

Expression of Interest (EoI)

For Providing

Air Connectivity to

Shillong Airport

Ref: _____ Dated _____

Department of Transport, Govt of Meghalaya

1.Introduction

The state of Meghalaya is situated in the northeast region of India, extending from latitude 20°1' N and 26°5' N and longitude 85°49' E and 92°52' E. It extends for about 300 km in length and about 100 km in width. It is bounded on the north and east by the Indian state of Assam and on the south and west by Bangladesh.

Shillong Airport, also known as **Umroi Airport**, is a civilian airport located at Umroi, 30 km from Shillong, Meghalaya, India. The airport was constructed in the mid-1960s and became operational in the mid-1970s. Land measuring 224.16 acres was acquired for expansion of the airport in 2009. The work commenced in June 2009 and was completed in May 2010. The new terminal building, built at a cost of Rs. 30 crore, was inaugurated in June 2011.

The Airports Authority of India (AAI) has been allotted land for the further expansion of the airport. A fully functional refueling station has been put in place in the Airport.

Tourist Attractions

Shillong is the capital of the state and the largest city. The city is situated in the Khasi Hills. Shillong is the place to enjoy everything, starting from events, sightseeing, recreation, shopping, or unwinding oneself in a bar. The city has a character which can be felt only after exploring around the city.

Cherrapunji (58 km from Shillong), about two hours south of Shillong, used to be the wettest place on earth. This honor is given today to Mawsynram, a stone throw further west. The area is lush green with waterfalls and an extensive underground cave network.

A popular picnic spot is the Mawjymbuim Cave (55 km off Shillong) where there is a stalagmite in the form of a Shiva lingam receiving steady drops of water from a stone formed like a breast.

Jowai, the second biggest town in Meghalaya, is situated in the district of West Jaintia Hills. It is the gateway to Nartiang, a delightful village further north that has a bizarre collection of druid stones. Today it is an interesting park but a decade ago, human sacrifices were carried out. The most dominating piece rising up to the sky with red spots on the gray granite carries the story of a boy who was tricked into a trap, offering his life to please the gods. Take a walk through the charming village. There is a monument dedicated to the first freedom fighter hanged by the British in 1862. It is situated by a river surrounded by fields and pine forests and is inviting for a relaxing day's walk.

Other places to visit are Jakrem (66 km from Shillong), which is famous for its hot springs. Mawphlang is a picnic spot, and Ranigodam is known for adventure sports like angling.

2. Key Objective

1. Provide reliable and regular air connectivity to Shillong Airport, in the first phase of Inter State Air Service Operation in Meghalaya.
2. Provide an effective and reliable schedule with an adequate frequency, which allows for travel from one destination to another and back the same day as well as utilizes its own schedule with existing Airline-schedule to provide connectivity on trunk routes.
3. Commitment that the operations are dedicated to the Shillong Airport, Meghalaya

3. Scope of work-

The scope of the work shall mean and include, during the agreement Period:

- a) Managing the Inter State air service operations using aircrafts which shall have minimum 72 passenger seats in sectors as described in Schedule- A of the AOA (Air Service Operations Agreement).
- b) Ensuring safety, security and convenience of the passengers using this air service as per prevailing norms according to DGCA, BCAS and the Airport Authority of India.
- b) Performance and fulfillment of all obligations of the operator in accordance with the provisions of the AOA and matters incidental thereto or necessary for the performance of any or all of the obligations of the operator under the Agreement.
- c) The Govt. of Meghalaya (GoM) has finalized first phase of operation having predefined sectors for operating the flights.

4) Specific task and outputs of Air Service operator-

- a) Provide uninterrupted Air Service Operation for the Schedule provided in Annexure - A of AOA.
- b) Schedule - Make Schedule on prescribed routes, which are viable and convenient to the passengers connecting to these destinations and further on trunk routes.
- c) Time - Provide Govt. of Meghalaya (GoM) all suitable times to connect the cities mentioned in the schedule on daily basis.

5) **Associated responsibilities of the Air Service Operator (ASO)**

- 5.1 The ASO shall, during the daily flight timings, make the aircraft available in operational condition and in time to cater the service as per the daily approved flight program in coordination with Department of Transport, Govt. of Meghalaya (GoM) being as Nodal department for this operation.
- 5.3 The ASO shall ensure that the aircraft is properly licensed and complies with all Applicable Laws, rules and regulations, orders, standards, and schedules governing aircraft in non-scheduled category of the Director General of Civil Aviation, India and shall bear and pay all amounts, charges levied by the concern Authorities of the Airport.
- 5.4 The ASO shall obtain all necessary clearances from the Director General of Civil Aviation (DGCA), and the Airport Authority of India (AAI), Bureau of civil Aviation Security (BCAS).
- 5.5 The ASO shall also obtain necessary clearances for selling the tickets to the passengers for non-scheduled flights operations.
- 5.6 The ASO shall arrange for extending all necessary insurance coverage to the passengers as per the norms of DGCA and BCAS.
- 5.7 The ASO shall submit to the Govt. of Meghalaya a passenger manifest duly certified/ attested by the controlling Air Traffic Controller (ATC) indicating the Air route, total number of passengers and names of each passenger for every flight on fortnightly basis and also, The ASO shall have to submit a copy of the Aircraft Tech log book along with the bill for the claim. The ASO shall make available the Aircraft in safe and operational condition to cater to the daily flight program.
- 5.8 ASO shall ensure safe travel of the passengers.
- 5.9 ASO shall keep the aircraft and crew in a state of readiness to ensure that the declared flying schedule is strictly adhered to.
- 5.10 The ASO shall be solely responsible for maintenance, repair and services of the Aircraft in an airworthy condition in accordance with DGCA standards with no financial assistance from Govt. of Meghalaya
- 5.11 If the Aircraft is grounded due to technical reason or Force Majeure the ASO shall not demand compensation or VGF from the Govt. of Meghalaya during the non-operational period.
- 5.12 If for any reasons a flight is cancelled on a particular day the ASO shall ensure that the cancelled passengers shall be accommodated in first available flight, if required, by providing additional flight, or by providing safe and secure surface transportation (escorted by ASO representative) on shorter routes or shall be fully refunded if passenger so desire.
- 5.13 From the Commencement Date ASO shall provide daily flight even if there is a single passenger on a particular route to ensure reliability of the service, however if on particular day there is nil passenger booked on a particular sector the flight may be cancelled in coordination with GoM.
- 5.14 ASO shall maintain a public relations unit from commencement date to interface with and attend to suggestions from any user of the service operations.
- 5.15 ASO shall adhere to the safety standards as per the Good Industry Practice and more specifically DGCA regulations.

- 5.16 The ASO shall ensure safe conditions for the users; it shall follow the relevant operating procedures. Such procedures shall conform to the provisions of this Agreement, Applicable Laws, Applicable Permits and Good Industry Practice.
- 5.17 All costs and expenses arising out of or relating to safety requirements shall be borne by the ASO to the extent such costs and expenses form part of the work and services included in the Scope of the Project.
- 5.18 All claims relating to Services, operation and maintenance etc., raised by any third party including passengers shall be met by ASO. No compensation/reimbursement shall be made by GoM.
- 5.19 The ASO shall at its own cost and expense observe, undertake, comply with and perform following obligations;
- a. Obtain and maintain on and from the Commencement Date all the insurance in accordance with the provisions of this Agreement and Good Industry Practice;
 - b. Make reasonable effort to maintain harmony and good industrial relation among the personal employed in connection with the performance of its obligations under this Agreement;
 - c. Comply with all Applicable Permits and Applicable Laws in the performance of the ASO's obligations under this Agreement;
 - d. Be responsible for the safety, security, soundness of the flights in the Air Service Operation;
 - e. Indemnify GoM against all actions, suits, claims, demands, and proceedings and any loss or damage or cost or expense that may be suffered by any person on account of anything done or omitted to be done by the ASO in connection with the performance of its obligations under this Agreement.
 - f. Operate flight on Air Routes described in Annexure-A to this Agreement. These Air Routes maybe amended from time to time with mutual consent of the parties to this Agreement. Deploy and maintain requisite aircrafts for operating such flights and strictly observe the declared flight schedule.
 - g. Be solely responsible for complying with all Applicable Laws, permits, Good Industry Practice; be liable to pay all applicable taxes, levies etc.

6) Support from Meghalaya State Govt

- 6.1 Viability Gap Funding: GoM will support the ASO (Air Service operator) by way of VGF (Viability Gap Funding), initially for a period of one year which may be renewed after reviewing the effectiveness of the service.
- 6.2 The ASO will quote in the form of “Per Seat Flying Subsidy”.
- 6.3 The payment to be made to the selected operator will be termed as Viability Gap Funding (VGF). To explain further, $VGF = \text{Operating Cost} - \text{Revenue}$ (amount collected by the Air Service Operator by self or through their agents from the ticket sale excluding taxes).
- 6.4 The ASO shall raise bill on monthly basis i.e. within the 7 days of the completion of the month based on actual seat occupancy on each flight as reflected in the daily passenger manifest which is duly attested by the Air Traffic Control and clearance from GoM. The ASO will also have to submit the copy of the Aircraft Tech log book along the bill for the claim.
- 6.5 Assist the ASO in bookings and business promotion on best effort basis.
- 6.6 Pay for the VGF as mentioned above during the Agreement Period from the Commencement Date unless this Agreement is terminated due to the ASOs default.
- 6.7 GoM will conduct the review meeting for the performance of the ASO on yearly basis or as and when required to do so.

ANNEXURE-A

From	To	Frequency
Shillong Airport	New Delhi	daily
Shillong Airport	Kolkata	daily

EoI Submission Requirements

A. The EoI must be submitted on or before 1500 hrs. on dd/mm/yyyy (the EoI Due Date) in the Office of:

The Commissioner Transport
Shillong, Meghalaya

B. Firms shortlisted based on the EoI submitted by them will be provided with detailed Request for Proposal for final selection of the Air Service Operators (ASO).

C. EoI Shall be submitted in the following formats:

1. **Organizational:** Provide a brief description of the background and organization of your agency/entity. The brief description should include ownership details, date and place of incorporation of the agency, objectives of the firm etc.

Brief Data Sheet of the Bidder		
Sl. No.	Particulars	To be filled up by the Bidder along with supporting documents
1	Name of firm and address of registered office	
2	Registration No. & Date: (Please attach Registration Certificate)	
3	Year of incorporation	
4	Current Financial Status	
5	Total number of years of Experience from the incorporation of the Firm.	
6	Minimum number of aircraft that would be required for providing the desired level of air connectivity	
7	Date of commencement of Air Service should be indicated	
8	Detail of officer In-charge/Coordinator with name designation and contact details	
9	Any other relevant Information	

2. Financial: Provide net worth of the agency and previous Financial Year/s turnover of the Company on the basis of the audited accounts in Lakh (INR)

3. Agency's experience of similar nature

Sl. No	Name of Assignment	Name of the Client	Duration	Brief Details of the assignment and actual services provided by your organization	Contract Value Rs. (lakhs)

Use separate sheets if space provided is not sufficient