) Clean meal cart stowage area.
  - j) Wipe and clean inside of the Ovens and microwave oven including door panel.
  - k) Wipe and clean galley frame.
- vii. All galley counters & floor will be scrubbed clean.
- viii. Galley compactors will be cleaned from inside and outside if installed. ix All lavatories will be cleaned as follows.
  - a) Clean surrounding areas like sidewalls, panels etc.
  - b) Clean washbasin and ensure that the outlet is not clogged. If found clogged, inform AAAL.
  - c) Remove stains wherever found
  - d) Wipe mirror, table tops and surrounding surfaces
  - e) Mop the floor with disinfectant
  - f) Disinfect all toilets



- g) Spray toilet with Air Freshener after completion of job
- h) If any tap is observed leaking or not working, inform AAAL
- i) All stickers mark to be removed from Lavatory, galley, etc.
- j) All windows to be cleaned from inside using microfiber cloths.
- k) Visible dirty areas of the dado panel
- l) Overhead bin cleaning of all the cabin classes will be done from outside using sponge.
- m) Carpet spotting done
- n) All In-Flight Entertainment (IFE) screens will be cleaned using microfiber cloths if installed.
- o) Thorough vacuum cleaning in entire cabin.
- p) Tray table holders, niches of business class to be vacuum cleaned.
- q) L1 & L2 doors to be cleaned from outside and frame cut-outs.
- r) Air louvers to be cleaned properly
- s) Seat belts to be crossed once seats are cleaned
- t) Cargo compartment to be cleaned

### **33. Cabin dressing during Transit cleaning**

- i. All cabin dressing items such as linen, magazine, newspapers, toiletries, safety cards, Deodorant, airsickness bags, and other items required for cabin dressing to be provided by Alliance Air.
- ii. All cabin dressing items offloaded after completion of cabin dressing shall be handed over to Alliance Air representative at the aircraft.
- iii. Following Cabin dressing services to be performed during aircraft Transit Cleaning.
  - a. Changing all Headrest Covers.
  - b. Changing all pillow covers provided by Airline and arranging in overhead bins as per instruction of AAAL representative.
  - c. Blankets to be collected from the seats and segregate the dirty and other soiled blankets. Replace with Dry Cleaned Blankets duly packed in polythene bags and arrange in Over Head Bins as per instruction of AAAL representative.
  - d. The Removed items like Headrest Covers & Pillow covers, Blankets and Pillows on arrival are to be handed over to AAAL representative at the Aircraft.
  - e. Check for presentable Current In-flight magazines. Replace with fresh Current In-flight magazines if required.
  - f. All arrival newspaper to be checked for torn / mutilated / old and to be segregated collected in polybags.
  - g. Whenever old / previous day's newspapers are removed, fresh set of papers to be placed in each seat pocket whenever provided by AAAL.
  - h. Collect all other Magazines and Reading Materials including Newspapers from the seats/seat pockets and rearrange the same either in seat pockets or at designated places.



- i. Placement of Folder consisting of Air Sickness bag, Inflight Magazine, Safety Card, Duty Free booklet, Entertainment Guide, etc.
- j. Placing additional quantity of morning / evening newspaper in seat pockets/location advised by AAAL.
- k. Dressing of all the cabins, toilets, by placing tissue boxes/toilet rolls/soap cakes in the designated locations.
- l. Aircraft cabins to be sprayed with air fresheners, provided by AAAL.
- m. Check for Safety Cards and Air Sickness bags in all seat pockets, old / torn ones to be replaced with fresh ones.
- n. Collection and replacement of used headphones from seat pocket / cabin of the aircraft. The headphones are of two types i.e. the reusable headphones and disposable headphones in the aircraft, as and when installed.
- o. All the reusable headphones to be collected from seat pockets in Y Class should be sent to local advised by the airline for repacking & disposable as and when installed
- p. Repacking with fresh earmuff pouch. The "fresh earmuff" and their carry bags for packing shall be supplied by AAAL, as and when installed.

### **34. Performance Levels and Penalties for Performance below Service Levels**

This para deals with the Service standards agreed and penalties for not meeting the standards for Ground Handling Services at all airports where SERVICE PROVIDER provides Ground Handling services to AAAL flights.

The performance below laid down service standards and levels shall attract penalties and incentives. The penalties and incentives under Para 34.1 to 34.5 shall be apply on the total monthly GH bills for the respective airport locations.

#### **34.1 Punctuality (On Time Performance)**

(For delays mutually-agreeable to be attributable to SERVICE PROVIDER)

##### **i) Penalty**

**Zero Tolerance Flights** (as defined hereunder) - The penalty shall be 1% of handling charges for the flight for each minute of delay after the scheduled departure time, Delays only within the control of SERVICE PROVIDER are to be considered for calculations.

For 100% overall flight OTP on Zero Tolerance flights at SERVICE PROVIDER stations, an incentive of 1% handling charge (on SERVICE PROVIDER portion) for Zero Tolerance flights for the day will be applicable. Delays outside the control of SERVICE PROVIDER to be excluded while calculating the incentives



- a. For all **other flights**, there will be no penalty for GH delay up to 5 minutes. However, for GH delay above 5 minutes, the percentage penalty of the handling charges of the flight shall be as under:

0 - 5 minutes	0%
6 -10 minutes	5%
11 - 30 minutes	10%
31 - 45 minutes	20%
46 - 59 minutes	25%
60 or more	35%

If the overall flight OTP is 99% or above, at SERVICE PROVIDER stations, an incentive of 1% of the handling charge (on SERVICE PROVIDER portion) of the day will be applicable.

- ii) **Methodology** - Delays attributed to ground handling to be conveyed to SERVICE PROVIDER by (HCC) or AAAL's representative on daily basis.
- iii) **Definition of Zero Tolerance Flights** - These flights would be the first flights out (FFOD) of the day ( night halt) from Base station ,all SGTF (PTS+ 30 mins) & all ultra long haul flights.
- iv) **Definition of GH delays** – Only those delays that are caused by the acts of omission or commission of the SERVICE PROVIDER or its employees or outsourced agencies or their employees. The delays that are not within the responsibility or control of SERVICE PROVIDER shall not be considered for this purpose.

#### 34.2 a) **Aircraft Safety**

- i) **Criteria** – Damage to aircraft by the act of SERVICE PROVIDER employee or the employee of its outsourced agency.
- ii) **Penalty** - AAAL will reserve the right to impose the penalty of up to 100% of handling charges besides the clauses in the main agreement.

#### b) **Aircraft Safety**



- i) **Criteria:** Proper Handling & No damage to ULD(limited to handling done by SERVICE PROVIDER)
- ii) **Penalty:** Cost of ULD/ Cost of Repair
- iii) **Methodology:** Message to be sent to nominated nodal officer within 120 mins of arrival.

**c) Aircraft Safety**

- i) **Criteria**  
Report arrival of damaged ULD to Carrier's local; representative within 90 minutes of arrival.
- ii) **Penalty**  
Cost of Local repair of ULD+penalty if any imposed on Carrier by SAFA/ Airport Authorities.
- iii) **Methodology**  
Message to be sent to nominated nodal officer within 90 mins of arrival

Shall be certified by Aircraft Engineer or Flight safety department of AAAL.

**34.3 Security and Health**

- i) **Criteria:** Nil security breaches (airport security directives, airport regulations, 100% baggage reconciliation, breach of ICAO regulations - Annex17, Aerosol Spray inside the Cargo Holds etc.) within the responsibility and control of SERVICE PROVIDER.
- ii) **Penalty:** Reimbursement of fines/fees imposed on AAAL.
- iii) **Methodology:** Security breached caused by the SERVICE PROVIDER - brought to the knowledge of carrier by Airport Security Agency / Airport Operator.

**34.4 Documentation (within SERVICE PROVIDER' control & responsibility)**

- i) **Criteria:**
  - a) APIS for all passengers to be sent - 100% compliance
  - b) No passenger documentation check error - 100% compliance  
(Identity, passport, visa)
  - c) No misuse of facilities / acts of omission - 100% compliance  
and commission by SERVICE PROVIDER employee  
(including reservation and check-in systems)
  - d) No mishandling due check-in or loading - 100% compliance





(no baggage to be left behind)

- e) NSFT Message to be sent by D+30 mins - 100% compliance
- f) Timely delivery of GD to all concerned - 100% compliance

ii) **Penalty:** Reimbursement of fines/fees imposed on AAAL and paid by AAAL to applicable authorities.

iii) **Methodology:** SERVICE PROVIDER' failure to send APIS as per procedure and guidelines, document check errors, misuse of facilities – as brought to the knowledge of AAAL by applicable authorities.

### 34.5 Other Handling Parameters

- i) **Other Performance Parameters - Check-in, Boarding, Baggage Handling**  
(Within SERVICE PROVIDER' control & responsibility)

Activity	Achievement of Target	Penalty & Incentive Ranges ( % of Handling Charges )
<b>CHECK-IN &amp; BOARDING</b>		
Timely Opening of Check-In Counters	Less than 98%	3% (penalty)
Check-in errors in a month (excluding travel documents) including recording of baggage weight, processing time for various activities)	more than 0.03%	1% (penalty)
	More than 0.1%	3% (penalty)
	More than 0.5%	5% (penalty)
	(% of pax checked in)	
Baggage Mishandling  (Outbound including connecting)  (subject to nil error, omission in originating station's handling)	0 bags per 1000 pax	2% (incentive)
	2 bags per 1000 pax	Nil
	3 bags per 1000 pax	2% (penalty)
	More than 3 bags per 1000 pax handled	3% (penalty)



<b>Activity</b>	<b>Achievement of Target</b>	<b>Penalty &amp; Incentive Ranges ( % of Handling Charges )</b>
Non-dispatch of MVT messages	95-98%  Less than 95%	1% (penalty)  3% (penalty)
Written "Complaints/ service quality/ cabin report" from revenue passengers and repeated deficiencies observed during quality audits that result in passengers/ in flight cabin ambience / cabin quality being adversely affected (attributable to SERVICE PROVIDER)	Nil  0.03%  0.1%  0.5%  (% of pax checked in on monthly basis)	2% (incentive)  1% (penalty)  3% (penalty)  5% (penalty)
<p>If the manpower in a shift is below 95% of the agreed level a penalty equivalent to manpower shortage will be applicable for all flights during the shift of non-compliance will be levied in addition to other penalties. If the shortage of manpower occurred more than 7 shifts in a month, this penalty will be double on the total shortage.</p> <p>This provision along with terms of will apply after initial sign off of manpower requirement for each station.</p>	Rating < 85%	2% (penalty)
<b>ARRIVALS</b>		



Activity	Achievement of Target	Penalty & Incentive Ranges ( % of Handling Charges )
Baggage Mishandling (subject to nil error, omission in originating station's handling)	0 bags per 1000 pax 2 bags per 1000 pax 3 bags per 1000 pax More than 3 bags per 1000 pax handled	2% (incentive) Nil 2%(penalty) 4%(penalty)
<b>RAMP HANDLING (target based on no. of flights in a month)</b>		
Delay in positioning of GSE	0.03%	1% (penalty)
	0.1%	3% (penalty)
	0.5%	5% (penalty)
Provision of separate coach for First/Executive Class/VIP/CIP passengers	100% Less than 98%	2% (incentive) 3% (penalty)
Rating of Serviceability & adequacy of equipment.	<90%	2% (penalty)
Positioning of Safety Cones	Less than 98%	3% (penalty)
Loading strictly as per load plan (deviations to be intimated to AAAL representative)	Less than 98%	3% (penalty)
<b>ULD Management</b>		
Delay in submission of fortnightly ULD reports (to be provided within 1 week from end of fortnight)	Delay by more than 1 week (on average)	1 % (penalty)
	Delay by more than 2 weeks (on average)	2 % (penalty)



Activity	Achievement of Target	Penalty & Incentive Ranges ( % of Handling Charges )
No damaged ULD to be loaded (deviations to be intimated to AAAL representative)	>5 incidents	2% (penalty)
	>10 incidents	4% (penalty)  (or penalty levied by the relevant authorities, whichever is higher)

All above parameters shall be taken only wherever they relate to SERVICE PROVIDER and is within SERVICE PROVIDER' responsibility & control.

SERVICE PROVIDER to provide the handling report for certification by the authorized AAAL representative after each shift. The Handling Report format shall be jointly designed by AAAL and SERVICE PROVIDER.

<b>35.</b>	<b><u>Cargo Handling Parameters For HYD, BLR, DEL,</u></b>	
<b>35.1</b>	<b><u>TARGET SERVICE LEVELS</u></b>	
1.	<u>GENERAL</u> On Time Performance (No delay acceptable to flight due to Cargo Handling)	100%
2.	<u>CARGO</u>	
2.1	Export	
	Completion of building up ULD's/bulk cargo with optimum utilization of space thereby maximizing load : D - 6 hrs	100%
	Ensure cargo moves out from warehouse and available for ramp handling company to transport to the Aircraft: D - 3 hrs (Cargo and Inbound DG Flow Charts provided and any Other instructions issued by the Carrier.)	100%
2.2	ULD  SCM message – Weekly	100%



2.3	Safety  PER/ DGR/ AVI/ HUM acceptance strictly as per IATA regulation and Carrier's requirement	100%
-----	---	------

### **35.2 Non-Compliance of Service Norms**

The handling agent will stand committed for providing satisfactory service for cargo/mail handling in terms of the Agreement. Any unsatisfactory service experienced or any service norm that is not complied with will be addressed as follows:

- Step 1 AAAL will notify handling agent of any service level non-compliance noticed.
- Step 2 Handling agents will respond in writing giving their investigation and action taken to prevent recurrence.
- Step 3 In case of repeated non-compliance of Service Norms brought to handling company's notice; the Executive Head of the handling company will personally look into the matter and take corrective steps within 24 hours and advise AAAL accordingly.
- Step 4 If the situation still does not improve and non-compliance of Service Norms continue, the handling company shall be levied with penalty of INR 4000 per default and shall be deducted from the monthly invoice under advise to the Handling agent.



**35.3 PERFORMANCE PARAMETERS**

It is hereby agreed that the maximum time frame of the activities listed below will be as mentioned against the respective activity, however the Handling Company will make judicious and optimum utilization of build-up stations and strive to improve upon said timings.

**(i) "EXPORT**

ACTIVITY	TIME	PROPOSED PENALTY (IF JOB NOT DONE WITHIN THE AGREED TIME)
Building of main deck pallet	01 Hour [From the time of providing all documents for screening of cargo]	Rs 600/- per ULD
Building of lower deck pallet	45 minutes [From the time of providing all documents for screening of cargo]	Rs 500/- per ULD
Building of Container	30 minutes [From the time of providing all documents for screening of cargo]	Rs 400/- per ULD

**(ii) IMPORT FLIGHT SEGREGATION:**

Up to 10 MT	04 Hours
10 to 20 MT	08 Hours
Above 20MT	12 Hours

For failure to accomplish the activities within the time limit indicated above Handling Company is liable to a penalty of 10% of the handling service charges.

**(iii) TRANS SHIPMENT CARGO**

All Formalities pertaining to Trans shipment Cargo must be completed within 6 hrs of arrival of flight applicable only for ramp to ramp connection. In case of ODD size shipments or shipment requiring cooling period, connection time will increase.



### **35.4 SERVICE STANDARDS AND TRAINING REQUIREMENTS BY THE AAAL**

#### **1.1. GENERAL STANDARDS**

##### **1.1.1. Acceptance**

Standard:

Description: Ready for carriage check

AAAL shipments have to be duly checked according to IATA Ready for carriage requirements, as

Target defined in CRM/TACT Rules 100% of accepted shipments are correctly checked

Measurement

##### **1.1.2. Local monitoring**

Description Weight and Volume checks

Target for all pieces received from forwarders/shippers at acceptance

Measurement 100% of all shipments to be weighed and volume checked.  
Local monitoring

##### **1.1.3.**

Standard Adaptations of bookings at acceptance

Description All acceptances to be done as per booking/ carting order message and updated Measurement Local monitoring

##### **1.1.4.**

Standard Storage

Description All shipments including specials must be stored under proper and safe conditions. All VAL shipments must be stored in a secured Vault.

Target: 100 % of shipments are permanently under safe & secure storage.

Measurement Local monitoring



## **1.2 LOADING AND DEPARTURE**

Note : The airlines will provide the handling company with the Unitisation Schedule for loading and shall endeavor to adhere to the schedule.

### **1.2.1. Loading as per disposition**

Standard Description	All shipments must be loaded according disposition and priority list.
Target Measurement	100% of shipments to be loaded and according to disposition Local monitoring

### **1.2.2**

#### **ULD assignment**

Standard Description	The assignment of every shipment must be reported to respective ULDs in which shipment is loaded.
Target	100% shipments must be assigned before D-6 hrs.

### **1.2.3.**

#### **Documentation**

Description	Documentation for export shipments/flights must be as per agreed procedures with carrier.
Target	100% shipments must be properly documented.

Measurement local monitoring

### **1.3. ARRIVAL**





1.3.1.

Standard	Storage
Description	All shipments including specials must be stored under proper and safe conditions. All VAL shipments must be stored in a secured Vault.
Target	100% of shipments are permanently under safe & secure storage.
Measurement	Local monitoring



1.3.2

Standard	Documentation
Description with Carrier	Documentation for Import shipments/ flights must be as per agreed procedures
Target	100% shipments must be properly documented
Measurements	local monitoring

1.4 ULD Handling

1.4.1

Standard	ULD storage
Description	All Carrier ULDs (including loading material) are correctly stored, transported and loaded as per agreed procedures with Carrier. Warehouse check to be signed and agreed with supervisor on duty.
Target	Max 10 findings per month based on 4 checks per month.

Measurement Local monitoring

In addition to General Standards as described above following Specific Standards also apply.



32.1.4 **TRAINING**

Minimum training requirements are listed below:

Basic Cargo Handling & DGR Awareness Training

DGCAT9

DGCAT6

Warehouse training

All Export Cargo Handling staff

All Export Cargo Officers.

At least one IATA CAT 6 DGR licensed staff must be present at any container/pallet build up when DGR is loaded.

Minimum 4 staff dealing with Carrier's build up process (5.5.3 + 5.5.4 (Wh/A or equivalent IATA SGHA)

Notwithstanding the foregoing the handling Company is obliged to complete and proof the required training immediately, when requested by the Carrier.

(i) Miscellaneous Penalties

Activity	Target/Requirement	Penalty for non-compliance (amount in INR)
Check-in Waiting time + Processing Time (To be checked once in a shift during peak hours)	For First/Business Class is : 3 + 3 For Economy Class : 10+3 (One minute extra processing	5000 per shift



(Subject to airport operator guidelines)	time for APIS Entry flights.)	
Counter Closure (Last joining pax check-in as per SOP)	D-60 Minutes (INT including Hub & Spoke) / D-45 Minutes (DOM)	5000 per shift
Baggage Delivery (subject to airport infrastructure, Custom requirements and One random check in each shift)	First baggage on belt to be First/Business class Baggage	2000 per incident
	First Baggage(F&J/C Class) within 7 mins of arrival/as per airport norms	2000 per incident
	Last Baggage (F&J/C Class) within 12 mins of arrival/as per airport norms	2000 per incident
	First Economy class baggage within 12 mins of arrival/as per airport norms	2000 per incident
	Last Baggage  (i) For Domestic flight within 30 mins of arrival/as per airport norms  (ii) For International flight within 45 mins of arrival/as per airport norms	2000 per incident
Connecting of BME or GPU  (As per pilot report)	A+2 mts or within 10 mts of request as applicable	2000 per incident
Check-in Error for Hub & Spoke / Combo Flights (No indicators or Wrong indicators or Manual		



correction of indicators) and not complying with TCI.	N/A	5000 per incident
Lining up of ramp handling staff upon aircraft arrival.	90%	10,000 per incidence

**35. Surface Transport: (at SERVICE PROVIDER Stations)**

- i. Handling Company to arrange supervise the operations activity of surface transport activity where applicable to ensure economic and efficient commuting of Crew and staff as per the contracts with outsourced service provider
- ii. Manage the Carrier's Maintenance facilities of motor transport wherever the infrastructure exists, for upkeep of Carrier's own fleet of vehicles



**ANNEXURE-I**

**Bid Security Declaration**

**(To be submitted on the Bidder's Letterhead)**

Date: \_\_

Tender Reference \_\_\_\_

To  
Head of Airport Operation,  
Alliance Air Aviation Limited,  
I/We, the undersigned declare that:

I/We understand that according to your conditions, Bids must be supported by this Bid Security Declaration.

I/We, accept that I/We may be disqualified from bidding for any contract with you for a period of one (01) year from the date of such notification/ intimation to us in the event I/ We are found to be in breach of the terms, conditions and obligations of this Tender due to any of the following reasons:

If I/We have withdrawn/ modified/ amended our Bids, or have impaired or derogated from the Tender conditions or our submitted Bids during the Bid validity period; or

If I/ We have been notified about the acceptance of our Bid and have been awarded the letter of intent for execution of the Contract pursuant to the bidding process during the Bid validity period and I/We either fail to accept the letter of intent (LOI) or execute the Contract and/or fail to furnish the requisite Security Deposit /Performance security in accordance with the instructions given to the Bidders.

I/ We understand that the Bid Security Declaration shall cease to remain valid in case I/ We are not the Successful Bidder, upon earlier of (i) the receipt of your notification regarding the name of the Successful Bidder; or (ii) thirty days of the expiration of validity of my/our Bid.

Signed:

[Insert name and capacity of the person authorized to sign]

Duly authorized to sign on behalf of the [insert complete name of the Bidder Date on this(\*) day of(\*)month,2023

Corporate seal of the bidder



**Annexure II:**

**Checklist for Submission of Response to RFP**

	<b>Documents to be submitted</b>	<b>Yes/No</b>	<b>Ref. Page No.</b>
1	Bid Security Declaration (as per <b>Annexure I</b> )	Yes/No	
2	Undertaking regarding agreement of all terms of RFP ( <b>as per Annexure III</b> )	Yes/No	
3	Tender submitted in Two bids ( Technical & Financial) in addition to Bid Security Declaration	Yes/No	-
4	Submitted documents in Eligibility criteria		
	i. Copy of Certificate of Registration / Incorporation / Constitutional Document / Proof of Implementation of the Projects in India	Yes/No	
	ii. Copy of PAN Card	Yes/No	
	iii. Copy of Tax Registration including GST	Yes/No	
	vi. The Bidder should have in-house capability to take up assignment on their own and not through any associates. Joint and collative Bids will not be accepted.	Yes/No	
	v. The Bidder must have earned average revenue of at least Rs.100 Crores (Rupees Hundred Crores Only) during last three financial years i.e. 2019-20, 2020-21 & 2021-22	Yes/No	



**ANNEXURE : III**

**Undertaking regarding agreement of all terms of RFP**

To

Head of Airport Operation,  
Alliance Air Aviation Limited,

Dear Sir,

- 1) Having examined the RFP including all Annexure, Forms and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned qualify the eligibility criteria and offer to provide the services as mentioned in the "Request for Proposal" and the other schedules of requirements and services to DIC in conformity with this RFP.

Sr. No.	Particulars	Details
1	Name of Bidder	
2	Registered Address	
3	Website address	
4	Nature of entity (partnership/ private/ public etc.)	
5	Name of Partners / Directors	
6	Date of Incorporation	
7	Details of authorized contact person	
8	Name	
9	Designation	
10	Telephone nos	
11	Mobile no	





12	Email Address	
13	Fax no	

- 2) We confirm that the corrigendum(s) issued from time to time by DIC have also been taken into consideration, while submitting this undertaking letter.
- 3) We confirm that we have the in-house capabilities to complete the assignment mentioned under this RFP on our own and not through any associate.
- 4) We confirm that we have the technical capabilities to deliver all the requirements of the above mentioned RFP.
- 5) We hereby certify that we have provided all the information requested by DIC in the format requested for. The information provided is correct and true to the best of our knowledge. In case at any stage, it is found that the information given by us is false / not correct or in a different format, DIC shall have the absolute right to take any action as deemed fit without any prior intimation to us.
- 6) We agree to abide by the terms of this Tender from the date fixed for receiving the same or agreed extended period and it shall remain binding upon us and may be accepted at any time before the expiry of the period. .
- 7) If our Proposal is accepted, we undertake to complete and deliver the whole of the works comprised in the RFP; comply with the delivery schedule as mentioned in the RFP and agree to abide by the General Terms and Conditions.
- 8) We agree to abide by this Financial Proposal for 180 days from the date of the submission of proposal and our Offer shall remain binding on us and may be accepted by DIC any time before expiry of the offer.
- 9) Unless and until a formal Agreement is executed, this Tender together with our written acceptance thereof shall constitute binding Terms and Conditions between DIC and us.
- 10) We understand that the Request for Proposal (RFP) does not commit DIC or NIC to reimburse the Bidder for any costs incurred in submission of this proposal. All statements in this RFP and any pre-contract negotiations, understandings and agreements resulting from this RFP are preliminary; consequently, DIC or NIC has no obligation to us until a written contract is executed. .
- 11) We agree that DIC or NIC is not bound to accept the lowest or any Bid received.
- 12) We understand that DIC has the right, without assigning reasons thereof, to
  - i) Reject, amend, and modify any condition contained in the RFP.
  - ii) Terminate this RFP.
  - iii) Negotiate with one or more Participants.



- iv) Not award the assignment to any of the Participants and / or recommence the entire process.
- v) Contract with one or more Participants for any reasons whatsoever.
- vi) Modify the requirements and terms of this RFP and request revised proposals from some or all of the Participants.

**Signature of Authorized Person of Bidder**

**Full Name& Designation of Authorized Person**

**Date:**

Seal of Bidder



**Annexure : IV**

**Eligibility**

Sr. No.	Details	Supporting Documents to be submitted	Page No.
1	Date of registration / incorporation / presence in India	Attached -Certificate of Incorporation/ Constitutional Documents / Proof of implementing projects in India	
2	A functional office in DELHI, BENGALURU AND HYDERABAD	Address Proof - Electricity /Phone Bills/ Rent or lease agreement / Self Declaration by Authorized Signatory on Bidder's Letter Head	
3	The Bidder should have in-house capability to take up assignment on their own and not through any associates. Joint and collative Bids will not be accepted.	Undertaking Letter	



4	The Bidder must have average revenue of at least Rs.100 Crores (Rupees Hundred Crores Only) from Management Consultancy services during <b>last</b> three financial years i.e. 2019-20, 2020-21 & 2021-22	Suitable certification by Authorized Signatory of the Bidder and CA. In case the Bidder provides other services also, the fee from management consultancy services only will be considered.  Relevant certificate from Statutory/ Tax Auditors will be required.	
5	The Bidder should not be owned or controlled by any Director or Employee (or Relatives) of DIC or NIC.	Self-Declaration by the Authorized Signatory on Bidder's letter head.	
6	The Bidder should not have been penalized or found guilty in any court of law and the consultant shall not have been blacklisted / debarred by any Central Government Ministry/State Government/ any other regulatory authority. Further the bidder or any successor does not have any legal, civil, criminal, taxation and other cases pending against it that may have any impact affecting or compromising the delivery of the services required.	Self- Certification by the Authorized Signatory on Bidder's letter head to be provided. However, DIC would have the right to independently verify the same.	
7	The company / firm and director / partners have not defaulted to any Government entity within the jurisdiction of India.	Self-declaration by the Authorized Signatory on Bidder's letter head.	



8	Ownership and nature of entity	Public, partnership, subsidiary etc.	
9	Income Tax returns for past three years.	IT Returns	
10	Board resolution (in case of company) or Power of Attorney authorizing the authorized signatory to sign on behalf of the Bidder.	Valid Board Resolution (in case of company) or Power of Attorney	

DTD:22<sup>nd</sup> Mar2023**Annexure : V****Format for Reference Letter / email from Client**

(On letterhead duly stamped and signed / official email id of the client)

Date: .....

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that the following (Name of the Company) has been engaged by us for management consulting services for (Caption of the assignment undertaken) for a period of \_\_\_\_\_ Months / years from (Start date) to (End Date)

Name:

Designation:

Signature of bidder.....

Signature of Tender Releasing official.....

**Annexure : VI****Declaration: No default on any project in jurisdiction of India**

(On letterhead of the Bidder duly stamped and signed)

**DECLARATION / CERTIFICATE****TO WHOM SO EVER IT MAY CONCERN**

This is to certify that (Name of Bidder) has not defaulted under any of the contracts which we have entered with any other organization within the jurisdiction of India.

Name:

Designation:

Date:

Signature of bidder.....

Signature of Tender Releasing official.....

**Annexure : VII****Declaration: Not penalized or Found Guilty in any Court of Law**

(On letterhead of the Bidder duly stamped and signed)

**DECLARATION / CERTIFICATE****TO WHOM SO EVER IT MAY CONCERN**

This is to certify that the (name of consulting firm/company) or any successor has not been penalized or found guilty in any court of law and the (firm/company) or any successor has not been blacklisted/debarred by any Central Government Ministry/State Government/ any other regulatory authority under:

- Prevention of Corruption Act, 1988 in last three years from bid submission date
- The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract in last two years from bid submission date

Further, this is to certify that (name of consulting firm/company) or any successor does not have any legal, civil, criminal, taxation and other cases pending against it that may have any impact affecting or compromising the delivery of services required.

Name:

Designation:

Date

Signature of bidder.....

Signature of Tender Releasing official.....



DTD:22<sup>nd</sup> Mar2023**Annexure: VIII****AUTHORIZATION LETTER–BID OPENING FORM AT**

(To be furnished on the company's letterhead)

Place.....

Date.....

To  
 Head of Airport Operation  
 Alliance Air Aviation Ltd.  
 Alliance Bhawan,  
 Domestic Terminal-1, IGI Airport,  
 New Delhi-110037.

Sir/Madam,

Subject: Authorization Letter for attending the Bid Opening

This has reference to your AAAL/640/23-24/APT OPS/DEL/RFP Date..... For Appointment of a  
 Consultant for Organizational Restructuring of Alliance Air.

Mr/Miss/Mrs.....isherebyauthorizedtoattendthe Bid  
 Opening of the above RFP.....Dated .....

On behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of bidder.....

Signature of Tender Releasing official.....

TENDER NO: AAAL/640/23-24/APT OPS/DEL/TENDER FOR APPOINTING GROUND HANDLING AGENCY AT  
DELHI, BENGALURU AND HYDERABAD AIRPORTS

DTD:22<sup>nd</sup> Mar2023



Signature of Authorizing Authority

Signature of Attesting Authority

Name of Authorizing Authority

Signature of bidder.....

Signature of Tender Releasing official.....

DTD:22<sup>nd</sup> Mar2023**Annexure-IX**

(COVERING LETTER-TECHNICAL BID)

(Letter to the Company on the Firm letterhead)

To,

Head of Airport Operation  
Alliance Air Aviation Ltd.  
Alliance Bhawan,  
Domestic Terminal-1, IGI Airport,  
New Delhi-110037.

Sir/Madam,

Subject: Covering Letter for Technical Bid

This has reference to your **AAAL/640 /23-24/APT OPS/DEL/** RFP Date for Appointment  
of a Consultant for Organizational Restructuring of Alliance Air.

We agree to all the terms and conditions mentioned in the RFP. We here by submit our  
Technical Bid in a sealed envelope. The offer shall be binding on us up to 180 days.

Yours faithfully,

(Name and Designation, Stamp of the firm)

Encl: Technical Bid in sealed envelope.

Signature of bidder.....

Signature of Tender Releasing official.....

**ANNEXURE : X****UNDERTAKING FROM BIDDERS****Declaration: No Ownership or Control of Alliance Air Employees or relatives****(To be submitted along with Technical Bid)**

I / We ..... confirm that I / we do not have any Director/Employee or his/her Immediate Relative, who is an Employee of AAAL is likely to benefit us during the Award / Implementation of the contract /PO.

I / We also agree that any subsequent detection of direct or indirect beneficiary of any application / award of any contract to any employee of the organization may result in disqualification / termination as the case may be. Alliance Air Aviation Limited will have the sole discretion to do so and such cases cannot be referred for arbitration.

SIGNATURE:

SEAL OF THE COMPANY



## ANNEXURE : XI

**TECHNICAL BID FORMAT****SUBJECT TECH BID FORMAT TO BE SUBMITTED ON VENDORS LETTER HEAD**

Sl no	Description	AAAL CONDITIONS	VENDOR RESPONSE YES/NO	DOCUMENT PROOF
1	Compliance to the technical specification mentioned at Chap 4 Work scope	<b>MUST</b>		To submit document
2	Tenderer should have its own offices at Delhi NCR	<b>MUST</b>		To submit document proof
3	Tenderer should enclose Bid security declaration as a part of the technical bid in the format mentioned in tender document	<b>MUST</b>		To submit document proof
4	Tenderer agrees to pay non-interest bearing deposit 3% of PO value or equivalent Bank guarantee/Demand Draft as security deposit, for the period of Warranty period+ 3 months.	<b>MUST</b>		To confirm
5	Tenderer agrees that the payment will be made on 45 day credit term basis	<b>MUST</b>		To confirm
6	PAN and GST number	<b>MUST</b>		To submit document proof
7	Ownership and nature of entity (public, partnership, subsidiary etc.).	<b>MUST</b>		To confirm
8	Income Tax returns for past three years.	<b>MUST</b>		To confirm
9	Proof of address of registered office.	<b>MUST</b>		To confirm

Signature of bidder.....

Signature of Tender Releasing official.....

**Annexure-XII****COMMERCIAL BID FORMAT****COMMERCIAL BID TO BE SUBMITTED ON VENDOR'S LETTER HEAD**

S.No.	STATION	HANDLING CHARGES WITHOUT GST (INR)	GST %	GST AMOUNT (INR)	TOTAL AMOUNT INCLUSIVE OF GST (INR)
1	DELHI				
2	BENGALURU				
3	HYDERABAD				

Signature of bidder.....

Signature of Tender Releasing official.....

DTD:22<sup>nd</sup> Mar2023**ANNEXURE– XIII****AUTHORIZATION LETTER FOR ATTENDING FINANCIAL BID OPENING**

To  
Head of Operation,  
Alliance Air,  
Delhi.

Dear Sir/Madam,

This is with regard to the **Tender No:** ..... having the Closing  
Date 11 Apr'2023, 1500hrs.

The following person(s) is/are hereby authorized to attend Financial Bid opening of subject  
tender.

Sr. No.	Full Name	E. Mail ID	Contact No.	Signature

Signature:.....

Authorized Signatory's Name and designation.....

Bidder's Name and Common Seal.....

Signature of bidder.....

Signature of Tender Releasing official.....

DTD:22<sup>nd</sup> Mar2023**NOTE:**

Permission for entry to the Hall where bids are opened may be refused incase authorization as prescribed above is not received within two (2) days from the date of opening of the Technical/Financial bid.

The authorized representatives, in their own interest must reach venue of opening well in time.

The authorized representatives must carry a valid photo identity issued by the Government of India or any other applicable government. In the event such photo ID is not produced when demanded by Alliance Air for verification, the same may lead to denial of entry by Alliance Air for the purpose of bid opening.

Separate authorization letters would be required for Technical and Financial Bid opening.

\*\*\*\*\*

Signature of bidder.....

Signature of Tender Releasing official.....



**Annexure : XIV****INTEGRITY PACT****BETWEEN**

**Alliance Air Aviation Limited (AAAL),** herein after referred to as **“The Principal”**,

And

Hereinafter referred to as **“The Bidder/Contractor”**

**PREAMBLE**

The principal intends to award, under laid down organizational procedures, contract(s) for\_\_\_\_\_. The principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section1–Commitments of the Principal**

The principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

Signature of bidder.....

Signature of Tender Releasing official.....



No employee of the principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to. The word 'take' shall also include the past and future.

The principal will, during the tender process treat all Bidder(s) with equity and reason. The principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

The principal will exclude from the process all known prejudiced persons and persons who would be known to have a connection or nexus with the prospective bidder.

If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or the conduct rules of the principal, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

### **Section2–Commitments of the Bidder(s)/contractor(s)**

The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption in their dealings with AAAL. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the principal

Signature of bidder.....

Signature of Tender Releasing official.....



as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

This integrity pact shall override the confidentiality clause, if any, in the offer submitted by the Contractor/Bidder and in the agreement entered in to by the Principal with the Contractor/Bidder.`

The Bidder(s)/Contractor(s) will not instigate third persons to commit offences or acts outlined above or be an accessory to such offences.

### Section3-Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender processor take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

### Section4–Compensation for Damages

If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security and other actual damages due to the con sequential delay.

If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

The Contractor/Bidder shall not be entitled to claim from the Principal any amounts either as damages or otherwise, on account of termination.

### Section 5-Previous transgression

The Bidder declares that no previous transgressions occurred in the last 3 years with any other Company in any country conforming to the corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.

If the Bidder makes in correct statement on this subject, he can be disqualified from the tender processor action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Signature of bidder.....

Signature of Tender Releasing official.....



### **Section6–Equal treatment of all Bidders/Contractors/Subcontractors**

The Bidder(s)/Contractor(s)undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.

The principal will enter into agreements with identical conditions as this one with all Bidders, Contractors and Subcontractors.

The principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

### **Section7–Criminal charges against violating Bidder(s)/Contractor(s)/Subcontractor(s)**

If the Principal obtains knowledge of conduct of a Bidder/ Contractor/ or Subcontractor, or of an employee or a representative or an associate of a Bidder/, Contractor /or Subcontractor which constitutes corruption, or if the principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

### **Section8–Independent External Monitor/Monitors**

The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He shall report to the Chairman, AAAL.

The Bidder(s)/Contractor(s)accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/Subcontractor(s) with confidentiality.

The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

Signature of bidder.....

Signature of Tender Releasing official.....



As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

The Monitor will submit a written report to the Chairman, AAAL within 8to10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the AAAL Board.

If the Monitor has reported to the Chairman AAAL, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman AAAL has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

The word 'Monitor' would include both singular and plural.

### **Section9 -Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor 3 years after the last payment under the contract, and for all other Bidders 12 months after the contract has been awarded to the successful bidder.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Board of AAAL.

### **Section 10-Other provisions**

This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.

Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members and in the case of a Company by an authorized representative.

Signature of bidder.....

Signature of Tender Releasing official.....



Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

Issue like Warranty/guaranty etc. shall be outside the pre view of IEMs.

In the case of any contradiction between the integrity pact and its Annexure, the clause in the integrity Pact will prevail.

\_\_\_\_\_

\_\_\_\_\_

(For & On behalf of the principal)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place-----

Date-----

Witness1:

(Name & Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witness2:

(Name & Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Signature of bidder.....

Signature of Tender Releasing official.....