REQUEST FOR PROPOSAL (‘RFP’)

For Providing Staff Transportation Services for BIAL employees, at Kempegowda International Airport, Bengaluru.

Name and address of the entity seeking proposal:

Bangalore International Airport Limited.
Administration Block, Alpha- 2, Bangalore 560 300

Person responsible for receipt of proposal, process and information:

GM - Procurement, Bangalore International Airport Limited
E-Mail: corpbid@bialairport.com
DISCLAIMER

1. The information contained in this RFP document or subsequently provided to the Bidders, whether verbally or in documentary or any other form by or on behalf of Bangalore International Airport Limited (‘BIAL’) or any of its employees or advisers, is provided to the proposers on the terms and conditions set-out in this RFP, and such other terms and conditions subject to which, such information is provided.

2. This RFP is neither an agreement, nor, an offer by BIAL to the prospective Bidders or any other person. The purpose of this RFP, is to provide the Bidders with the information, that may be useful to them, in the formulation of their Proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by BIAL in relation to the work. Such assumptions, assessments and statements do not purport to contain all the information, that each Bidder may require. This RFP may not be appropriate for all the persons, and it is not possible for BIAL, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis, and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP, and obtain independent advice from appropriate sources.

3. Information provided in this RFP to the proposers is on a wide range of matters, some of which, depends upon interpretation of law. The information given, is not an exhaustive account of statutory requirements, and should not be regarded as a complete or authoritative statement of law. BIAL accepts no responsibility for the accuracy, or otherwise for any interpretation or opinion on the law expressed herein.

4. BIAL, its employees and advisers make no representation or warranty, and shall have no liability to any person including any proposer under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this award process.

5. BIAL also accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any Bidder upon the statements contained in this RFP. It is the responsibility of the Bidders to make their own assessment in preparing their Proposals.

6. BIAL may, in its absolute discretion, but, without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

7. The proposer shall bear all its costs associated with or relating to the preparation and submission of its Proposal including, but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentation, which may be required by BIAL or any other cost incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder,
and BIAL shall not be liable in any manner whatsoever, for the same, or, for any other costs, or, other expense, incurred by any Bidder, in preparation or submission of the Proposal, regardless of the conduct or outcome of the selection process.

8. BIAL reserves the right to accept or reject any or all Proposals; qualify or disqualify any or all proposers without giving any reason, and is not obliged to correspond with any proposer in this regard. Further, BIAL reserves the right to relax, change, review, revise or/and cancel the eligibility criteria and the RFP process, at any time, without prior notice or without assigning any reason whatsoever. This invitation for RFP does not give rise to any right in rem, and is not an offer or invitation to offer.

9. BIAL will not entertain any claim for expenses in relation to the preparation of any Proposal pursuant hereto.

10. BIAL at its absolute discretion, reserves the right, until the closure of the Proposal submission, to modify any proposed terms and conditions set-out in the RFP as necessary, including but not limited to cancelling/withdrawing the RFP, to meet its objectives and principles as set-out below in this section.
TABLE OF CONTENTS

PART I
1.0 Introduction
2.0 Objective
3.0 Instructions to Bidders
4.0 Scope of Work
5.0 Evaluation criteria & proposal submission requirements
6.0 Contract awarding process

Annexure A: Letter of Undertaking
Annexure B: Firm / Company Background Details
Annexure C: Documents to be furnished
Annexure D: Financial Proposal

SCHEDULE - 1: Scope of work & Standards
1. INTRODUCTION

1.1 Bengaluru International Airport

Bangalore International Airport Limited (‘BIAL’), the owner and operator of the Kempegowda International Airport, Bengaluru (‘Airport’), is a company registered under the Companies Act, 1956. The Airport is built and is being operated at the best international standards. BIAL is committed to establishing this Airport as one of India’s leading airports, in terms of quality and efficiency, security and set a benchmark for the future development of Indian airports and also services to its passengers. The Airport is currently the third largest airport in India.

Further, more information about the Airport can be viewed at www.bengaluruairport.com.

1.2 Concession Agreement between Government of India and BIAL

The Government of India has granted the exclusive right and privilege to BIAL to carry-out the development, design, financing, construction, operation and management of the Airport for a period of thirty years from the Airport opening date, with an option for BIAL to extend the concession for another thirty years.

2. OBJECTIVE

BIAL is interested in receiving Proposals from suitably qualified and experienced service providers for Providing Staff Transportation Services for BIAL employees. BIAL is interested in receiving Proposals from suitably qualified, resourceful and experienced service providers to provide Cabs and work force to manage the daily operations of the staff pick up and drop services on a 24/7/365 model (hereinafter referred to as “Service”) at the Airport, on the terms and conditions contained in this RFP.

The Proposal shall comply with standards listed in the RFP. Based on final evaluation of the proposal, the contract will be awarded to the successful Bidder for providing the Staff Transportation Services, for BIAL employees.

3. INSTRUCTIONS TO BIDDERS

The Bidders shall submit a valid and binding Proposal for Providing Staff Transportation Services for BIAL employees on or before the Due Date (define later) of submission of proposal.

3.1 BIAL has adopted the following tentative schedule for submission of the Proposals, selection and award of tender under this RFP:
Description and Tentative Dates:

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Heading</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Date of issuance of RFP</td>
<td>24th Feb’15</td>
</tr>
<tr>
<td>2</td>
<td>Pre Bid Meeting/inspection</td>
<td>27th Feb’15</td>
</tr>
<tr>
<td>3</td>
<td>Last date for queries from bidders</td>
<td>5th Mar’15</td>
</tr>
<tr>
<td>4</td>
<td>Reply by BIAL</td>
<td>8th Mar’15</td>
</tr>
<tr>
<td>5</td>
<td>Period of submission of proposals</td>
<td>17th Mar’15</td>
</tr>
</tbody>
</table>

3.2 Due Date

Bidders shall submit the signed and sealed hard copy of the Proposal by courier, registered post or by hand delivery and in sealed covers, during 9:00 AM to 5:00 PM Indian Standard Time, from 17th March’15 which is the Due Date, to BIAL at the following address:

**Bangalore International Airport Limited**
Administration Block, Alpha 2
Bengaluru International Airport
Devanahalli, Bangalore 560 300
India

Attention: GM- Procurements & contracts, Bangalore International Airport Ltd.

Email: corpbid@bialairport.com

Any Proposal submitted by either facsimile transmission or e-mail is not acceptable. Any Proposal received after the Due Date and time, will be summarily rejected.

3.3 Earnest Money Deposit (‘EMD’)

Each Bidder, along with proposal documents shall enclose a Demand Draft of Rupees 2,00,000/- (Rupees two lakh only), favouring “Bangalore International Airport Limited” payable at Bangalore, as EMD. EMD of the unsuccessful Bidders will be returned within 60 days, without any interest. EMD of the successful Bidder will be returned upon furnishing the Performance Bank Guarantee (PBG) on award of the contract. BIAL will forfeit the EMD of the successful Bidder, in the event the successful Bidder fails to enter into an agreement with BIAL within the time line mentioned in the letter of intent.

3.4 Performance security

In order to ensure the due performance of the successful Bidder, the successful Bidder, shall provide a performance bank guarantee, equivalent to 10% of the contract value within seven (7) working days, from the date of award of the Contract. In the event the Successful Bidder fails to furnish the performance bank guarantee, BIAL will deduct amount equivalent to the performance bank guarantee from first bills payable to the successful Bidder and the same will be converted as performance security deposit. The performance bank guarantee or security deposit will be refunded after three (3) months of the expiry of the Term. The performance security deposit will not carry any interest.
3.5 Queries from Bidders

If discrepancies or omissions are found by any Bidder, or there is a doubt as to the true meaning of any part of this RFP, a written request for a clarification or interpretation must be submitted to BIAL and the same shall reach BIAL on or before 5th March 2015.

Any query or clarification related to this RFP must be made by email to the following email address:

Email: corpbid@bialairport.com

Copies of BIAL’s response shall be forwarded via email to all the Bidders to the email address provided to BIAL, with a description of the enquiry; but, without identifying its source. Further, BIAL is no way give any guarantee to give response to all the query raised by the Bidders, but may respond only to the relevant query, which BIAL may decide at its sole discretion.

3.6 Addendum/Corrigendum

3.6.1 At any time prior to the closure of the Proposal Due Date, BIAL, without assigning any reason, shall have the right to modify the RFP by issuing Addendum/Corrigendum. Any Addendum/Corrigendum issued, shall be a part of the RFP pursuant to this Clause, and shall be uploaded in the web or communicated in writing by email or by fax to all the Bidders.

3.6.2 In order to afford the Bidder’s reasonable time to take an amendment into account, or for any other reason, BIAL may, at its sole discretion, extend the Due Date for submission of the Proposals, in which case, all rights and obligations of BIAL, and the Bidders previously subject to the original deadline will thereafter be subject to the extended deadline.

3.6.3 In case of issuance of Addendum/Corrigendum, BIAL may also modify the other dates in relation to this RFP.

3.6.4 In case, after the issuance of Addendum/Corrigendum, the Bidder, who have already submitted their Proposals, do not resubmit their bids, but can submit the modification, if desired by the Bidder, in accordance with the terms and conditions of this RFP, to the extent of Addendum/Corrigendum, and the same shall be treated as part of already submitted proposal. if the Bidder, who have already submitted their Proposals, do not modify their bids, pursuant to the Addendum/Corrigendum, it shall be deemed that, such Bidder do not intend to modify their Proposals submitted, on the basis of the Addendum/Corrigendum and the proposal submitted by such bidder shall be treated as final proposal submitted by them.

3.7 In the event that BIAL issues a Corrigendum or an Addendum to the RFP, all Bidders will continue to provide, additional and/or supplementary information relevant to the Corrigendum or Addendum in the same name and style mentioned in the already submitted proposal.
3.8 Proposal Validity Period

The Proposal shall be unconditional, firm and valid for a period of 90 (Ninety) days from the Date of opening of Proposal. Any Proposal, which have validity lower than that specified above, shall be rejected by BIAL as being non-responsive. However, in exceptional circumstances, if the process of the award of contract is not completed within the initial Proposal Validity Period of 90 (Ninety) days, BIAL may request the Bidders to extend the Proposal beyond the Proposal Validity Period by an additional period of 60 (Sixty), and BIAL shall, at least seven days prior to the expiry of the initial period of 90 (Ninety) days, notify the Bidders accordingly. A bidder may refuse the request without forfeiting the bid security. A bidder agreeing to the request shall not be permitted to modify the bid, but shall be required to extend the validity of his/its bid and EMD correspondingly. All the terms of the bidding shall continue to be applicable during the extended period of validity.

3.9 Inspection

With prior intimation and appointment the Bidders may visit and inspect the Airport, all permitted location and its surroundings and obtain for itself on its own responsibility and cost, all information that may be necessary for preparing the Proposal. Further, it shall be deemed that, each Bidder has made itself aware of the working conditions and other requirements of the respective locations, and the Airport and is aware of the facts, prior to submission of the Proposal and for any appointment for the inspection of the Airport, the Bidders may send an email to securityhelpdesk@bialairport.com.

3.10 Responsibility of Bidders:

3.10.1 The Bidder agrees that, all information pertaining to BIAL’s business and other information provided by BIAL are confidential information of BIAL. The same shall be kept confidential and shall not be disclosed to any third party without the prior written approval of BIAL.

3.10.2 This RFP has been designed so that the Bidders can follow a step-by-step process from Proposal preparation, to submission, to evaluation and award. Each Bidder shall conduct its own investigations, analysis and examine the accuracy, reliability and completeness of the information provided in this RFP.

3.10.3 The Bidder shall examine and understand the RFP document and to verify its completeness. In the event that, there is any page or document obviously missing, or, erroneously inserted in the document supplied, the Bidder shall apply to BIAL to have such discrepancy rectified well before the RFP closing date.

3.10.4 The Bidder shall make all relevant investigations in relation to the performance of its obligations pursuant to the Bidder’s right.
3. 10.5 The Bidder shall obtain and verify any and all information required by it, for the purpose of completing the RFP, prior to submitting the proposal.

3.11 Letter of Intent

The successful Bidder will be issued a Letter of Intent under which it shall be obliged to enter into an Agreement within the timeline as mentioned therein.

4. SCOPE OF WORK

Successful Bidder’s Scope of Works

The successful Bidder shall Providing Staff Transportation Services for BIAL employees, at the Airport, as detailed out in SCHEDULE I. At any time during the Term of the agreement, BIAL shall have the right to add or delete the Scope or suspend, partially or in full, and add or reduce the service locations at its own discretion and in such instance BIAL will pay only as per the proposal submitted by the Bidder.
4.1 Penalty:

**PENALTIES:**

a) The Operator shall comply with all legal and reasonable instructions of BIAL at all times.

b) BIAL is at liberty to impose penalty or take action for deviation as listed below:

<table>
<thead>
<tr>
<th>Deviation</th>
<th>Deduct % age of the daily bill of the particular vehicle for deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1st time</td>
</tr>
<tr>
<td>Violations of traffic Rules by the same driver</td>
<td>25%</td>
</tr>
<tr>
<td>Unhygienic bus / Operator staff</td>
<td>10%</td>
</tr>
<tr>
<td>Operator staff found intoxicated, under the influence of banned substances, smoking or chewing tobacco while on duty</td>
<td>25%</td>
</tr>
<tr>
<td>Absence of driver/s without sufficient prior intimation</td>
<td>25%</td>
</tr>
<tr>
<td>Non-wearing of Uniform by Operator staff</td>
<td>Warning</td>
</tr>
<tr>
<td>Not-carrying ID Card by Operator staff</td>
<td>Warning</td>
</tr>
<tr>
<td>Non-availability of Operator staff</td>
<td>50%</td>
</tr>
<tr>
<td>Misbehaviour of Operator staff with BIAL employees</td>
<td>Warning</td>
</tr>
<tr>
<td>Delay</td>
<td>10%</td>
</tr>
<tr>
<td>Over-speeding</td>
<td>10%</td>
</tr>
<tr>
<td>Bad Maintenance</td>
<td>50%</td>
</tr>
<tr>
<td>Break down</td>
<td>10% and relief vehicle at Operator’s cost</td>
</tr>
<tr>
<td>Usage for purposes other than covered by the Agreement</td>
<td>50%</td>
</tr>
</tbody>
</table>

* Dismissal of the driver
4.1.1 In case of any deficiency of service, non-performance of scope of work, misconduct and negligence of the employees, violation of any terms and conditions, or Non-compliance of any statutory obligations by the successful Bidder, BIAL shall have the right to impose a work penalty @ 0.5% per day/per incident or 3% per month of the monthly bill. The total penalty is subject to a maximum 10% of the Total contract value. In the event the successful Bidder fails to pay the penalty as decided by BIAL, BIAL shall have the right to deduct the same from the running bills payable to the successful Bidder

4.1.2 Deductions:

BIAL shall have the right to recover from successful Bidder’s bills for the reasons mentioned in clause 4.1.1 and also all costs, damages, expenses which BIAL may have to incur or become liable to incur as a result of successful Bidder’s negligence or any other action that may originate such costs, charges, expenses etc. In case successful Bidder’s bill amount is not sufficient to cover such dues the balance shall be deducted from any sum which may become due to successful Bidder’s at any time thereafter.
4.2 Obligation of the Successful Bidder

The Successful Bidder shall:

**Part 1: Operations**

4.2.1 Staff Transportation Services for BIAL employees, in a professional manner and as detailed in the Scope of work and on 24x7x365 basis;

4.2.2 Ensure timely compliance of all the applicable laws /rules/other guidelines including all labour and safety enactments and guidelines;

4.2.3 Maintain a helpdesk at BIAL with 24/7/365 efficiency to cater to the ensuring, tracking and efficient and proper execution of the agreement. Such helpdesk shall be provided with a landline by BIAL in furtherance of this cause

4.2.4 Display a visible message, phone number and e-mail address, as may be prescriber by BIAL, on all vehicles assigned under the agreement, for registering complaints and for efficient communication

4.2.5 Make available to the drivers and supervisors communication device to ensure uninterrupted and continuous communication

4.2.6 Each of the vehicles shall be provided a hands-free communication device

4.2.7 At all times, ensure that the vehicles are operated in a safe manner and shall strictly obey all traffic rules and regulations

4.2.8 Operate the vehicles solely on the authorized routes/s without any unauthorized deviation

4.2.9 Maintain time limits as may be decided from BIAL from time to time

4.2.10 Not use BIAL’s dedicated vehicle for any purpose in any manner other than BIAL’s business requirement

4.2.11 Have a local operational office in Bangalore

4.2.12 At its own cost and expenses conduct background verification for all the employees, drivers, supervisors deployed at the Airport

BIAL from time to time, intimate the Operator of the requirements including for:

4.2.13 Uniforms of the drivers, supervisors and attendants
4.2.14 Basic facilities to be provided in the vehicle
4.2.14 Cleanliness of the Vehicle
4.2.15 Quality of the vehicle, etc.

which shall be duly complied with by the Operator within reasonable time

Generally the Operator shall endeavour to keep the rating to 85% which shall be Good and Satisfactory
Part 2: Drivers/ Attendants/ Staff

The operator shall further ensure that:

4.2.16 all the drivers employed at BIAL hold a valid and appropriate driving license and have a minimum driving experience of 5 years

4.2.17 the drivers undergo the necessary background checks as prescribed by BIAL from time to time

4.2.18 the drivers are healthy, not addicted to drugs, alcohol or any other banned substances and shall not smoke or chew tobacco while driving

4.2.19 none of the Operator’s shall not have any criminal or traffic violation case/s pending against them

4.2.20 shall be physically fit, submit to medical examination as directed by BIAL, at the Operator’s cost and risk. The Operator shall replace with immediate effect his staff, who is found medically unfit with suitable person/s at his cost and risk

4.2.21 the Operator’s staff be, at all times, courteous with the BIAL employees

4.2.22 none of the Operator’s staff shall not have any criminal or traffic violation case/s pending against him

4.2.23 in case of misbehaviour or any act unacceptable to BIAL on the part of any of the Operator's staff, the Operator shall remove such person with immediate effect on recommendation of BIAL

4.2.24 if any such person engaged as a Cleaner by the Operator, he shall be above 18 years of age, and shall be authorized by the Operator

4.2.25 the Operator’s staff shall be conversant with emergency procedures and trained on usage of fire extinguisher and first aid considering that the services are provided at an airport

4.2.26 none of the regular route drivers shall be changed without prior notice and permission of BIAL

4.2.27 the absence or leave of a route driver is required to be intimated to BIAL at least 24 hours in advance. It is further by the Operator that there shall be two drivers who shall man and run all the shift vehicles at BIAL
Part 3: Vehicle

The Operator further agrees that the vehicles provided under this agreement shall be:

4.2.28 all vehicles shall be fitted with a GPRS unit for the purposes of billing and monitoring the movement of vehicles, vehicle location, tracking, fuel availability on vehicle, speed and distance covered (more fully described under ‘Annexure E’ of the agreement)

4.2.29 all the vehicles shall at all times be in 100% roadworthy condition totally free from any mechanical, electrical, operational and engine defects

4.2.30 shall always be maintained hygienically and in clean condition

4.2.31 the tyres of all the vehicles shall always be maintained in good conditions and shall be replaced regularly

4.2.32 the emergency changes of vehicles shall be same or superior type at no additional cost to BIAL

4.2.33 a log-book shall be regularly maintained for each vehicle with all the relevant details and same shall be certified by BIAL on daily basis

4.2.34 Operator shall fully cooperate with BIAL for conducting and a fully equipped first aid box

4.2.35 shall contain a fire extinguisher in fully working condition and a fully equipped first aid box

4.2.36 colour, logo, body shape, etc. of the vehicles shall be as decided by BIAL

4.2.37 ensure and provide good seating arrangement, which shall be ergonomically designed with soft cushion and head rests

GPRS DETAILS:

For the purposes of bill verification and monitoring, the features like vehicle location, tracking, fuel availability on vehicle, speed and distance covered are to be recorded. The monthly bill payable to the Operator may be calculated based on these readings.

In order to allow an error factor, both the Parties agree that a 3% of the monthly bill will be paid to the Operator by way of an additional amount due to non-coverage on GPRS networks in some areas, in case the billing is done on the basis of the GPRS reading.

The Operator undertakes that the same shall be maintained in good and proper working condition throughout the validity of this Agreement at his costs and responsibility.
4.3 Term

The successful bidder shall provide Staff Transportation Services for BIAL employees, for a period of 2 (two) years, as per the scope of work, from the date of award of tender. The term may be reduced or extended for such period at the sole discretion of BIAL.

4.4 Taxes

The successful Bidder shall pay all contributions, including but not limited to, all the statutory payments under various labour enactments, applicable taxes and premiums payable under the Applicable Laws, during its performance under the Agreement and transportation, and any other expenses directly or indirectly met by the successful Bidder.

4.5 Assignment and Subcontracting

The successful Bidder, during the Term, shall not assign or subcontract any portion of the Scope of work to any other party.

5. EVALUATION CRITERIA AND PROPOSAL SUBMISSION REQUIREMENTS

BIAL intends to select only serious, committed Bidders for entering into an Agreement with BIAL. Accordingly, the Bidders shall ensure that, sufficient information is provided to enable BIAL to make judgments about their suitability. In assessing the Proposals submitted, BIAL shall have regard to the quality and level of information provided by the Bidders.

5.1 Evaluation Criteria

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<tr>
<th>Sl. No</th>
<th>Criteria</th>
<th>Weightage (%)</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Experience in providing Staff Transportation services for at least 5 years</td>
<td>30%</td>
</tr>
<tr>
<td>2</td>
<td>Financial proposal</td>
<td>45%</td>
</tr>
<tr>
<td>3</td>
<td>Financial strength</td>
<td>15%</td>
</tr>
<tr>
<td>4</td>
<td>Correctness, presentation and Completeness of the proposal</td>
<td>10%</td>
</tr>
</tbody>
</table>

From the time the Proposals are opened, to the time the award of the contract, the Bidders should not contact BIAL on any matter related to its proposal. Any effort by the Bidder to influence BIAL in the examination, evaluation, ranking of the Proposals, and recommendation for award of the contract may result in the rejection/disqualification of the Bidder’s Proposal.

BIAL will evaluate the Proposals of only those Bidders, who have satisfied the criteria and complied with the other requirements of this RFP in a fair and unbiased manner. BIAL will also consider the past performance of the Bidder, and its constituent individuals or entities as applicable, on other contracts with BIAL in terms of quality of its operation and management. Further, BIAL will evaluate the Financial Proposal, of those, Bidders who qualifies the technical proposal.
5.2 Grounds for Disqualification:

In addition to BIAL’s rights to disqualify any Bidder as set-out elsewhere in this RFP, BIAL shall have the right, in its sole discretion, to disqualify any Bidder, and reject its Proposal including, but not limited to any one or more of the following grounds:

5.2.1 Declaration of the Bidder as ineligible due to past corrupt or fraudulent practices, in any tender/bid process;

5.2.2 The Proposal not being accompanied by any supporting document/s or Annexure/s, required to be submitted in accordance with this RFP;

5.2.3 Failure to comply with the requirements of the RFP, or the Proposal being non-responsive to the requirements of the RFP. If the Proposal is not signed, sealed and marked or does not contain all the information as requested in the RFP, or in the format as specified in the RFP or Annexure/s, BIAL may reject the Proposal as non-responsive;

5.2.4 Any Proposal not accompanied by Earnest Money Deposit;

5.2.5 If the Bidder submits incorrect/inaccurate/misleading, false information, misrepresentation, in its Proposal which is in the sole opinion of BIAL, is material information;

5.2.6 If the Bidder is black listed or debarred by any major corporates, airports or by any governmental agency;

5.2.7 If the Bidder is not having an office/presence in the state of Karnataka; and

5.2.8 Any Proposal is received after the timeline as set-out in this RFP.

5.3 Format/Submission of Proposal:

The Bidders shall submit a valid and binding Proposal in two separate covers, clearly mentioning “Technical Proposal” & “Financial Proposal” for, and the Proposals must be marked as:

“PRIVATE AND CONFIDENTIAL”

PROPOSAL FOR “Providing Staff Transportation Services for BIAL employees” at the Airport.

5.3.1 The Proposal shall consist of the following details in the same order:

Technical Proposal :

a) An undertaking by the Bidder, confirming that there is no litigation pending and complied with the applicable laws. Annexure A;

b) Firm/Company background in accordance with the details contained in Annexure B;
c) Certified copy of the documents as detailed in Annexure C;

d) Operation Plan: Scope of work & standards including deployment of staff and key personnel in accordance with details as specified in Schedule I

e) Any other information as may be necessary to convey bidder’s ideas, and wherever applicable, to provide any relevant additional/further information.

Financial Proposal:

f) Format of the financial Proposal as per Annexure D.

6. AWARD PROCESS

6.1 BIAL will conduct the award process in a fair and non-discriminatory manner and BIAL will award the contract to the successful Bidder, who has offered the best Proposal to BIAL, in accordance with this RFP. BIAL reserves the right to negotiate with the selected Bidder/s during the bid process.

6.2 BIAL will issue a Letter of Intent / PO / WO to the selected Bidder pursuant to the conclusion of the bidding process as contemplated in clause 3.11 of this RFP. Any change of address of the Bidder should be promptly notified to BIAL. However, if the selected Bidder fails to execute the Agreement BIAL shall have the right to execute the Agreement with such Bidder, who has offered the next best advantageous Proposal to BIAL.
ANNEXURE A
Letter of Undertaking

Date: [Please insert]

We, (Name of the Bidder), hereby declare that, we have read and understood the terms and conditions set-out under the RFP.

The terms and conditions therein are acceptable to us.

We further declare that, there is no pending/previous litigation against us, which would prevent us from fulfilling the terms and conditions of the Agreement, in the event BIAL awards the tender and executes the Agreement with us.

We further declare and confirm that, we are aware of the required Licenses & Permits and clearances to be obtained for undertaking our obligations pursuant to the Agreement, under the Applicable Laws and agree to abide with the same.

We further declare and confirm that, we have never been debarred or blacklisted by any legal entity, pursuant to any business activity undertaken with them or, in relation to any participation by us, in any tender called by them.

Capitalized terms used herein, shall have the meaning ascribed to them in the RFP.

Authorised Signatory of the Bidder

Stamp
ANNEXURE B
Firm/Company Background Details

(a) Firm/Company History Profile along with organogram & escalation matrix, containing contact numbers, e-mail IDs, manpower strength, basic infrastructure along with capital equipment;

(b) Promoters;

(c) Existing Shareholding Pattern;

(d) Countries / Cities of Operations and address;

(e) Management Strategy;

(f) Total Turnover for the last three years and certified true copy of the audited balance sheet for the past three years.
ANNEXURE C
Documents to be furnished

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Document</th>
<th>Copy Furnished</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>License No. issued by Office of the Regional Labour Commissioner- (Central</td>
<td>Yes/No</td>
</tr>
<tr>
<td>2</td>
<td>Certificate of Incorporation.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Memorandum &amp; Articles of Association and / relevant document. (i.e.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Registration Certificate, Partnership Deed, if bidder is a partnership</td>
<td></td>
</tr>
<tr>
<td></td>
<td>firm etc.).</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Certificate of Registration of Establishment issued by the Labour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Department.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>PF Registration.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>ESI Registration.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Contract labour registration certificate.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Service tax.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>PAN Card.</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Details of the existing security service contracts for the last</td>
<td></td>
</tr>
<tr>
<td></td>
<td>three years, with major clients.</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Details of the clients for the last three years such as name, address,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>contact number and mail address.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Details of the training imparted to the employees.</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Customer satisfaction certificates.</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Copy of Valid ISO Certification and any other higher standard service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>certifications.</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Board resolution/Authorization letter/power of attorney issued in favour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>of the authorised signatory, authorizing to represent and sign the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>current Proposal and execute the subsequent agreement.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Any other Relevant information.</td>
<td></td>
</tr>
</tbody>
</table>

BIAL reserves its right to demand any other additional information that might be relevant for the evaluation of the proposal, at a later stage.
Annexure D

Yearly Price Quotation/ Financial Proposal

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Unit</th>
<th>Qty</th>
<th>Unit Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>For providing Staff Transportation</td>
<td>Month</td>
<td>12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL

Service Taxes as applicable

GRAND TOTAL
SCHEDULE I

SCOPE OF WORK AND STANDARDS

Part 1: Operations

4.2.1 Staff Transportation Services for BIAL employees, in a professional manner and as detailed in the Scope of work and on 24x7x365 basis;

4.2.2 Ensure timely compliance of all the applicable laws /rules/other guidelines including all labour and safety enactments and guidelines;

4.2.3 Maintain a helpdesk at BIAL with 24/7/365 efficiency to cater to the ensuring, tracking and efficient and proper execution of the agreement. Such helpdesk shall be provided with a landline by BIAL in furtherance of this cause

4.2.4 Display a visible message, phone number and e-mail address, as may be prescriber by BIAL, on all vehicles assigned under the agreement, for registering complaints and for efficient communication

4.2.5 Make available to the drivers and supervisors communication device to ensure uninterrupted and continuous communication

4.2.6 Each of the vehicles shall be provided a hands-free communication device

4.2.7 At all times, ensure that the vehicles are operated in a safe manner and shall strictly obey all traffic rules and regulations

4.2.8 Operate the vehicles solely on the authorized routes/s without any unauthorized deviation

4.2.9 Maintain time limits as may be decided from BIAL from time to time

4.2.10 not use BIAL’s dedicated vehicle for any purpose in any manner other than BIAL’s business requirement

4.2.11 have a local operational office in Bangalore

4.2.12 At its own cost and expenses conduct background verification for all the employees, drivers, supervisors deployed at the Airport

BIAL from time to time, intimate the Operator of the requirements including for:

4.2.13 Uniforms of the drivers, supervisors and attendants
4.2.14 Basic facilities to be provided in the vehicle
4.2.14 Cleanliness of the Vehicle
4.2.15 Quality of the vehicle, etc.

which shall be duly complied with by the Operator within reasonable time
Generally the Operator shall endeavour to keep the rating to 85% which shall be Good and Satisfactory
Part 2: Drivers/ Attendants/ Staff

The operator shall further ensure that:

4.2.16 all the drivers employed at BIAL hold a valid and appropriate driving license and have a minimum driving experience of 5 years

4.2.17 the drivers undergo the necessary background checks as prescribed by BIAL from time to time

4.2.18 the drivers are healthy, not addicted to drugs, alcohol or any other banned substances and shall not smoke or chew tobacco while driving

4.2.19 none of the Operator’s shall not have any criminal or traffic violation case/s pending against them

4.2.20 shall be physically fit, submit to medical examination as directed by BIAL, at the Operator’s cost and risk. The Operator shall replace with immediate effect his staff, who is found medically unfit with suitable person/s at his cost and risk

4.2.21 the Operator’s staff be, at all times, courteous with the BIAL employees

4.2.22 none of the Operator’s staff shall not have any criminal or traffic violation case/s pending against him

4.2.23 in case of misbehaviour or any act unacceptable to BIAL on the part of any of the Operator's staff, the Operator shall remove such person with immediate effect on recommendation of BIAL

4.2.24 if any such person engaged as a Cleaner by the Operator, he shall be above 18 years of age, and shall be authorized by the Operator

4.2.25 the Operator’s staff shall be conversant with emergency procedures and trained on usage of fire extinguisher and first aid considering that the services are provided at an airport

4.2.26 none of the regular route drivers shall be changed without prior notice and permission of BIAL

4.2.27 the absence or leave of a route driver is required to be intimated to BIAL at least 24 hours in advance. It is further by the Operator that there shall be two drivers who shall man and run all the shift vehicles at BIAL
Part 3: Vehicle

The Operator further agrees that the vehicles provided under this agreement shall be:

4.2.28 all vehicles shall be fitted with a GPRS unit for the purposes of billing and monitoring the movement of vehicles, vehicle location, tracking, fuel availability on vehicle, speed and distance covered (more fully described under ‘Annexure E’ of the agreement)

4.2.29 all the vehicles shall at all times be in 100% roadworthy condition totally free from any mechanical, electrical, operational and engine defects

4.2.30 shall always be maintained hygienically and in clean condition

4.2.31 the tyres of all the vehicles shall always be maintained in good conditions and shall be replaced regularly

4.2.32 the emergency changes of vehicles shall be same or superior type at no additional cost to BIAL

4.2.33 a log-book shall be regularly maintained for each vehicle with all the relevant details and same shall be certified by BIAL on daily basis

4.2.34 Operator shall fully cooperate with BIAL for conducting and a fully equipped first aid box

4.2.35 shall contain a fire extinguisher in fully working condition and a fully equipped first aid box

4.2.36 colour, logo, body shape, etc. of the vehicles shall be as decided by BIAL

4.2.37 ensure and provide good seating arrangement, which shall be ergonomically designed with soft cushion and head rests

GPRS DETAILS:

For the purposes of bill verification and monitoring, the features like vehicle location, tracking, fuel availability on vehicle, speed and distance covered are to be recorded. The monthly bill payable to the Operator may be calculated based on these readings.

In order to allow an error factor, both the Parties agree that a 3% of the monthly bill will be paid to the Operator by way of an additional amount due to non-coverage on GPRS networks in some areas, in case the billing is done on the basis of the GPRS reading.

The Operator undertakes that the same shall be maintained in good and proper working condition throughout the validity of this Agreement at his costs and responsibility.