

EXPRESSION OF INTEREST FOR
SLA BASED CONTRACTS- (PACKAGE-2)
HOUSEKEEPING FOR VARIOUS AREAS LIKE TERMINAL BUILDINGS, LANDSIDE,
AIRSIDE & OTHER MISC SERVICES
AT CHHATRAPATI SHIVAJI MAHARAJ INTERNATIONAL AIRPORT, MUMBAI

Issued by
Mumbai International Airport Limited

Date of issue:14th August 2024

DISCLAIMER

1. The information contained in or as part of the Expression of Interest document (“**EOI**”) or otherwise provided to Applicants, was obtained from various sources and is offered in good faith for the guidance of the Applicants only.
2. Each Applicant is obliged to become acquainted with all of the provisions of the Applicable Laws affecting the Application, the execution of the Agreement and fulfilment of its terms. Applicants are deemed to have knowledge of and be in full compliance with all the Applicable Laws. Applicants acknowledge and agree that MIAL shall be entitled to disqualify any Applicant and exercise any other remedies it may have (including, without limitation, seek damages for loss of profit / loss of revenues), if any proceedings are brought against any Applicant and / or MIAL and / or any party, for breach of any Applicable Laws in relation to such Applicant’s Application.
3. Any communication to the Applicants from MIAL shall be valid only if received in writing from any person authorized by MIAL.
4. The EOI is not intended to form the basis of a decision to enter into any transaction with respect to the Agreement or any other investment decision and do not constitute an offer, invitation or recommendation to enter into or make any such transaction or decision.
5. Neither MIAL nor its employees, agents, directors, consultants, advisors, contractors or sub-contractors, make any representation or warranty, express or implied, or accept any responsibility or liability as to the accuracy or completeness of the information contained in the EOI or information made available or to be made available in connection with MIAL, its business activities or the Airport and nothing contained herein or provided or to be provided to the Applicants is or shall be relied upon as a promise or representation, whether as to the past or as to the future.

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SECTION I : INTRODUCTION TO APPLICANTS

1.1 INTRODUCTION

A. ABOUT MIAL

Mumbai International Airport Limited ("**MIAL**") is operating, managing and developing the Chhatrapati Shivaji Maharaj International Airport, Mumbai ("**CSMIA**") pursuant to the Operation, Management and Development Agreement dated April 4, 2006 entered into between Airports Authority of India and MIAL ("**OMDA**").

Under the OMDA, MIAL has the exclusive right and authority, *inter alia*, to operate, manage and develop and to provide aeronautical and non-aeronautical services at CSMIA for a term of 30 years starting from May 3, 2006, with an option (subject to the provisions of the OMDA) to extend the term for an additional period of 30 years.

B. SCOPE OF WORK:

MIAL intends to appoint vendor for **SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI, for a period of 3 to 5 Years, details of which are as below:**

Housekeeping Services for Terminal Building-T2, T1, Multilevel Car Parking at T1 & T2, Façade Cleaning Services at T1 & T2, Landside Cleaning & Airside Cleaning, Various Utility & Office Buildings, Misc services like providing Traffic warden, Bird Scaring, Dog Catching at Airside & Pest control of Terminal Buildings, Airside & Office spaces.

Terminal 2-

Housekeeping services are to be rendered for cleaning of passenger washrooms, staff washrooms, common public area, Mial Reserve lounges. Mial ceremonial lounge and back-office areas. The services to be performed include regular and deep cleaning, of washrooms, manual cleaning and mechanized cleaning for common public areas, carpet and floor care, glass cleaning below 1.8 m.

T1 Building- Housekeeping services rendered for cleaning of passenger washrooms, staff washrooms, common public area, Mial Reserve lounges. Mial ceremonial lounge and back-office areas. The services to be performed include regular and deep cleaning, of washrooms, manual cleaning and mechanized cleaning for common public areas, carpet and floor care , glass cleaning below 1.8 m.

MLCP

Housekeeping services at Service Core and MLCP for Public areas, Washrooms, Car park Slots in Terminal 1 & Terminal 2 at Chhatrapati Shivaji Maharaj International Airport, Mumbai. The services to be performed include regular cleaning, of washrooms, Service core common area cleaning, Multilevel carpark regular cleaning ,

car slot cleaning as per schedule and in coordination with landside department , common area cleaning staircases, ramps, trolley banks under purview of MLCP.

Façade cleaning services for HHR, LLR and Airside of Terminal 1 & 2 (work at height)

The areas that require cleaning above 1.8 m to be scheduled for cleaning will include curtain glass, façade, canopy, internal / external glasses, and any other heightened area that requires cleaning.

Landside T1 & T2-

Housekeeping services for cleanliness and upkeep of roadside and Kerbside of Terminal 1 & Terminal 2 at Chhatrapati Shivaji Maharaj International Airport, Mumbai. General road cleaning which includes, litter pick , sweeping (manual and/ or mechanized) , cleaning of Medians , footpath and kerbstones, cleaning of urinal blocks or toilet in case of areas that is in scope.

Housekeeping Service for Utility & Office Buildings

Mechanized & Manual Housekeeping services of various buildings like MIAL Corporate Office, General Aviation Terminal, Utility Building, Custom Awas, Cargo Sky Parking, Cargo Office, Guesthouse Management.

Pest control of Terminal Buildings, Airside & Office spaces-

Periodic Pest Control services are required at all the MIAL assets including Terminal Buildings, Office spaces, Airside to ensure pest & rodent free working space.

Note- For all the services as mentioned above, brief description of coverage area has been put up later in Annexure-2.

Airside & Airside Gates-

Housekeeping services of various Apron areas, buildings, compound wall at Airside using Mechanized & manual cleaning.

Traffic Wardens at Airside-

Wardens are required to regulate traffic at strategic locations at Airside at all the times during operational hours

Bird Scaring & Dog Catching Services-

In order to avoid bird strike, during operational hours staff is required for bird scaring at Airside by use of appropriate bird scaring mechanism (scarer guns)

To avoid any mishaps during flight, take off/landing due to presence of dogs/wildlife at runway, dog catching services are required at Airside.

Office Staff Keeping, Pantry & Housekeeping Services-

Office Boys & Pantry Boys are required for providing support at MIAL Office & CEO Corridor. Also, staff is required to provide Store keeping services at Central Stores MIAL.

AWP Operations

Operators are required for round the clock working of Aerial Work Platforms.

Note-

1. MIAL shall, at its sole discretion, evaluate this Expression of Interest, and prepare the shortlist of vendors, who will then participate in the RFP process. The applicant(s) under this Expression of Interest shall not be entitled to raise any objection whatsoever to the said shortlisting by MIAL.
2. The scope of work outlined in this Expression of Interest is strictly indicative. The detailed scope of work shall be included in the RFP document, which shall be issued only to the shortlisted applicant(s).
3. The criteria for technical evaluation shall be shared with the shortlisted applicant(s) during the RFP stage/process.

C. INVITATION

MIAL hereby invites all interested companies, whether private or public ("Applicant(s)") and having experience in **SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI** with all the relevant MIAL and external stakeholders, to submit their expression of interest by way of an application ("Application"). MIAL intends to shortlist Applicants based on the Application submitted by them for further bidding process. It is clarified that mere invitation by MIAL for participating in further bidding process does not constitute any contract between MIAL and any Applicant(s).

1.2 SCHEDULE FOR EOI PROCESS

The schedule for EOI process is specified in Clause 2.3 below. MIAL reserves the right to change the schedule at its sole discretion. Any such changes shall be intimated to the respective Applicant at the email address specified in its Application.

1.3 CONTACT DETAILS

The following is the address and contact details for submission of Applications (by courier or registered post or hand delivery) in accordance with this EOI:

**Head - Procurement,
Mumbai International Airport Limited,
Chhatrapati Shivaji Maharaj International Airport,
Near Terminal 1B Arrivals, Santacruz (East), Mumbai - 400 099, India**

Applicants may seek clarifications in relation to this EOI by sending an email to: procurement.csmia@adani.com

For all email communications related to this EOI, please mention subject as **"EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI"**

in the subject line of the email.

1.4 DEFINITIONS & INTERPRETATIONS

- A. Throughout this EOI, unless indicated otherwise by the context, the singular also means plural.
- B. Any reference in this EOI to any statute or statutory provision shall be construed as including a reference to that statute or statutory provision, and to all statutory instruments, orders and regulations for the time being made pursuant to it or deriving validity from it, as may be from time to time amended, modified, extended or re-enacted, whether before or after the date of this EOI.
- C. The words "hereof," "herein", "hereunder" and words of similar import when used in this EOI shall refer to this EOI as a whole and not to any particular provision of this EOI. The words "include" and "including" shall be deemed to be followed by "without limitation" or "but not limited to" whether or not they are followed by such phrases or words of like import.
- D. The headings and sub-clauses of this EOI are intended for convenience only and shall not in any way affect the meaning or construction of any provision therein.
- E. Words and abbreviations, which have well known technical or trade or commercial meanings are used in this EOI in accordance with such meanings.
- F. References to recitals, clauses are, unless the context otherwise requires, references to recitals and clauses of this EOI.
- G. References to days, months and years are references to calendar days, calendar months and calendar years respectively.
- H. References to person shall mean any natural or legal person.

- I. References in this EOI to any consent or approval or permission or satisfaction or confirmation or certificate or agreement by an Entity shall, in each case, mean in written form and signed by an authorized signatory of such Entity.
- J. “Applicable Laws” means all laws, statutes, rules, regulations, codes, treaties, of any national, state or local government or any statutory or regulatory authority; all orders, decrees, rules, directions, guidelines, notifications or interpretations of any executive, administrative, judicial or quasi-judicial body; including all Applicable Permits; all as in force and effect from time to time; that are applicable to or binding upon (i) the person the property, or matter in question; or (ii) the Work or any portions thereof.
- K. “Applicable Permits” means all consents, approvals, registrations, licenses, no-objections and permits required under or pursuant to the Applicable Laws.

SECTION II : EOI PROCESS

2.1 AWARD PROCESS

- A. The purpose of this EOI process is to enable MIAL to shortlist companies for the **Work** at CSMIA. MIAL invites applications from interested parties for participating in this EOI process. The shortlisted parties would be subsequently invited to submit bids in respect of the **Work**.
- B. MIAL is using two stage award process to grant contract for Work. The stages are:
 - a. Phase 1: EOI Stage
 - b. Phase 2: Tender Stage
- C. In the first phase, MIAL will shortlist Applicants based on the criteria set out in this EOI Document. The shortlisted Applicants will then be handed out the detailed tender documents and invited to submit a bid. The Applicant meeting the following eligibility criteria and complying with other terms and conditions of this EOI shall be shortlisted as Qualified Applicant. MIAL at its sole discretion may revise the eligibility criteria at the time of tender stage.

2.2 ELIGIBILITY CRITERIA

The Applicant must fulfil the following eligibility criteria, included but not limited to, for different sub-categories of Package-1:

- (i) **Applicant’s constitution:** The Applicant shall necessarily be a legal entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 2013. Applicant in the form of Proprietorship, Partnership is not permitted.

- (ii) **Registrations:** The Applicant should be registered with the Income Tax, GST and registered under the Labour laws, Employees Provident Fund Organization & Employees State Insurance Corporation.
- (iii) **Statutory Compliances:** The Applicant should submit proofs of compliances for ESIC and EPF.
- (iv) The Applicant should have experience in providing/managing Housekeeping & similar services in the Airports for minimum continuous three years in last five financial years.
- (v) Applicant should have Airport experience of 5 Years.
- (vi) Applicant should have overall experience of 10+ Years.
- (vii) The Applicant should have average annual turnover of minimum INR 500 Crore in last three financial years and should have positive net worth.
- (viii) High Security Zone: - The Applicant should have a valid BCAS clearance.
- (ix) Applicant should have handled 5000+ manpower.
- (x) Applicant shall have visibility with future developments, technology upgradations and have clear strategy with evidence for managing the Business continuity & high performance KPIs
- (xi) Applicant shall be able to provide the confidence with evidence for Spares/ Inventory management.
- (xii) Applicant shall be evident for following the best Operation, Maintenance and Inventory management practices.

2.3 TIME SCHEDULE

Date	Event
14.08.2024	Date of newspaper advertisement
23.08.2024	Last Date for Submission of Applications

MIAL reserves the right to change the above schedule at its sole discretion. Any such changes shall be intimated to the respective Applicant at the email address specified in its Application.

2.4 APPLICATION FORM

A. Contents

- i. The Application shall be submitted in a sealed envelope comprising of the following:
 - ❖ Application Form along with necessary documents as per **Annexure 1**
 - ❖ Applicant credentials, company profile, shareholding, relevant experience, list of clients, etc.
 - ❖ Status of organization security clearance from BCAS [if available]. In case this item is not responded, then it will be assumed that the organization does not possess security clearance from BCAS.

- ❖ Applicant Company's financial details for the last 3 years
 - Profit & Loss statement
 - Balance Sheet
- ❖ Other documents indicating competency of Applicant for the Work.
- ii. **Sealing and marking of Applications:** Applicants shall submit original version of the Application sealed in a single envelope with the following marking:

EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI

APPLICANT'S NAME: _____
APPLICANT'S ADDRESS: _____
E-MAIL ADDRESS: _____"

This envelope shall be addressed to the addressee set forth in Clause 1.3 and shall be submitted by the due date specified in Clause 2.3 above.

The application shall also be submitted electronically to procurement.csmia@adani.com with the subject line **EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI**

- iii. All documents comprising the Application shall become the property of MIAL and shall not under any circumstances be returned to the Applicants. MIAL shall be free to utilize any information / data provided to it as a part of the Application in any manner that it deems fit
- iv. MIAL shall not be responsible for the loss or non-receipt or delay in the receipt of any EOI application sent by post or courier
- v. MIAL has the exclusive and final right of acceptance/rejection of applications from any of the parties/Applicants.

2.5 DISQUALIFICATION

MIAL shall have the right to disqualify any Applicant if, in MIAL's opinion:

- i. the Applicant, or any employee, officer, agent, director, advisor, consultant, contractor, sub-contractor, servant or staff member of, or any person associated with such Applicant has or may reasonably be thought to have, at any time, involved in any dishonest, fraudulent, illegal or unlawful business practices whether in connection with the Application or otherwise; or
- ii. the Applicant engages in anti-competitive behavior including, collusion between Applicants or solicitation of MIAL's employees, agents, directors, consultants, advisors, contractors, or sub-contractors. Applicants may only have contact with

- the authorised official of MIAL solely for the limited purpose of submission of Applications and queries concerning the EOI and other matters as provided for in the EOI; or
- iii. the Applicant breaches any of the terms and conditions or does not meet the Eligibility Criteria contained in the EOI; or
 - iv. the Applicant or any of the affiliates or any of their employees, directors:
 - a. has been disqualified from a tendering process by MIAL or its Application was rejected by MIAL or a contract awarded to it is under dispute for material breach; or
 - b. has withdrawn from the tendering process conducted by MIAL subsequent to award of contract; or
 - c. is has been either directly or indirectly involved in any frivolous or vexatious litigation against MIAL; or
 - d. has been convicted in any criminal case; or
 - v. any other fact or circumstance exists, which justifies such disqualification.

The decision of MIAL in this regard shall be final and binding on all the Applicants.

2.6 MISCELLANEOUS

- A. MIAL shall issue subsequent bidding documents to the shortlisted Applicants.
- B. The EOI process shall be subject to provisions of OMDA.
- C. The Bidders should note that the provisions of the OMDA govern the operation, management and development of the Airport. By submitting a Bid, Bidder acknowledges and agrees that the selection process hereunder is subject to the terms of the OMDA. In the event of any inconsistency or conflict between the terms of the Bid, the RFQP or the format of the Agreements and the provisions and requirements of the OMDA, the provisions and requirements of the OMDA shall prevail. Without prejudice to the generality of the foregoing, each Bidder agrees that the Agreements executed by it pursuant to the RFQP may be assigned by MIAL in favour of AAI, its nominee(s), the lenders of MIAL and/or nominee(s) of MIAL's lenders.
- D. The Concession/Licence [to be retained as applicable] is subject to the provisions of OMDA and the SSA and the Successful Bidder shall ensure compliance with the provisions of the OMDA and related agreements which relate to its obligations under the Agreements.
- E. Bidders shall declare in the Bid Certificate whether they are or are not Group Entities, of MIAL or its shareholders (other than AAI). For this purpose; (A) "Group Entity" with respect to a specified Entity, means any other Entity directly or indirectly controlling, controlled by or under common control with such specified Entity; provided however, that, for purposes of this definition, the terms "controlling", "controlled by" or "under common control with" mean the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of an Entity, whether through the ownership of voting securities, by contract or otherwise, or the power to elect or appoint at least 50% (fifty percent) of the directors, managers, partners or

other individuals exercising similar authority with respect to such Entity; and
(B) "Entity" means any person, body corporate, trust, partnership firm or other
association of persons/individuals whether registered or not.

Annexure 1 : Application Form

[Place, Date]

To: Head – Procurement,
Mumbai International Airport Limited,
Terminal 1, Chhatrapati Shivaji Maharaj International Airport,
Santacruz (E), Mumbai 400 099.

Dear Sir:

Sub: Application in response to the EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI

Ref: EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI
dated _____, 2024 (“EOI”) issued by MIAL.

1. We confirm that we are submitting our Application for **EOI FOR SLA BASED CONTRACTS- PACKAGE-2 AT CSMIA, MUMBAI** with all the relevant MIAL and external stakeholders Systems, as per the current requirement and with any new / upgraded systems and applications as per any future requirement at Chhatrapati Shivaji Maharaj International Airport (“**CSMIA**”).
2. We hereby confirm that we meet the eligibility criteria specified in this EOI and in this regard, we have enclosed all required documents (together with the supporting documents) in accordance with Section 2.2 of the EOI.
3. We further confirm that we are not disqualified from participation in the competitive bidding process, pursuant to the provisions of the EOI.
4. We represent, warrant and covenant to MIAL that all information furnished or to be furnished by us to MIAL at any time (including without limitation, as part of our Application in response to the EOI) is true, complete, accurate, unconditional and fairly presented. We undertake to forthwith inform MIAL in the event of occurrence of any circumstances that would render any information, representations or warranties in our Application, untrue, incorrect or invalid.
5. Having read, carefully examined and understood the terms of the documents comprising the EOI (including without limitation, the form of the Agreement issued), we, the undersigned, hereby offer to perform the **EOI FOR SLA BASED CONTRACTS- PACKAGE- 2 AT CSMIA, MUMBAI** with all the relevant MIAL and external stakeholders IT Systems, as per the current requirement and with any new / upgraded systems and applications as per any future requirement (as defined in the EOI) in accordance with:
 - (a) all terms and conditions as specified in the EOI, including without limitation the form of Agreement, the annexures, exhibits, attachments and amendments to the EOI; and
 - (b) our Application;

provided however that in the event of any inconsistency between (a) and (b) above, (a) shall prevail.

6. We hereby agree and confirm that our Application has been prepared strictly in accordance with the instructions in the EOI (including the forms set forth therein) and that we shall at all times act in good faith and abide by the terms and conditions of the EOI.
7. We represent and warrant to MIAL that as of the date of submission of the Application:
 - (a) the information furnished by us is true, complete, accurate, unconditional and fairly presented;
 - (b) we have all the necessary corporate approvals and authorizations to participate in the EOI; and
 - (c) neither we nor our affiliates are in anyway, directly or indirectly, interested in, or associated with any other Applicant or its Application.

In the event of occurrence of any events or circumstances that would render any of the foregoing representations and warranties untrue or invalid, we covenant to promptly notify MIAL of the same and agree that MIAL shall be entitled to reject our Application in such event and if awarded the contract, withdraw the same, without MIAL incurring any cost or liability.

8. We represent and warrant that we [are / are not] [*strike out which is not applicable*] Group Entity(ies), of MIAL or its shareholders (other than AAI). We further represent and warrant that we [are / are not] [*strike out which is not applicable*] Related Party of MIAL or its shareholders or directors.
9. **Confidentiality undertaking:**

We hereby undertake and agree to keep the Information (as defined below) confidential. We acknowledge that the Information is confidential information of MIAL and is provided solely for the purpose of enabling the Applicant to submit its Application and participate in the process for selection by MIAL of the Successful Applicant for performing the Services ("**Specified Purpose**"). We, the Applicant, hereby undertake and agree that in consideration of receipt of such Information, we shall abide and be bound by the following terms:

- (a) "**Information**" means the EOI and any and all documents and information, whether specifically mentioned as 'confidential' or not, provided by or on behalf of MIAL to the Applicant or otherwise obtained by the Applicant pursuant to the EOI, or negotiations and discussions with MIAL, including without limitation, any clarifications, amendments or documents subsequently issued, drafts of definitive agreements, information obtained through interactions with MIAL and site visits (if any), all technical, commercial, financial, operational, legal or statistical information, all agreements, plans, layouts and documents in relation to the Airport, in each case whether in writing, electronic form or other tangible form or disclosed by oral or visual presentation or other intangible method.

- (b) The Applicant shall use the Information solely for the Specified Purpose. The Applicant shall maintain the confidentiality of the Information and shall not disclose the Information to any person, other than:
- i. its employees, professional advisors and consultants, who have a need to know in connection with the Specified Purpose; and
 - ii. a party with the prior written consent of MIAL;
- provided in each case that (i) Applicant shall ensure that such party agrees to appropriate confidential treatment of such Information as per the terms hereof; and (ii) Applicant shall be solely responsible for any act by such parties which results in the Information not being treated in accordance with the confidentiality provisions hereof.
- (c) Confidentiality obligations hereunder shall not apply to any Information that (i) is or becomes available in the public domain, other than by breach of confidentiality obligations by the Applicant or any other party, (ii) is in possession of the Applicant prior to its disclosure by MIAL and rightfully received without any breach of confidentiality by any party. If Applicant is required to disclose any Information pursuant to any Applicable Laws or an order of any judicial or statutory authority, Applicant shall give MIAL reasonable prior notice of the circumstances of such requirement prior to disclosing such Information and shall co-operate with MIAL to minimize the extent of disclosure, including any effort by MIAL to contest or obtain a protective order against such requirement.
- (d) The Applicant shall, promptly upon the request of MIAL, return or destroy all Information including without limitation all originals, copies, extracts and summaries thereof (including information on electronic media), and certify to MIAL that it has returned or destroyed such Information within two days of such request by MIAL.
- (e) The Applicant agrees that the use or disclosure of the Information in breach of these confidentiality provisions will cause irreparable harm or injury to MIAL, which is incapable of recompense by way of damages. Accordingly, the Applicant agrees that MIAL is entitled to seek injunctive or other appropriate relief to restrain any breach or threatened breach of these confidentiality provisions.
10. We hereby agree that the EOI and this Application shall be construed, interpreted, enforced and governed, in all respects, by the laws of India. The courts at Mumbai will have exclusive jurisdiction in respect of all matters arising out of the EOI and this Application.

We, the Applicant, undertake that the representations, warranties, covenants, agreements and undertakings in the Application are true and correct and we shall be liable for any breach thereof. We hereby accept all the terms and conditions of the EOI. Capitalised terms used but not defined herein have the meanings set forth in the EOI.

Yours sincerely,

For and on behalf of [*name of Applicant*]

*Signature of Authorised Signatory(ies)

Name:

Title:

Phone number:

E-mail:

.....

ANNEXURE-2- AREA DETAILS

Housekeeping services at Mumbai International Airport Limited (MIAL), Mumbai Includes Cleaning and Upkeep of Following building / Area

Passenger Building**a) Area and Location : Terminal 1**

Sr no	Area Sqm: Operational area Sqm appx :Terminal 1B – 40239 & Terminal 1C - 20666 (subject to change in case of any operational change)
1	Terminal 1 B : Departure Hall , gates, counter areas , Mial information desk / counters ,Reserve Lounges , Baby care , Elevators , Escalators , Arrival Hall , Arrival belts , waste handling area , Arrival gates , Arrival ramps , inter transfer area , Passenger washroom , staff washroom prayer room , common service corridor, 1st to 3rd Floor common staircases & washroom, courier hall , BMA SHA area and passage , Mial Offices ,emergency staircases , facilities closed offices
2	Terminal 1 C : Pre & post security hold , boarding gates, passenger seats . Escalator ,emergency staircases , Lifts , Passenger washrooms, staff washrooms, Baby care rooms , FLB , PBB Lifts , escalators, BMA washrooms, Mial offices , Bus Gates
3	Terminal 1 B : (The nonoperational washrooms and areas, if any may be cleaned as per the requirement till such a time the areas are not operational to maintain the basic cleaning standards. Whenever fully operational based on the requirement for cleaning, Manpower and materials if required shall be considered separately)

Total No of passenger washrooms – 38 nos (includes Gents -13 / Ladies-13 & family-12 washroom)'

Total No of Staff washrooms – 12 nos (includes Gents -7 / Ladies- 5 Washroom)

b) Area and Location : Terminal 2

Sr no	Terminal 2 - Area Sqm: 408588 Area Sqm appx , 39875
	(subject to change in case of any operational change)
1	Level 4 and Level 3 SWP ,International Departure Departure forecourt , gates , Departure check in island , gates , reserve lounges , Mial offices , Service corridors , , Escalators , Elevators , Reserve Lounges , passenger washrooms , staff washrooms , VIP east and west check in and SHA , VIP cabana , information counters / desks ,Airline corridors ,Lifts , Escalators ,travellers , Baby care room , passenger seating area Security Hold , Immigration area , Custom area ,boarding gates , common area of retail Boarding gates (Art wall east & west) and East ,International Bus Gate , Swp – Boarding gates , I to D, Flb , Pbb, service corridors, Emergency staircases ,facilities Closed offices , wall cladding and glasses below 1.8 m
2	Level 3 – Domestic departure and Airline Corridors Pre and Post security hold , Boarding gates (Art wall east & west) , Bus Gate , Boarding gates , service corridors , Airline corridors , Level 3 East and West staff entry/ Exit areas , passenger washrooms , staff washrooms , information counters / desks ,Mial Offices , conferences , Meeting rooms , Mial Locker rooms , Mial Canteen , Prayer Room , Lifts , Escalators , Baby care room , passenger seating area, Flb , Pbb ,Facilities closed office , I to D
3	Level 2 –International & Domestic Arrivals Arrival forecourt , Meeter and Greeter , Baggage reclaim , Baggage Belt , common area passage of DFS and Retail , Immigration Hall , passenger washroom, staff washroom ,flb , Pbb , Boarding gates , MIAL reserved lounges , Passenger seating areas , service corridor , emergency staircases, travellers , Escalators , Lifts , facilities closed office , I to I ,D to D east and west
4	Level 1 Ground transportation Lobby , Forecourt , Exit gates , passenger seating areas , passenger washroom, staff washroom, service corridor, MIAL Offices, Mial Gym and Recreation center ,Mial Training rooms, Escalators, Lifts , Emergency staircases ,BBA , BMA - security hold , Service corridor passages , BBA and BMA washrooms , common area ,Closed Offices , Inline passages , Airside Peripheral washrooms

Total No of passenger washrooms – 128 nos (includes Gents -41 / Ladies-41 & family-46 Washroom)'

Total No of Staff washrooms – 109 nos (includes Gents -55 / Ladies-54 Washroom.

c) **Location: General Aviation (GA)**

Sr no	Area SQM - General Aviation Building – 8309 area sqm appx Compound wall / periphery – 1000 area sqm appx
1	Ground floor : Departure , Arrival , Security hold, Lounge , washrooms , baggage area
2	First Floor : Mial offices , crew room , washroom , waiting area , meeting rooms
3	Periphery pavers of landside and Airside

Total No of washrooms – 08 nos

Non Passenger Building / Area

- corporate office and Utility Building at Terminal 1

Location: Corporate office and Utility Building – Terminal 1

Sr no	Area Sqm -Corporate Office – 8309 area Sqm appx Utility Building – 3274 are sqm appx
1	Corporate office : Ground floor , first floor , second floor , terrace , AOG area ,conference room , meetings , training rooms , washrooms , reception desk , terrace , staircase , Lifts , Mial Canteen , Mial recreation and gym .
2	Utility Building : Ground floor , first floor , second floor , washrooms , lifts

Corporate ,total No of Staff washrooms – 10 nos (Includes Gents -5 / Ladies-5 Washroom

Utility building T1 ,total No of Staff washrooms – 08 nos (Includes Gents -4/ Ladies-4Washroom)

Notes :- The cleaning scope of First Floor Senior management offices of corporate office building is not part of this scope of work

The nonoperational washrooms and areas, if any may be cleaned as per the requirement till such a time the areas are not operational to maintain the basic cleaning standards. Whenever fully operational based on the requirement for cleaning, Manpower and materials if required shall be considered separately

Landside and Multilevel car park cleaning services at Mumbai International Airport Limited (MIAL), Mumbai which includes:

- a. Terminal 1
- b. Terminal 2

Housekeeping services at the above-mentioned areas includes however not limited to areas mentioned in **Annexure A** as follows:

Annexure A

1 Location: MLCP Terminal 1

Area Sqm: 35940 appx (subject to change in case of any operational change)	
MLCP parking area	Lower basement B2 , Upper basement - B1 , P1 , P2 , P3 , P4 ,P5 and terrace
Terrace area	as per requirement
MLCP periphery area	entry , front area and exit
Others	Mial offices under the purview of MLCP area
operational washroom	P1, P3, P4 and P5 gents and ladies washroom (9nos)
Nonoperational washroom	P2 cleaning as per frequency (gent and ladies' washroom (2 nos)

2 Location: MLCP Terminal 2

Operational Area Sqm: 122239 appx subject to change in case of any operational change Nonoperational area Sqm – P1 to P2 -685627 sqm	
Operational washroom - SCA east & west	P3 ,P4 , P5 , P6 , P7 and P10 (34 nos includes Gt , Lt and PHT washrooms)
Operational washroom - MLCP	P4 east and west Gt - 02
	P5 Auto stand gents -01

Non-operational - MLCP washrooms east and west (as per frequency scheduled)	P4 Lt , P5 , P6 , P7 , P8 and P9
Public Area	
Service core area east and west	P3 , P4 to P9
MLCP east and west	P3 ,P4 to P9
Forecourt area	P6 and P10
Sleep lane periphery east and west	P10
Nonoperational emergency staircase	P1 to P10 as per schedule

3 Location: Landside Terminal 1

Sr no	Area Sqm: 1, 50, 000 Sqm appx
	(subject to change in case of any operational change)
1	Approach and exit road, Taxi and Car pickup area, Departure & Arrival, Masjid , VIP Parking Area ,Arrival Plaza ,All Car Parking areas ,Gate 9 ,MLCP and Garbage Lane ,Taxi Staging areas ,Offices purview of Landside ,Cisf / Morcha ,Sleep lane,Bio Urinal ,Any other operational required areas
2	Post Office Road towards Parle olice station
3	Ola and Uber Taxi Staging Area near ATC Tower
4	T1 A departure and Arrival Road area iincluding Flyover

4 Location: Landside Terminal 2

Sr no	Area Sqm :4,00,000 sqm
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	(subject to change in case of any operational change)
1	Departure forecourt ,,gate 1 to 8 , Lane 1 , 2 and 3
2	Elevated Road Entry towards Departure (P10) ,P5 MLCP Entry Down Ramp
3	Elevated Exit Road towards WEH - Departure(P10) Gate 8 to Elevated Exit (WEH), P5 MLCP exit Up Ramp to Apollo towards WEH, Bus Stop lane
4	Elevated Tunnel Entry (both side- Elevated tunnel Entry To Security Check Post
5	Departure Sleep Lane-Ambassador Up Ramp towards P10 Entry Slip Lane to IA Project Down Ramp
6	Ambassador Signal till Marol signal l Entry and Exit
7	Ambassador Signal to Hayatt Hotel (PF-28 SAHAR POLICE STATION RD)
8	Ambassador Signal to Hayatt Hotel (PF-28 SAHAR POLICE STATION RD)
9	P5 Auto Lane till P5 MLCP Exit
10	P5 Exit , Bus Stop area
11	Taxi Staging Area - 2
12	Ground transportation lobby
13	Shivaji Smarak Area
14	VIP Loading Dock East and West
15	P6 - Forecourt Arrival
16	Hyatt Hotel to PNT signal PF 28 to P4)
17	Old Project Office - Sahar Road

18	Taj stats to Utility Road
19	Gate 5 Leading to Sahar Police Station Road

The Nonoperational washrooms and areas may be cleaned as per the requirement till such a time the areas are not operational to maintain the basic cleaning standards. Whenever fully operational based on the requirement for cleaning , manpower and machinery if required shall be considered separately

Integrated Pest Management services

2. Area of Coverage

Terminal 1 -60905 sqm operational area	Landside – Shivaji Smarak . taxi staging areas of T1 and T2
Terminal 2-408588 sqm	MLCP T1 -35940 sqm
General Aviation -9309 sqm	MLCP T2-206759 sqm
Corporate -8309 sqm & Utility Building T1- 3274 sqm	Airside -1033 acre

3. Pest management service :

3.1 The key general pest management service will include the following.

Sr No	Pests	Treatment
1	Cockroaches	Spray

		Gel treatment
2	House Flies / fruit Flies / drain flies / Gnats	Spray
3	Mosquitoes	Inspection of Larvae
		Larvicidal Spray
		Fogging
		Residual spray
		Mosquito repellent installation and refilling etc.
4	Rodents	Bait / Trap / Glue board / Burrow fill

3.2 Other Pest Services that may require control measures include following

Sr no	Pests	Treatment
1	Silver fish	Spray
2	Ants	Spray
3	Spiders	Spray
4	Snails	Wettable powder treatment
5	Moths	Spray
6	Bed Bugs	Spray

Honeybee hives removal occasionally as per the occurrence and requirement .

Facade Cleaning services at Mumbai International Airport Limited (MIAL), Mumbai which includes:

- a. Terminal 1 & GA
- b. Terminal 2

Housekeeping services at the above-mentioned areas includes however not limited to areas mentioned in **Annexure A** as follows:

Annexure A

I. Location: Terminal 2

A. HHR, LLR & Airside - Area: 339662 Sq Mtr.		
Sr.no	Structure	Area
1	Bullnose	HHR
2	Big Skylight Dome -28	HHR
3	Octagonal skylights-244	HHR
4	Semi-circle cable net glasses	LLR
5	Square sky Lights	LLR
6	necklace Sky Lights glasses & ACP	LLR
7	Curtain glasses & ACP V4 to V32	Airside
8	Canopy Roofs - ACP	Airside
9	Canopy -Vinyl	Airside & Gate 6
10	FLB with ACP V4 to V32	Airside
11	PBB V4 to V32	Airside
12	Louvers	Airside
13	FLB Rooftop	Pre- monsoon (Seasonal)
14	HHR catwalk Skylight GFRG and light fixtures	HHR (seasonal)
15	Any other task during monsoon or as per MIAL operational requirement.	

B. Terminal building and forecourt - Area Sqm: 222818 appx

Sr.no	Structure	Area	Sr.no	Structure	Area
1	GFRC with Column	Forecourt	21	Internal Screen	Building
2	GTL Ceiling	Forecourt	22	Skylights	Building
3	Arrival Skylights	Forecourt	23	Louvers	Building
4	Arrival ceiling	Forecourt	24	Vestibule Gates	Building
5	Mega columns	Forecourt	25	Glass Elevators	Building
6	FIDS	Forecourt	26	S.S Column, Roof top	Building
7	Skylights	Forecourt	27	Art Slot glasses	Building
8	Glasses and ACP, column, ceiling	VIP East and Loading Dock west	28	Tikri Cladding features / Diya Wall	Building
9	Escalators east & West SCA	MLCP - SCA	29	Water fountain heightened Glasses	Building
10	MLCP Canopy & Glasses	MLCP - SCA	30	Metal Panel Ceiling	Building
11	MLCP SCA external glasses	MLCP - SCA	31	Mega Columns	Building
12	Canopy & ACP vertical	MLCP -P5	32	Petal Ceiling (Retail)	Building
13	GFRG with Column	Building	33	Ceiling panels	Building
14	Curtain wall Glasses, SS and ACP.	Building	34	Curtain wall Glasses. Structure & ACP	FLB
15	Check In island Rooftop	Building	35	High Rise Ceiling & Ac Grills External	Building
16	Pylon Signage	Building	36	Corridors & retails islands brown ACP & AC blowers	Building
17	Cable Net Glasses, SS & ACP	Building	37	FIDS	Building & Forecourt
18	ACP	Building	38	Escalator SS - ide fixtures and glasses	
19	Corian / Braga Pillar	Building	39	Any Other High Rise Area in purview of schedule cleaning Provided By MIAL	Building / MLCP and Forecourt
20	Gates roof	Building			

FFL to FFL (in mtrs.) for reference -T2	
Description	FFL to FFL (in mtrs.)
Level 1 – General	4.9
Level 1 – Transportation	6
Level 2 – General	4
Level 2 – Arrivals Hall	11.4
Level 3	7
Level 4	18

II. Location: Terminal 1

Area Sqm: 98568 appx		
Sr.no	Structure	Area
1	Canopies & Structures	Forecourt, Terminal & Airside
2	Terminal Façade	Terminal
3	Airside Façade & Ceremonial Lounge	Airside
4	Terminal dividing Glasses	All Terminal
5	Pillars	All Terminal
6	Ceiling Structures	All Terminal
7	Skylights	All Terminal
8	Vertical walls	All Terminal
9	Domes Internal & External	All Terminal, Landside & Airside
10	Airside Louvers	Airside
11	Utility Building	Landside

12	Aerobridges	Airside & Terminal
13	PBB	Airside
14	Gates / FIDS	Forecourt, Terminal, and Airside
15	A2 & A5 Glass Boxes & Planters	Terminal
16	Planters	Terminal
17	Corporate Aviation	Terminal
18	Any Other Operational High Rise areas Scheduled	Scheduled