

Tender No: KIAL/IT/TDR/2019-20/1

Cost of Tender:  
Rs 2000/- + 12% GST



## TENDER DOCUMENT

**Notice Inviting Tender for Setting up of Wireless Broadband  
Internet Service (Wi-Fi) including Hardware & Software in the  
PTB at Kannur International Airport**

May 2019

Tender Notice

KANNUR INTERNATIONAL AIRPORT LIMITED (hereinafter called as Kannur Airport), a company mandated to run Kannur International Airport, would like to invite Proposals (both Technical and Financial) from Agencies meeting the eligibility criteria for Setting up of Wireless Broadband Internet Service (Wi-Fi) including Hardware & Software at Specified Locations in the Passenger Terminal Building at Kannur International Airport. Tender document will be available in website [www.kannurairport.aero](http://www.kannurairport.aero) from 24 May 2019 to 10 June 2019. The cost of the tender document is Rs 2000/- + 12% GST.

The due date for submission of proposal is up to 5 PM on 10 June 2019.

The Technical Proposal will be opened on **12 June 2019 at 11:00 AM** at the Airport Office at Mattannur in the presence of the Bidders or their duly authorized representative who chooses to be present. The Financial Proposal of those companies/agencies who meet the eligibility criteria and whose Technical Proposals have been found acceptable will be opened at a later and the date will be intimated to the eligible bidders later.

(Sd-)  
Managing Director  
Kannur International Airport Ltd

## IMPORTANT DATES AND INFORMATION

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Rs 2000/- + 12% GST (non-refundable) Should be paid through Demand Draft payable at Kannur.
2	EMD	Rs.50000.00 should be submitted in favour of Kannur International Airport Ltd through Demand Draft payable at Kannur
3	Security Deposit	Rs 3,00,000/- by Demand Draft valid for six months from any of the nationalized/scheduled bank should be submitted in favour of Kannur International Airport Ltd( <b>Applicable for successful bidder only</b> )
4	Tendering Authority	<b>Managing Director</b> <b>Kannur International Airport Ltd</b> Mattannur Kannur -670702 (Kerala)
5	Tender Document Delivery Mode	Tender should be submitted under sealed cover at the above given address.
6	Last date and time of submission	10 June 2019 upto 5:00 PM
7	Date of opening Technical Bid	12 June 2019 at 11:00 AM
8	Date of opening Financial Bids for technically qualified bidder	Will be intimated to shortlisted applicants through email.
9	All the bid documents need to be duly signed, scanned and uploaded.	If signature & stamp in any of the section found missing, the bidder shall communicate on the same, on the day of opening for acceptance.
10	Duration of contract	Three years from the date of awarding of contract, which is further extendable for a period of two years after mutual agreement; subject to satisfactory performance each year.
12	Validity of Tender	120 days from the date of opening of tender
13	Total Number of pages of Tender Document	19 pages

## 1. Tendering Process:

- i) Tendering is carried out through an open tender process with single currency option and consists of 3 Covers as follows:

**Cover-1: Fees:** Compliance statement (Annexure- II) duly filled along with Demand Draft of Tender Fee and Earnest Money Deposit (EMD) and the unconditional acceptance letter as per Annexure-III format by the bidder.

**Cover-2: Pre & Technical Bid :** The Bidder shall submit the Pre and Technical Bid-Qualification documents Compliance statement (Annexure IV) duly filled in, along with the scanned copies of the documents.

**Cover-3: Financial Bid:** The Bidder shall submit the duly filled Financial Bid in the attached Financial Bid format of Annexure-VI

**All three envelopes should be sealed separately and superscribed as “Cover -1”, “Cover - 2” and “Cover -3” respectively. All these sealed covers should be inserted into a single cover superscribing “Tender for Setting up of Wireless Broadband Internet Service (Wi-Fi) including Hardware & Software at Specified Locations in the Passenger Terminal Building at Kannur International Airport”.**

- ii) Tenders received after the last date and time of submission, will be rejected.
- iii) Submission of a Tender by a Bidder implies that he has read this notice and all other contract documents and has made himself aware of the eligibility criteria, scope and specifications of the works to be done, local conditions, local material rates and other factors bearing on the execution of the works.
- iv) Notification of Award of contract will be made in writing to the successful Bidder by the Accepting Authority or his representative. The contract will normally be awarded to the qualified and responsive Bidder offering highest evaluated bid in conformity with the requirements of the specifications and contract documents and the Accepting Authority shall be the sole judge in this regard. The Accepting Authority does not bind himself to accept the highest or, any tender or to give any reason for his decision.
- v) A responsive bidder is one who submits priced tender and accepts all terms and conditions of the specifications and contract documents.
- vi) Pre & Technical Bid Qualification documents: The Pre-Bid & Technical Bid Qualification documents of the bidders who have submitted the Tender Fee and Earnest Money Deposit and also submitted unconditional acceptance letter in fee cover as per the tender conditions will only be opened and evaluated.

vii) Financial Bid: Only the Financial Bid of the Bidders who have qualified in the Pre-Bid and Technical Bid as per the tender conditions and accepted by Kannur Airport will be opened on a later date, with prior notification.

viii) Publishing of Corrigendum: All corrigendum shall be published on [www.kannurairport.aero](http://www.kannurairport.aero) and shall not be available elsewhere.

2) **GUIDELINES TO BIDDERS:**

Tender documents can be downloaded from the Web site [www.kannurairport.aero](http://www.kannurairport.aero). Cost of the Tender Document will be submitted along with the tender as Demand Draft in the name of “Kannur International Airport Ltd” payable at Kannur.

3) **TENDER DOCUMENT FEE AND EARNEST MONEY DEPOSIT (EMD)**

The bidder shall pay, a tender document fee of Rs. 2000/-+12% GST and Earnest Money Deposit of Rs. 50,000/-. The EMD is required to protect the bidder against risk of Bidder’s conduct, which would warrant the forfeiture of security.

4) **CRITICAL DATES AND TIME:**

SL No.	EVENT	DATE and TIME	
1	Document Download sale	Start Date: 24/05/2019	End date : 10/06/2019 up to 1400 hrs
2	Clarification	Start Date: 25/05/2019	End date : 31/05/2019 up to 1700 hrs
3	Bid Submission	Start Date: 25/05/2019	End date : 10/06/2019 up to 1700 hrs
4	Pre-Qualification & Technical Bid Opening Date	12/06/2019 at 1100 Hrs	
5	Financial Bid Opening Date	Will be notified after the Technical Bid opening process	

**NOTE:**

i) KANNUR AIRPORT may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the website [www.kannurairport.aero](http://www.kannurairport.aero).

ii) .

5) **CLARIFICATION ON TENDERS:**

a) All enquiries/clarifications in connection with this tender should be addressed to the

Manager (IT), by writing an email to [info@kannurairport.aero](mailto:info@kannurairport.aero) before the clarification deadline. The Clarifications / queries shall be replied through the website by publishing the responses. Last date for receiving the clarification is 25 May 2019 at 5 PM.

b) To assist in the examination, evaluation and comparison of Tenders, the Kannur Airport may, at its discretion, ask the Bidder for a clarification. All responses to requests for clarification shall be in writing only.

c) The Kannur Airport, at its discretion can extend the deadline for the submission of Tender. Bidder

6) **LATE TENDERS:**

Any tender submitted by the Bidder after the deadline for submission of Tenders will not be accepted at any cost.

7) **MODIFICATION AND WITHDRAWAL OF TENDERS:**

a) No Tender shall be modified subsequent to the deadline for submission of Tenders.

b) No Tender shall be withdrawn in the interval between the deadline for submission of Tenders and the expiration of the period of Tender validity specified.

c) If the tenderer modifies the tender condition at any stage even after submitting the unconditional acceptance letter, then the bid submitted by the Bidder is liable to be rejected and the EMD shall be forfeited.

d) Kannur Airport reserves the right to accept/modify or reject any or all bids any time without incurring any liability.

Sd/-  
Managing Director

## 1. SCOPE OF SERVICES:

1. Kannur Airport handles about 22 scheduled departure flights and about same number of arrival flights a day and caters to movement of about 1.8 million passengers per annum.
2. Kannur Airport invites proposals from professional and reputed agencies dealing in installation, operation and commissioning of the internet WiFi facility (creating Wi-Fi Zones) for a period of 3 years.
3. The scope of the facility is as follows:
  - (i) Wi-Fi facility should be available 24/7 without fail. The primary aim of Wi-Fi facility is to provide internet access in all areas used by passengers in departure hall and arrival hall including Security Hold Area. Connectivity must be activated within 30 seconds. Minimum information should be asked for activation (not more than 2 parameters).
  - (ii) The agency should provide the required equipment for access to the Wi-Fi facility and shall bear all the cost on account of development and setting up required infrastructure for the said services. The agency shall submit the details of drawing for approval prior to commencement of entire work.
  - (iii) The agency shall depute at least one supervisor during the operational hours at the airports for uninterrupted free services without any cost / liability to Kannur Airport. Service provider is liable for penalty on account of non-availability of facility / services.
  - (iv) The agency must submit all the details in writing for installation, operation and commissioning of internet Wi-Fi facility.
  - (v) Licence fee shall be on revenue sharing basis on Monthly Gross Turnover (MGT) generated by the licensee in each month from Kannur Airport through this work. The monthly figures will be supported by a monthly sales statement certified by agency's Finance Manager. The agency shall be responsible to pay Electricity charges/utility charges and other outgoings as applicable. Minimum reserve revenue percentage share shall be 17% of MGT and the agency quoting the highest percentage of revenue above 17% shall be considered as H-1 provided the agency is technically qualified. The annual sales figures shall be audited by a Chartered Accountant. The invoices shall be raised on a monthly basis, and payment shall be made within 14 days of invoice receipt date. Interest @ 12% will be charged on late payments for the period of delay.
  - (vi) Gestation / timeline for installation and operationalization of Wi-Fi facility at airport is 30 days from the date of issue of award letter.
  - (vii) Service provider shall be responsible for obtaining necessary permissions from Department of Telecommunication (DOT) and comply with all guidelines issued by DOT from time to time. Any Law / instruction issued by Local Authority in this regard shall also be adhered to.
  - (viii) No structural alterations and additions are to be made in the space allotted, if any without

prior written consent from Managing Director, Kannur Airport.

- (ix) Licensee shall indemnify and render harmless the Kannur Airport, from any loss, liability, claim or damage that may be sustained by any person or cause to any property or which may otherwise occur, in connection therewith, by reason of maintenance, use of operation of the said facility.
- (x) That Kannur Airport shall provide bare space for the subject services and other expenses of any kind for establishment and rendering of the services shall be incurred by the Bidder. However, provisions of electricity, water and drainage connections, as the case may be, if so required, for the smooth operation of the services shall be provided by the Kannur Airport on chargeable basis.

## 2. Eligibility Criteria

The bidders fulfilling the following criteria are eligible to participate in the Tenders-

1. The bidder should have completed minimum 2 projects and have minimum of 2 years' experience in completing similar type of works at city malls, Airports, Railway stations/terminals, ferry/ship terminals, bus terminus or shopping complex etc. during last seven (7) years immediately preceding the date of submission of NIT. The bidder should submit adequate documents to prove his experience in the field of providing wireless broadband internet services which may include contract copies, award letters and completion certificate from clients.
2. The bidder must be an authorized Telecom Service Provider or Internet Service Provider or a Registered Infrastructure Provider (IPI-1). They should have the valid Licence issued by Government of India and the Licence to this effect obtained from Government of India must be produced along with the bid document



## SPECIAL TERMS & CONDITIONS

1. Agencies are required to visit the site to assess the potential of business before quoting their rates and no plea whatsoever at a later date shall be entertained to reduction in licence fee on account of the same.
2. **TARIFF RATES:** Intention of Kannur Airport is to provide quality services to passengers. The bidder is expected to provide Free Wireless Broadband (Wifi) service to passenger for the first 30 minutes as free time and after 30 minutes on payment Rs.20/- per hour after the free period.
3. The Kannur Airport shall not be responsible for any legal cases/dispute due to health hazard on account of quality of product and other legal matters for quantity, price etc provided by the agency.
4. **Service Requirements**
  - a. Provide secure Wi-Fi internet access and back-end services as per committed SLAs,
  - b. Manage Operations and Maintenance (O & M) of Wi-Fi access points and associated network components at different areas of Airport.
  - c. Compliance to all mandatory government regulations.
  - d. Solution proposed should be managed using a central session & service controller.
  - e. The model should support SIM centralized authentication with per subscriber session control.
  - f. Necessary Captive portal and payment gateway shall be configured by the vendor.
  - g. All advertisements/promotional material given through the Wifi connection have to be pre-approved by Kannur Airport.
7. Features shall be:-
  - i. High Speed Internet access
  - ii. Guaranteed bandwidth per location
  - iii. Multiple authentication Mechanisms
  - iv. Seamless authentication experience at airport-one click access
  - v. Robust, scalable back end network.
  - vi. Upgrade path to newer technologies like Hotspot 2.0 and support for 802.11u based authentication mechanisms.
8. **Service Level Agreement (SLA) and Penalty**
  - a) The Service Level Agreement (SLA) will stipulate 99.9% Backhaul link availability. The penalty for not adhering to the SLA will be Rs 5000/- (Five Thousand) for each percentage point of downtime below the SLA – the SLA percentage to be computed monthly.

b) The Service Level Agreement (SLA) will also stipulate 95.0% Hosting and Access Point availability. The penalty for not adhering to the SLA will be Rs 5000/- (Five Thousand) for each percentage point of downtime below 95%.

SLA percentage to be computed monthly.

#### 9. Access Network Architecture

- a) Agency shall be responsible for the planning and design of the access network architecture (access controllers, backhaul connectivity, switches etc) to meet the technical, capacity and service requirements.
- b) Agency shall plan for high availability, reliability and redundancy of the access network elements to meet the requirements.
- c) Agency shall be responsible to for backhaul connectivity provisioning using their network and related equipment at locations.
- d) Agency shall be responsible for getting necessary permission, approvals and space for installation of equipment and cabling at the location including at installation of radio/ antenna on the terrace for backhaul link if required.
- e) Agency shall be responsible for providing and executing Cabling, testing etc. without affecting the aesthetics and passenger service of the Airport.

#### 9. Coverage and Technology Requirements:

The coverage criteria shall be:

- a) At least -65 dBm at 95% of the intended coverage locations.
- b) At least -70 dBm at 100% of the intended coverage locations.

The Access Point shall comply IEEE 802.11 a/b/g/n or higher protocols for centralized management and control.

#### 10. Product Approvals:

- a) The supplied wired and Wi-Fi devices shall be certified from Wi-Fi alliance forum/ or any other concerned authority/ agency.
- b) Agency shall be responsible for obtaining all approvals from Wireless Planning Commission (WPC) wing of DOT and Standing Advisory Committee for Frequency Allocation (SACFA) or any other concerned organization/agency, if any, as required for the equipment provided.
- c) Agency shall be responsible for design and engineering of all the network components to meet capacity requirements.
- d) Network shall be designed keeping in view the peak load conditions.

#### 11. Capacity Requirement

Solution provided by the Agency shall cover following Requirement:

- i. Available Internet bandwidth to backbone
  - a) Total BW: 20MBps **ILL Minimum**
  - b) Per user BW: 2 Mbps **Minimum**
- ii. Number of Access points per Area: To be decided by the agency to maintain the coverage requirement.
- iii. Average Number or concurrent users in total Wi-Fi access area: **150 to 200 users which may increase in the future.**

**12. Content Restriction**

- a) It is the sole responsibility of the agency to restrict the web sites which are obscene and are having potential security threat to the airport.
- b) Agency shall not provide any content on the given Wi-Fi Network which is prohibited by Indian Laws.
- c) The agency shall be held responsibility for Violation of Indian Laws in such case.

**13. Equipment Security**

Adequate Security mechanisms shall be provided in the Wi-Fi service equipment so as to prevent unauthorized access or interfaces to services, calls, protocols and data.

**14. Authentication, Authorization and Accounting**

- a) The agency shall have a centralized User Authentication, Authorization and Accounting mechanisms with the latest technology available.
- b) If User Initiated SMS Authentication is used, then the charges for the same shall be at Regular SMS rate and not at Premium rates.

**15. Lawful Interception & Monitoring**

- a) The systems shall support Centralized Lawful monitoring solution for location to send usage logs (including URL visited, user name, MAC, IP Address, Time, duration, sessions etc.) which can be stored for a desired usage tracking as per the law.
- b) The systems shall produce reports, graphs and charts on the Protocol usage history based on the system, location or user historically.
- c) The systems shall support lawful monitoring and also interception of both signalling & data traffic.

**16. Technical & Functional Requirements**

- a) For the purpose of maintenance, the selected agency shall primarily utilize remote support to meet the SLAs. The agency shall be required to provide access to 24 x7 customer support and web-based complaint registration system.
- b) Provide details of the equipment & full network diagram with full connectivity details deployed by agency on execution of contract.

**17. Security Conditions:**

The agency shall take adequate and timely measures to ensure that information provided through it as part of this contract/agreement shall be kept confidential, secured and protected and shall not be divulged to any unauthorized person/firm.

**18. Compliance to Security Guidelines from Government of India**

The Government guidelines i.e. TRAI and DoT guidelines with respect to security clearance etc. issued from time to time shall apply. As per letter no.820-1/2008DS Pt.II dated 23.02.2009 of Govt. of

India (Ministry of Communications and IT), the log details of each user shall be preserved for a period of one year.

TECHNICAL DETAILS

Sl. No.	Particulars	To be filled in by the bidder
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) NEFT/RTGS Ref#	
	(iii) Date	
	(iv) Bank	
3	Date of Registration of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobil Number and name of the contact person	
5	Whether registered with all concerned Government Authorities.  (Copies of all certificates of registration to be enclosed)	
6	PAN/TAN Number (copy also to be enclosed)	
7	GST Registration Number  (Copy also to be enclosed)	
8	Whether the firm is blacklisted by any organisation or any criminal case is registered against the firm or its owner/partner anywhere in India. (If no, an undertaking is to be attached in this regard)	

9	Length of experience in the field	
10	Experience in dealing with Govt./other organisations.  (Indicate the names of the Departments and attach copies of experience certificates/work completion certificates issued by those organisations)	
11	Whether Unconditional Acceptance Letter (as per Annexure- III), duly signed, in token of acceptance of the terms and conditions, is attached?	
12	List of clients	

Date:

Place

Signature of the authorized Person

Full Name:

Seal:

UNCONDITIONAL ACCEPTANCE LETTER  
(On the letter head of the company)

To,

The Managing Director,  
Kannur International Airport Limited

Date:

Sir,

Sub: Acceptance of KANNUR AIRPORT's Terms and Conditions

We are in receipt of the quotation documents for **Providing Wifi Services for Kannur International Airport Limited** for their different offices. We hereby unconditionally accept the terms and conditions of **Kannur International Airport Ltd** mentioned in the tender document in entirety, for Providing Wifi Services. Any conditions submitted by us stands automatically withdrawn.

Yours faithfully

(Signature of the bidder with office seal)

TENDER COST & EMD SUBMISSION: Compliance Statement

(This Compliance statement duly filled, along with the Demand Drafts to be submitted in Cover-1)

SL No	DOCUMENTS	"YES" for Complied "NO" for not Complied
01	Online submission of Tender Cost / Fee : Rs 2240/- (Rupees Two thousand Two Hundred Forty only)	
02	Online submission of EMD (Earnest Money Deposit) : Rs. 50,000/- (Rupees fifty thousand only)	

AUTHORIZED SIGNATURE :

NAME OF THE SIGNATORY :

NAME &amp; ADDRESS OF THE BIDDER :

OFFICIAL SEAL &amp; Date :



Pre-Bid Qualification Documents: Compliance Statement

(Filled copy of this Compliance statement, along with the along with copies of the documents to be submitted in Cover-2)

SL No	DOCUMENTS	“YES “for Complied “NO” for not Complied	Page No
01	Duly filled and signed Technical Details (Annexure I)		
02	Self attested/attested copy of Certificates of Incorporation / Partnership Deeds or any other valid document issued by the respective Registrar of firms/companies. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice		
03	Copy of PAN card & Proof of Service Tax Registration		
04	Attested copy of relevant documents showing that the firm has minimum three years’ experience in providing similar services. (the Name & address of the Clients need to be enclosed)		
06	Income Tax Return of the company/firm /proprietor for the past three years		
07	Service Tax Return of the Company/firm for the past three years		
08	Undertaking for not been Black Listed (Annexure-V)		
10	Signed unconditional acceptance letter (as per Annexure II)		

AUTHORIZED SIGNATURE :  
NAME OF THE SIGNATORY :  
NAME & ADDRESS OF THE BIDDER :  
OFFICIAL SEAL & Date :

\*Note: Ambiguous statements & incomplete supporting documents for vital tender requirements may attract the risk of rejection without further reference.

**UNDERTAKING FOR NOT BEEN BLACKLISTED**

(Duly filled in the letter head of the bidder, to be submitted in Cover-2)

We do hereby undertake that our firm or its partners or Directors have not been blacklisted or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any Organization or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

Signature of bidder with seal

## FINANCIAL BID FORMAT

KANNUR INTERNATIONAL AIRPORT LTD (NOTICE INVITING TENDERS)(To be submitted in Cover-3)

1. Tender for : Providing Wi-Fi facility at Kannur International Airport
2. Period of Licence : THREE YEARS
3. Minimum Licence Fee : 17% on the MGT
4. Name & Address of the service provider : \_\_\_\_\_  
(in block letters) \_\_\_\_\_  
\_\_\_\_\_
5. Offer of the Licence fee per month: \_\_\_\_\_% on MGT per month.
6. I/We have carefully read and understood the terms and conditions of the licence as contained in NIT issued by Kannur International Airport Ltd including the following:
  - a) On account of non-acceptance of award or on account of non-completion of conditions within the prescribed time, I/We shall be debarred by Kannur Airport for further participation in the NIT at its airports or at any other place under the control of Kannur Airport, for a period of three (3) years.
  - b) In case the documents submitted by my/our firm along with NIT are found inadequate/false/incorrect, the offer of my/our firm will liable to reject without assigning any reasons. In addition, Kannur Airport reserves its right to debar my/our firm from participation in the further NIT of Kannur Airport.
7. Kannur Airport reserves itself the right to reject the conditional offer without assigning any reasons thereto.
8. The Kannur Airport does not bind itself to accept the highest or any NIT and reserves to itself the right of accepting the NIT and the party shall be bound to provide the service at the rate quoted.

Signature of the Bidder

(Company Name/Address/Tel No./Fax/email)