

**EXPRESSION OF INTEREST (EOI) FOR SUPPLY, INSTALLATION, TESTING AND
COMMISSIONING (SITC) OF TERMINAL AND LANDSIDE SIGNAGES AT
CHHATRAPATI SHIVAJI MAHARAJ INTERNATIONAL AIRPORT, MUMBAI**

**Issued by
Mumbai International Airport Limited**

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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 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 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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1. 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. Description of Work

CSMIA proposes to undertake the Supply, Installation, Testing and Commissioning (SITC) of Terminal and Landside signages as part of its ongoing facility enhancement program. The objective is to standardize and modernize all passenger-facing and operational signages to improve wayfinding, aesthetics, and brand consistency across the airport.

The scope of work includes dismantling of existing signages, fabrication and installation of new illuminated and non-illuminated signages, and integration of lighting and mounting systems as per approved design and material standards. The selected agency shall ensure high-quality execution with minimal disruption to airport operations, adhering to all safety, quality, and regulatory requirements applicable within the airport premises.

C. Invitation

MIAL hereby invites all interested companies, whether private or public (“**Applicant(s)**”) and having experience in Supply, Installation, Testing and Commissioning (SITC) of Terminal and Landside signages, 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

Date	Event
03.12.2025	Date of newspaper advertisement
12.12.2025	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.

1.3 CONTACT DETAILS

The following is the address and contact details for submission of Applications (by courier or registered post or hand delivery or electronically) 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 SIGNAGES AT CSMIA**” in the subject line of the email.

2. SCOPE OF WORK

As part of CSMIA’s continuous efforts to enhance passenger experience, the airport proposes to renew and standardize its terminal and landside signages across all passenger touchpoints. Over time, existing signages have undergone wear, inconsistencies, and visibility issues due to operational and environmental factors.

The new signage program aims to achieve the following objectives:

- Simplify wayfinding for passengers through clear, consistent, and strategically located signage.
- Enhance aesthetics and brand alignment, creating a uniform visual identity across facilities.
- Upgrade materials, illumination, and design quality to meet international airport standards.
- Improve passenger convenience and experience through intuitive, high-visibility signage solutions.

The proposed works will cover Terminal 1 (T1), Terminal 2 (T2), Multi-Level Car Parking (MLCP), and Landside areas, with an estimated 7000+ signage units to be renewed and installed.

The scope of work shall include, but not be limited to, the following:

1. Comprehensive Survey and Assessment of existing signages to determine condition, type, and replacement requirements.
2. Design Validation and Alignment with CSMIA’s approved wayfinding, branding, and material standards.
3. Fabrication and Supply of new signages, both illuminated and non-illuminated suitable for terminal and outdoor environments.
4. Dismantling and Safe Removal of existing signages, supports, and fixtures with responsible material disposal.

5. Installation and mounting of new signages at designated locations, ensuring proper alignment, visibility, and structural stability.
6. Electrical Connections and Integration for illuminated signages, including provision of required cabling, power connections, and testing of lighting systems.
7. Execution Coordination with Airport Operations, Safety, and Engineering teams to ensure smooth progress and compliance with all airport safety and operational norms.
8. Quality and Workmanship Assurance to achieve uniform appearance, high durability, and long-term performance.
9. Testing, Commissioning, and Handover of all completed signages after inspection and approval by CSMIA representatives.
10. Documentation and As-Built Records for all installed signages, including layout drawings, specifications, and maintenance references.



Indicative Signage concepts for Terminal and Landside Areas at CSMIA - Illustrating wayfinding, Information and Aesthetic Elements

3. PROJECT DURATION

The overall project duration shall be seven (7) months from the date of award of work. Considering the widespread nature of the signage locations across Terminal 1 (T1), Terminal 2 (T2), Multi-Level Car Parking (MLCP), and Landside areas, there are no specific constraints on work zones, allowing multiple teams to operate concurrently.

The contractor shall plan and execute works in a phased and coordinated manner to ensure timely completion within the stipulated period while maintaining the highest standards of safety, quality, and operational compliance across all work areas. The contractor shall also provide a detailed manpower deployment plan, indicating team distribution and manning strategy for different work locations to ensure efficient resource utilization and continuous progress across all areas.

4. 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:
 - i. Phase 1: EOI Stage
 - ii. 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.

5. QUALIFICATION CRITERIA

The Applicant must fulfil the following qualification criteria:

5.1 Relevant Experience

- The agency should have successfully executed signage fabrication and installation works in airports/metro or railway stations/malls/large commercial complexes/or other major infrastructure projects within the last 05 years with a single order value of INR 20 crores. (In case the single order value is lower than INR 20 crores, the EOI may be considered on sole discretion of MIAL subject to satisfactory performance certificates for work executed.)
- Experience should include works involving illuminated and non-illuminated signages, wayfinding systems, and branding or informational signages.

5.2 Project Scale and Complexity

- The agency should have executed projects of comparable scale, complexity, and operational sensitivity, preferably in live passenger or public environments requiring strict safety coordination.

5.3 Technical Capability

- Availability of in-house or associated design, fabrication, and installation facilities capable of handling large-volume, high-quality signage production.
- Proven capability in LED integration, electrical works, and structural mounting for illuminated signage systems.

5.4 Execution Capacity

- Ability to mobilize multiple teams and work simultaneously across various airport zones such as T1, T2, MLCP, and Landside.
- Availability of qualified project management and site supervision teams experienced in airport or equivalent operational environments.

5.5 Compliance and Safety

- Familiarity with and adherence to airport safety, security, and operational procedures.
- Commitment to comply with all statutory, environmental, and occupational health and safety regulations during project execution.

5.6 Quality and Standards

- Proven track record of delivering high-quality finishes, uniform illumination, and durable installations that conform to international airport signage standards.

5.7 Financial Stability

Proven track record of delivering high-quality finishes, uniform illumination, and durable installations that conform to international airport signage standards.

- The contractor must provide P&L statement and balance sheet for the last financial year, i.e. for FY25.
- Annual revenue should be > 50 Crores (In case the annual revenue is lower than INR 50 crores, the EOI may be considered on sole discretion of MIAL subject to satisfying other performance criteria.)

MIAL reserves the right to ask for any additional data/supporting/missing documents against the qualification criteria at any stage of the bidding process (Post EOI Opening stage).

6. WORKING CONDITIONS

The execution of works shall take place within live passenger operating areas at CSMIA, including Terminal 1 (T1), Terminal 2 (T2), MLCP, and Landside zones. Given the critical nature of airport operations, all works shall be planned and executed under strict adherence to safety, security, and operational protocols as prescribed by CSMIA.

6.1 Security Clearance

- Vendors possessing valid BCAS (Bureau of Civil Aviation Security) clearance for airport work will be given preference.
- Vendors without BCAS clearance shall assume a lead time of approximately one (1) month to obtain the necessary passes and clearances prior to commencement of site work.

6.2 Operational Equipment

- All works will be undertaken in live passenger areas with continuous flight and terminal activity. The contractor shall ensure zero disruption to airport operations and passenger movement during execution.
- The contractor shall coordinate closely with airport Operations, Security, and Safety teams to obtain required work permits and approvals.

6.3 Work Schedule

- The contractor shall plan for 24x7 operations, including night works, weekends, and holidays, to achieve timely completion within the stipulated project duration.

6.4 Safety and Quality

- All activities shall be executed in strict compliance with CSMIA's Safety Management System (SMS) and Permit-to-Carryout Work (PERCOW) requirements.
- Highest standards of workmanship, housekeeping, and quality control shall be maintained throughout the project period.

7. SUBMITTALS

A. Contents

- i. The Application shall be submitted in a sealed envelope comprising of the following:
 - ❖ Application Form along with necessary documents as per Error! Reference source not found.
 - ❖ Applicant credentials, company profile, shareholding, relevant experience, list of clients, etc.
 - ❖ Provide details of the top three similar projects executed, including scope of work, contract value, client, project duration, and peak manpower deployed. Additionally, include details of the highest-value project executed.
 - ❖ 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 SIGNAGES AT CSMIA
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 **Error! Reference source not found.**

The application can be submitted electronically to procurement.csmia@adani.com with the subject line_“EOI FOR SIGNAGES AT CSMIA” (Not mandatory)

- 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.

8. 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 behaviour 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.

9. MISCELLANEOUS

- A. MIAL shall issue subsequent bidding documents to the shortlisted Applicants.
- B. The EOI process shall be subject to provisions of OMDA.

ANNEXURE 1 : Application Form

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 SITC of Terminal and Landside Signages at CSMIA

Ref: EOI for SITC of Terminal and Landside Signages at CSMIA dated _____, 2025 ("EOI") issued by MIAL.

- 1. We confirm that we are submitting our Application for Supply, Installation, Testing and Commissioning (SITC) of Terminal and Landside signages at CSMIA, Mumbai with all the relevant MIAL and external stakeholders, as per the requirement.

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 5 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 Supply, Installation, Testing and Commissioning (SITC) of Terminal and Landside signages at CSMIA, Mumbai with all the relevant MIAL and external stakeholders, as per the requirement 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:
