

Air India SATS Airport Services Private Limited.

e- TENDER

Reputed Transport Agencies/Operators to provide transport services for AISATS Employees
at Hyderabad Airport.

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy,
Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

DISCLAIMER

The information contained in this Tender document or any information pertaining to the aforesaid subject matter subsequently provided to the bidders in any form by Air India SATS Airport Services Private Limited (hereinafter referred to as "AISATS") shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by AISATS.

This Tender is neither an agreement nor an invitation by AISATS to the prospective bidder or any other person. The purpose of this Tender is to provide all Bidder with the information that may be useful to them in the formulation of their proposals/ bids in response to this Tender. The statements, facts contained herein and various assumptions and assessments arrived at by AISATS do not purport to contain all/exhaustive information on the aforesaid subject matter that each bidder may require for the purposes of submitting their bids.

Each bidder should, conduct its own due diligence, investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, and information contained in this Tender and shall obtain independent advice from appropriate sources.

The information provided in this Tender to the bidder 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. AISATS accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

AISATS 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 Tender.

AISATS 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 Tender, from time to time.

This Tender does not imply that AISATS is bound to select a bidder or to appoint the successful bidder, as the case may be and AISATS reserves the right to reject all or any of the proposals without assigning any reason at any time whatsoever.

The Bidder shall bear any and all costs associated with or relating to the preparation & submission of its proposal/ bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by AISATS or any other costs incurred in connection with or relating to its proposals. All such costs and expenses shall remain with the bidder and AISATS shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the bid process as contained herein.

TABLE OF CONTENTS

<u>S.No</u>	<u>Description</u>	<u>Page No.</u>
<u>1</u>	Tender Notice	4
<u>2</u>	Tender Cover Letter	5
<u>3</u>	General Terms and Conditions of the Tender	6 - 18
<u>4</u>	Annexure I - Terms & Conditions/ Successful Bidder Information	19 - 27
<u>5</u>	Annexure II - Scope of Works	28 - 36
<u>6</u>	Annexure III - Eligibility Criteria for Bidders	37 - 38
<u>7</u>	Annexure IV - Undertaking	39

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763



TENDER NOTICE

Corporate/Tender-RFP/2025-2026/004

Date: 13th June 2025

Dear Sir/Madam

Subject: Invitation to participate in AISATS E-Tender for Provision of Transportation to AISATS Employees at Hyderabad.

Air India SATS Airport Services Pvt Ltd., (AISATS) invites bids (in e-Tender mode only) from reputed Transport Agencies / Operators for provision of Staff Transportation to AISATS Employees at Hyderabad for a period of 2 years.

Apart from the standard provision of transport, AISATS is keen to explore innovative and flexible solutions from the Bidders to cater to our employees current and future requirements e.g. through route rationalization, capacity v/s demand planning to determine the best and most cost-efficient type of transport. The Bidder is encouraged to prepare its bid accordingly and propose feasible solutions, as these would be viewed favourably when evaluating the bids.

Bidders are hereby invited by AISATS to quote for the provision of transportation to its employees as per requirement.

1. Interested Bidders are requested to visit our portal <https://aisats.procuretiger.com/EPROC/> to complete the registration process for participation in the e-Tender.
2. For any queries related to registration on the portal, please contact on below coordinates.

E: Support@ProcureTiger.com | Mobile: +91 – 9510813436 / 9510813067 / 9328931942

Sincerely,

SD/
Vinay Sardar
Head Procurement

Important: Please note that only e-Tender shall be accepted. No hard copies shall be entertained

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

TENDER COVER LETTER

Corporate/Tender-RFP/2025-2026/004

Date: 13th June, 2025

Sub: e-Tender for appointing a reputable service provider for Transportation of AISATS Employees at Hyderabad.

1. INTRODUCTION: -

AISATS is a leading ground and cargo handling service provider in India, operating as a 50:50 joint venture between Air India Limited (a part of Tata Group) and SATS Limited, a globally recognized leader in gateway services and food solutions. Since the start of its operations in 2008, AISATS has provided hassle-free and comprehensive solutions to its customer airlines in international airports at Bengaluru, Delhi, Hyderabad, Mangalore and Trivandrum.

2. PURPOSE OF THE TENDER: -

Air India SATS Airport Services Private Limited (AISATS) desires to appoint Service Provider for provision of Transportation of AISATS Employees at Hyderabad. Service Provider shall offer to deliver a high quality, reliable and competitive service, relative to best in class at most competitive cost.

3. SUMMARY OF BIDDING INFORMATION: -

Online e-Tender submissions are to be submitted in a two-bid system through the e-procurement portal (Technical Bid and Price Bid) <https://aisats.procuretiger.com/EPROC/> on or before **1700 Hrs. (Indian Standard Time) on 27th June 25.**

4. Contact Details: -

For any clarification, please address your questions via email to:

Name -: B. Ravi Kumar
e-mail- ravi.b@aisats.in
Designation: Sr. Manager- Procurement & Stores
Air India SATS Airport Services Pvt. Ltd
Gate no-2, Maintenance Centre.
Rajiv Gandhi International Airport, Shamshabad-500108
We look forward to receiving your response in time.

GENERAL TERMS AND CONDITIONS OF THE e-TENDER

Air India SATS Airport Services Pvt. Ltd., (AISATS) invites bids (in e-Tender mode only) from reputed Transport Agencies / Operators for provision of Staff Transportation to AISATS Employees at Hyderabad.

1. Definitions as used in the TENDER:

- a. The term **"AISATS"** shall mean Air India SATS Airport Services Private Limited.
- b. The term **"TENDER"** shall mean all the documents including Tender Notice, Tender cover letter, and all the tender Annexures.
- c. The term **"Bidder"** shall mean the one who has signed the Tender Form and submitted the Bid in response to this TENDER.
- d. The term **"Bid"** shall mean the Technical and Price Bid filled up by the Bidder including the documents submitted in support thereof.
- e. The term **"Contract"** shall mean the agreement entered into by AISATS and the Selected Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned therein.
- f. The term **"Services"** shall mean the services referred in Annexure.
- g. The term **"Selected Bidder"/ "Service Provider"** shall mean the Successful Bidder who has been awarded the Contract to carry out the Services contemplated in this Tender.

2. OFFER VALIDITY:

The Offer submitted by the bidder must be valid for a period of 180 days from the date of opening of commercial bid

3. SCOPE OF TENDER AND OBLIGATIONS:

- a. Online E-tender submissions are to be submitted in a two-bid system through the e-procurement portal (Technical Bid and Price Bid) <https://aisats.procuretiger.com/EPROC/> on or before 1700 Hrs (Indian Standard Time) on 27th Jun 2025.
- b. Tenders sent by any other way will be summarily rejected. Bids received late, delivered at different address other than as specified in the Tender / or lost in transit will not be accepted irrespective of whether the delay has arisen on account of the delivery system.
- c. There will be no acknowledgement of receipt of any Bid. It is the responsibility of the Bidder to ensure that the Bids reach the aforesaid address in the required manner and prior to the closure of the Tender submission date and time.
- d. Bids that are incomplete and do not comply with the conditions laid down in TENDER documents, are liable to be rejected.
- e. The Bidder must sign all the pages of the technical bid and the price bids (With Seal). The bidder must submit this Tender along with the technical bid signed by the authorized signatory of his firm and affix his/his firm's stamp at each page of the Tender including its Annexures as the acceptance of all the terms and conditions.
- f. The Price bids of only those Bidders, who qualify in the Technical Bid evaluation, would be opened at a later date.

- g. The Technical Bid should not contain any indication of the price. In case any indication of price is included in the technical bid, the Bid will be rejected without any reference to the Bidder. No correspondence will be entertained in this regard.
- h. The Price quoted should remain valid for acceptance for a minimum period of 180 days from the date of opening of the Bid.
- i. AISATS reserves the right to accept / reject any / all Bids without assigning any reasons.
- j. AISATS reserves the right to award the contract(s) in parts or in whole to one or more bidders, based on its internal evaluation of the bids.
- k. The successful Bidder(s) shall enter / sign a contract / agreement with AISATS.
- l. The successful Bidder shall provide the transport services and AISATS shall avail the services in accordance with and subject to the terms of the Agreement.
- m. AISATS has the right to reduce / increase the number of trips / the type of transport / the locations for pick up and drop off based on the rates quoted by the bidder.
- n. In particular but without limiting the generality of Clause "n" the successful Bidder shall at its own cost and expense; Perform the services:
 - 1) In accordance with the provisions;
 - 2) In accordance with the Schedule;
 - 3) In accordance with the best industry practice;
 Diligently, efficiently, in a timely manner with reasonable care and skill to be expected of a reputable supplier experienced in the type of work to be carried out under the Agreement.
- o. This document, or any part thereof, does not constitute and shall not be construed as a contract between AISATS and any Bidder and no communication, whether verbal or written by AISATS management, personnel or agents of the organization during the course of the evaluation process shall create such a contract in respect of the products or services specified in this TENDER.
- p. The bidder must examine this document and be satisfied that it fully understands its obligations AISATS shall rely upon the information provided by the bidder and select the bidder on the basis of this information.
- q. The bidder acknowledges that in making its selection and when considering the formation of an agreement with the bidder, AISATS will act in reliance on the representations made by the bidder prepared in response to this TENDER.
- r. The bidder is responsible for all costs and expenses associated with responding to this TENDER and AISATS cannot be held liable for any costs incurred by the Bidder regardless of the outcome.
- s. AISATS reserves the right to conduct negotiations and clarification meetings with technically qualified L1, L2 & L3 Bidder to achieve the most competitive and desirable solution for AISATS.
- t. AISATS also reserves the right to conduct negotiations with any Bidder having a price difference of 20% or less to the lowest quoted bid.
- u. AISATS is not bound to accept the lowest quoted bid or to assign any reason for non-acceptance or rejection of the bid. No bid shall be deemed to have been accepted unless such acceptance has been notified in writing to the successful bidder/ contractor by AISATS through the letter of acceptance.
- v. AISATS reserves the right to accept any bid in respect of the whole or any portion of the work specified in the specification and scope of the work or to divide or reduce the work. AISATS shall reserve the right to accept the whole or part of the Bid.
- w. The process of verification of the credentials, background checks, technical capabilities and performance track record can be carried out at any stage before the award of the contract. AISATS reserves the right to disqualify any such applicants/bidder if negative feedback is recorded during such verification process.

- x. AISATS is not liable for any claim for whatever costs which may be incurred in the preparation of the Bid.
- y. The **Selected Bidder** will not assign the Contract to any third party without the prior written consent from **AISATS**.
- z. In case of any sub-contracting or any replacement of vehicle provided by the service provider, it will be the sole responsibility of the service provider with regards to insurance/ documentation, compliance etc. The service provider will indemnify AISATS and compensate the third party, in case of any loss incurred by AISATS and the affected parties due to the replacement of vehicle by service provider.
- aa. In the event of default, AISATS, reserves the right to cancel the order and can claim damages from the successful bidder and also reserves the right to award the contract to another party at the cost and risk of the successful bidder.
- bb. AISATS may at its sole discretion and at any time during the evaluation of proposal, disqualify any Bidder, if the Bidder:
 - 1. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - 2. Failed to provide related clarifications, when sought
- cc. AISATS reserves rights to:
 - 1. Reject any or all responses received in response to the RFP without assigning any reason whatsoever.
 - 2. Cancel the RFP / Tender at any stage, without assigning any reason whatsoever.
 - 3. Waive or change any formalities, irregularities, or inconsistencies in this proposal (format and delivery).
 - 4. Extend the time for submission of all proposals and such an extension would be duly notified on the website.
 - 5. Select the next most responsive bidder if the first most responsive bidder evaluated for selection fails to result in an Contract within a specified time frame.
 - 6. Select the bidder even if a single bid is received as a response.
- dd. **Bidder** shall provide the services as prescribed in “**Annexure – C**” and AISATS shall purchase the services in accordance with and subject to the terms of the Contract.

Following Documents are to be submitted:

- Pan Card.
- GST Certificate.
- Company Registration.
- Income Tax Return (3 Years).
- Required proofs for similar work done (contracts/POs) and experience.
- Undertaking on company letterhead signed by company's Authorized Representative.
- Signed e-tender copy as acceptance of T & Cs of this e-Tender.

4. BIDDERS REPRESENTATIONS, CONVENANTS & INDEMNITIES: -

- a. The Bidder has examined the scope of the specifications and all other documents, information and requirement of AISATS and has satisfied itself as to the adequacy thereof for the performance of

this TENDER. It is the duty of the Bidder to draw to the attention of AISATS any errors, discrepancies or inaccuracies in the Specifications or such other documents which an experienced supplier of the Transport Industry should reasonably have discovered.

- b. The Bidder agrees to fully and effectively indemnify and hold harmless AISATS, its parent companies, associated and affiliated companies from and against all actions, proceedings, claims, damages, liabilities, losses, costs and expenses (including without limitation, legal costs and expenses) whatsoever arising out of or in connection with the acts, deeds, omissions, defaults or negligence of the Bidder and/ or its officers, employees, representatives, agents, suppliers, Bidders or subcontractors in relation to this TENDER performance of the Works and the Bidder's obligations under this TENDER.
- c. The bidder has to submit the Undertaking along with the other documents.

5. **EARNEST MONEY DEPOSIT:**

- a. An Earnest Money Deposit (EMD) of Rs. 1,50,000 (Rupees One Lakh Fifty Thousand Only) should be in the form of Crossed Bank Draft / Pay order / Banker's cheque of any Nationalized Bank in India, valid for three months from the date of submission, must be submitted in an envelope directly being couriered to below address before the Tender submission due date 27th June 2025 @1700Hrs. Proof of EMD submission like proof of delivery (courier details or hand delivered acknowledgement) and a copy of EMD shall be submitted along with Technical Bid).

Air India SATS Airport Services Private Limited
Gate No. 2, Maintenance Center, RGI Airport
Shamshabad, R.R. District, 500108
Telangana, India

- b. MSME registered bidders are exempted for submission of EMD. However, bidder have to submit the MSME certificate along with Technical Bid.
- c. The crossed Bank Draft shall be in favor of "AIR INDIA SATS AIRPORT SERVICES PVT. LTD." payable at Hyderabad.
- d. The Bids submitted without receipt of EMD (before due date) or with EMD in any other form other than as mentioned aforesaid shall be rejected as non-responsive.
- e. No interest shall be payable by AISATS for the sum deposited as Earnest Money Deposit.
- f. Forfeiture of EMD: The Earnest Money deposited by the Tenderer shall be forfeiture by AISATS in the following events:
 - 1. If Tender is withdrawn during the validity period or any extension thereof.
 - 2. The Tenderer does not respond to the request for clarifications of its proposal
 - 3. The Tenderer fails to provide the required information during the evaluation process.
 - 4. If Tender is varied or modified in a manner not acceptable to AISATS during the validity period or any extension of the validity duly agreed by the tenderer.

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

5. In case of a Selected Tenderer, the said Tenderer fails to furnish Performance Bank Guarantee after work has been awarded.

- g. EMD of the unsuccessful Tenderer would be returned after issuance of the letter of intent to the successful Tenderer.
- h. EMD of the successful Tenderer will be returned after Submission of Performance guarantee by the tenderer.

6. PERFORMANCE BANK GUARANTEE:

- a. The Successful Bidder shall be required to deposit an amount equal to 10% of the Annual Contract Value as Performance Bank Guarantee (in the manner specified by AISATS) within 15 (fifteen) days of issue of the Letter of Intent.
- b. The Performance Bank Guarantee shall be in the form of an irrevocable unconditional Bank Guarantee issued by a Nationalized Bank in favor of "AIR INDIA SATS AIRPORT SERVICES PVT. LTD."
- c. It is expressly understood and agreed that the Performance Bank Guarantee is intended to secure performance of the Successful Bidder, failing which it will be deemed to be in default of the Agreement. It is also expressly understood and agreed that the Performance Bank Guarantee is not intended to cover all the damages details stipulated in various clauses of Work Order.
- d. The above Bank Guarantee shall be valid for over three months after the expiry of the period of the agreement. AISATS will be free to en-cash this Bank Guarantee in the event of any failure on the part of the Service Provider to meet his obligations under the contract or in the event of any demand by the Statutory Authorities concerned for the dues from the Service Provider.
- e. The above Performance Bank Guarantee shall be released after the successful completion of the delivery & services. This guarantee shall be valid until three months after the completion of the contract.
- f. After acceptance of the agreement if any/all the terms and conditions of the contract is/are violated, then AISATS reserves the right to terminate the contract. In such case, the security deposit amount will stand forfeited to AISATS without assigning any reason.

7. TENDER SUBMISSION:

The bid should be submitted online only on the e-procurement site mentioned in this Tender. Tenders received through fax and / or email will not be considered. Tenders submitted late will not be accepted. Tenders that are incomplete stand the risk of being rejected. The tender will have two stages namely Technical Bid and Commercial Bid. Both the bids should be submitted in the prescribed formats only, before the last date and time of submission. Technical Bid should be submitted along with EMD submission proof. Bidders who will qualify in technical stage will be eligible for Commercial stage. The reasons for selection or rejection of a particular bidder will not be disclosed.

8. SIGNING OF BID DOCUMENT:

All the Bid document submitted should be signed only by authorized signatory of bidding firm. The bidder should sign and affix his/his firm's stamp at each page of the Tender including its Annexures as the acceptance of the terms and conditions.

9. PAYMENT SCHEDULE:

- a. Payment shall be made against the bills which are submitted by the Service Provider during the first week of every month for the services rendered during the previous month along with all necessary supporting documents. Payment shall be released within 30 days of receipt of the invoice or bills.
- b. Payment to the Service Provider will be either based upon the logbook / Trip sheet (over writing on bills /trip sheet shall be rejected) with Signature of AISATS employees maintained by the driver or through the trip history taken from the Software that will be utilized during the course of the contract. It is therefore necessary that the staff using the vehicle on a daily basis sign the logbook. The logbook will also contain complaints and poor services noticed by AISATS staff. In case of deficiency of services/complaints the AISATS representative may impose penalty to be deducted from the monthly bill of the Service Provider. In this regard, the decision of AISATS representative will be final and binding on the Service Provider.
- c. No payment for Extra hours will be made for the fault / mistake / delay from Tenderer's side.
- d. Drivers should not take money from Staff for Fuel, Toll charges, Parking Charges and any fine paid to police during operation.
- e. Service Provider should ensure payments of all statutory dues which are mandatory and in force during the contract period and will be the sole responsibility of the service provider.
- f. Good and Service Tax (GST) as per applicable rate shall be paid in accordance with the Rules on payment of GST as applicable.
- g. Payment will be released by AISATS after deduction of applicable TDS (If any) at the time of payment as per Indian laws.

10. INSURANCE & OTHER OBLIGATIONS:

- a. The Comprehensive Insurance (covering vehicle, driver, third party and the passengers) shall be the sole responsibility of the successful Bidder for the entire term of the Contract. The successful Bidder is required to periodically furnish a copy of the insurance policies (including renewals) to Air India SATS Airport Services Private Limited.
- b. Successful Bidder needs to submit the copies of all the necessary documents to AISATS (Ex. RC, Insurance, Permit, FC & Driver Licenses) before the commencement of Service. The successful bidder needs to ensure the timely renewal of these necessary statutory requirements & all these renewal documents will be submitted to AISATS from time to time.

11. **PRICE AND VALIDITY:**

- a. The rates must be quoted covering the entire activity as per the scope of contract. Rates should be inclusive of all charges applicable (toll /parking/extra hours or any other similar charges etc.) and excluding applicable GST taxes, the quantum of which should be clearly specified. The bill raised to AISATS after rendering the services shall be subject to tax deduction at source. Rates agreed upon signing shall remain the same throughout the period of contract.
- b. Notwithstanding any other provision to the contrary contained in the agreement, AISATS may, at any time, without providing notice to the successful Bidder, set off or deduct from any or all amounts payable to the Service Provider (whether under the Agreement or any other Agreements), any or all sums that may be due and owing by the Service Provider to AISATS, its related or associated companies, whether under the Agreement or otherwise (including without limitation, any liquidated damages payable under Agreement, or any amounts previously overpaid to the Service Provider).
- c. Unconditional discounts, if there are any, should be clearly indicated, and should be applied to the quoted price during evaluation.
- d. Conditional discounts, if offered will not be considered for arriving at the lowest quote.
- e. Bidders are advised to understand the magnitude of the job involved before submitting their bids. They may even visit various pick-ups and drop points of AISATS employees for this purpose. No clarification will be entertained after receiving bids.
- f. Formula to be used for Rate revision due to price increase or decrease will be as below.

Calculation For Fuel Revision If Any	
Vehicle Type	A
Fuel (HSD) agreed rate	B
Fuel (HSD) New rate	C
Vehicle kilometer driven per liter of Fuel (kmpl)	D
Increase in per km rate	E
The calculation will be as follows: $E = \text{Diff. in fuel price (C-B)} / \text{KM per litre of fuel (D)}$.	

Following criteria's to be fulfilled for the above calculation:

1. Review of rates due to price increase / decrease in fuel, will be done only once in 3 months.
2. There should be at least a 5% increase (or) decrease in Fuel Rates during the period so as to arrive at the revised Price. Rates should be constant for 3 Months. The Average increase in 3 months period only will be taken into consideration.
4. Mileage per liter details for Vehicle type should be specified by the bidder in the Price bid Table.

12. **RISK PURCHASE CLAUSE:**

- a. AISATS reserves the right to curtail or cancel the contract either in full or part thereof if the Bidder fails to deliver the services and comply with terms & conditions of the contract. AISATS also reserves the right to procure the same services through other sources at Bidder's entire risks, costs

and consequences. Further, the Bidder agrees that in case of procurement by the AISATS from other sources the differential amount paid by the AISATS shall be on account of the Bidder together with interest and other costs accrued thereon.

- b. AISATS shall not be liable for any costs, obligations and claims incurred by the Bidder due to the cancellation.

13. DURATION OF THE CONTRACT:

- a. The Validity of the agreement would be 24 months (2 Years) from the date of commencement of service by the successful Bidder.
- b. The successful Bidder will have to enter /sign a contract / agreement with AISATS.
- c. After the expiry of two years, AISATS may at its sole discretion extend the contract for one more year at the same terms & conditions.
- d. AISATS has the right to terminate the contract by giving a notice period of one month.
- e. AISATS also has the right to terminate this agreement immediately (without giving any prior notice) if the Bidder is found guilty of breach of the agreement or other unethical practices, including violation of any laws

14. CLARIFICATIONS:

- a. For any clarifications please contact :

Mr. B Ravi Kumar— Sr Manager- Procurement & Stores – ravi.b@aisats.in
Mr. Sunil Kumar – Sr Manager – Procurement – sunil.bidhuri@aisats.in
- b. During the period following release of this TENDER all Bidders will be permitted to submit questions in writing.
- c. While all questions will be given full consideration, Air India SATS Airport Services Private Limited reserves the right to limit the format, content and timing of its responses in any way believed by it to be appropriate (which includes the right to refuse a response without giving any reason for so doing).

15. LIABILITY CLAUSE:

In case where it is necessary for employees or representatives of the Bidder to go upon the premises of AISATS, Bidder agrees to assume the responsibility for the proper conduct of such employees/representatives while on said premises and to comply with all applicable Workmen's Compensation Law and other applicable Government Regulations and Ordinances and all rules and regulations particularly in regard to safety precautions and fire hazards. If this order requires Bidder to furnish labour at site, such Bidders

workmen or employees shall under no circumstances be deemed to be in AISATS employment and Bidder shall hold himself responsible for any claim or claims which they or their heirs, dependent or personal representatives, may have or make, for damages or compensation for anything done or committed to be done, in the course of carrying out the work covered by the purchase order, whether arising at AISATS premises or elsewhere and agrees to indemnify the AISATS against any such claims, if made against the AISATS and all costs of proceedings, suit or actions which AISATS may incur or sustain in respect of the same.

16. CONFIDENTIALITY:

The contents of this TENDER, together with all responses and clarifications provided to the Bidder by Air India SATS Airport Services Private Limited, and its process of Bidder selection, as well as the timing and content of any meetings, discussions and negotiations between Air India SATS Airport Services Private Limited and the Bidder, constitute 'Confidential Information and shall not be shared with any third party.

17. RECOVERY OF SUMS DUE:

Whenever, any claim against Bidder for payment of a sum of money arises out of or under the contract, AISATS shall be entitled to recover such sums from any sum then due or when at any time thereafter may become due from the Bidder under this or any other contract with the AISATS and should this sum be not sufficient to cover the recoverable amount of claim(s), the Bidder shall pay to AISATS on demand the balance remaining due.

18. NON-WAIVER:

Failure of AISATS to insist upon any of the terms & conditions incorporated in the Purchase Order or failure or delay to exercise any rights or remedies herein, or by law or failure to properly notify Bidder in the event of breach, or the acceptance of or payment of any services hereunder shall not release the Bidder and shall not be deemed a waiver of any right of AISATS to insist upon the strict performance thereof or of any of its or their rights or remedies as to any such services regardless of when such services are rendered, received or accepted nor shall any purported oral modification or revision of the order by AISATS act as waiver of the terms hereof. Any waiver to be effective must be in writing. Any lone incident of waiver of any condition of this agreement by AISATS shall not be considered as a continuous waiver or waiver for other condition by AISATS.

19. REGULATORY COMPLIANCE:

The Service Provider shall ensure compliance of all applicable laws, rules and regulations that may be applicable in furtherance of rendering the services under this TENDER to AISATS and shall indemnify AISATS from any breaches committed by the Service Provider.

20. GIFTS, INDUCEMENT AND REWARDS:

- a. The Bidders shall not offer gifts and rewards in any form or manner to any AISATS employee in relation to the obtaining or execution of any Agreement with AISATS, whether or not the like acts are performed by the Bidder(s) or persons acting on its behalf with or without the knowledge of the Bidder(s). The Bidder shall inform AISATS immediately and without fail if there is an attempt from AISATS' staff to seek gifts and rewards in any kind and form from them. Failure to do so, constitute a serious offence which may render a termination of the Contract with AISATS.
- b. Without prejudice to the rights and remedies available under the law, AISATS shall terminate the Agreement and debar the Bidder(s) for any appropriate period of time if it is proven that the Bidder(s) has/have offered and/or given gifts and rewards in obtaining or in execution of any Agreement.

21. CONFLICT OF INTEREST:

- a. The Service Provider (including its Personnel) that has a business or family relationship with family member of AISATS staff who is directly involved in any part of (i) the preparation of the Terms of Reference and Scope of work & services of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Works, may be disqualified from the Bid and / or terminate the Agreement executed under the TENDER, unless the conflict stemming from this relationship has been resolved in a manner acceptable to AISATS throughout the selection process and execution of the Work Order.
- b. The Selected Bidder has an obligation to disclose any situation of actual or potential conflict that impacts on their capacity to serve the best interest of AISATS, or that may reasonable be perceived to the disqualification of the Bidder of the termination of Work Order.

22. TERMINATION:

- a. AISATS without prejudice to any other remedy for breach of contract, may, by written notice of default sent to the Bidder, terminate the contract in whole or in part, if the Bidder fails to deliver any or all of the services or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by AISATS. In the event AISATS terminates the contract in whole or in part, AISATS may procure, upon such terms and conditions and in such manner as it deems appropriate, services similar to those undelivered and the Bidder shall be liable to AISATS for any excess cost for such similar services. However, the Bidder shall continue to fulfil the contract to the extent not terminated.

- b. If the Bidder becomes bankrupt or otherwise insolvent, AISATS may terminate the contract by giving written notice to the Bidder, without any compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued and/ or will accrue thereafter to the AISATS.
- c. AISATS by written notice to the Bidder may terminate the contract, in whole or in part, at any time if the quality of the services is not satisfactory even after notifying Bidder on various occasions. The notice of termination shall specify in detail that the termination is due to inferior quality of services and/or performance of the Bidder.
- d. AISATS also has the right to terminate this agreement immediately (without giving any prior notice) if the Bidder is found guilty of breach of the agreement or other unethical practices, including violation of any laws and Bidder will be liable to compensate all monetary damages in these respects to AISATS.
- e. AISATS shall have the right to terminate the contract by giving 1 month notice.
- f. Successful Bidder has to give at least 3 months' notice to AISATS for termination of contract.

23. ARBITRATION / DISPUTE RESOLUTION:

- a. In the event of any dispute arising out of or in connection with this contract or the breach thereof including any question regarding its existence, validity or termination, the Parties shall first use their best endeavors to settle such disputes or differences through amicable discussions. To this effect, they shall consult and negotiate with each other, in good faith and understanding of their mutual interests, to reach an amicable and equitable solution satisfactory to both Parties
- b. However, if the dispute is not resolved within a period of thirty (30) days from the date the dispute is addressed by either party to the other Party then such disputes shall be resolved by reference to Arbitration by Sole Arbitrator to be mutually appointed by both the parties. The arbitration proceedings shall be conducted under the Arbitration and Conciliation Act, 1996 and any amendments thereto. The arbitration proceedings shall be conducted in English language and the seat of Arbitration shall be at **Mumbai**, India. The Bidder shall bear all the expenses pertaining to Arbitration proceedings including arbitration fees and charges decided by the Arbitrator. The award so passed by the Sole Arbitrator shall be final and binding on the Parties.
- c. The Parties expressly agree that while any dispute under this Agreement is subject of reference to arbitration proceedings, the Parties shall continue to perform all their respective obligations under this Contract without prejudice to the final determination of such reference by the Sole Arbitrator.

24. FORCE MAJEURE:

- a. Neither Party hereto shall be liable for failure to perform or for delay in forming any of its obligations under the contract/agreement, if such failure or delay is caused or results from a condition or FORCE MAJEURE.

- b. The term FORCE MAJEURE as used in the contract/agreement means Act of God, War, Revolt, Riot, Fire Tempest, Flood, Earthquake, Lighting, direct or indirect consequences of war (declare/undeclared) sabotage, hostilities, National Emergency, Civil Disturbances, Natural Calamities, Commotion, Embargo (Blockage) due to any law or promulgation, Ordinance or Executive order whether central or State or Local Or Municipal Authorities, Regulation.

25. INDEMNITY:

The Bidder agrees to fully and effectively indemnify and hold harmless Air India SATS Airport Services Private Limited and its management, officers and also parent companies from and against all actions, proceedings, claims, damages, liabilities, losses, costs and expenses (including without limitation, legal costs and expenses) whatsoever arising out of or in connection with the provision of services in this tender.

26. CHANGE OF CONTROL:

In the event there is any change in the ownership or shareholding of the vendor, the Service Provider shall notify AISATS of such change. Further any change in the ownership or shareholding of AISATS or the service provider it shall not in any way affect this agreement or any commercial understanding between the parties.

Any change in shareholding or ownership which does not adversely affect the transactions contemplated hereunder shall not affect the validity of this Agreement. Provided however, either party shall notify the other of any change in the shareholding/ownership.

27. ASSIGNMENT BY AISATS:

AISATS may, by giving at least one (1) Month's written notice to the Service Provider, assign or transfer the whole or any part of this agreement to any other party. In such a case, the Service Provider shall be deemed to have consented to the assignment, transfer and/or novation of AISATS's rights and obligations under this agreement to the assignee and/or transferee and shall release AISATS from all its obligations under this agreement. Where required by AISATS, the Service Provider shall enter into an agreement or deed with AISATS and/or the said assignee and/or transferee on such terms as AISATS may reasonably require to put into effect the terms of this clause.

Approval of any sub-Service Provider by AISATS shall not constitute a superseding event or waiver of any right of AISATS to reject work, which is not in conformance with the standards set forth in this agreement and does not constitute nor imply authorization of expenses in excess of budgets.

To the extent that Service Provider subcontracts to third parties any of its obligations set forth in this agreement, Service Provider shall remain fully responsible for such obligations and for all acts or omissions of its subservice Providers or agents. Nothing in this agreement shall be construed to create any contractual relationship between AISATS

and any sub-Service Provider, nor may any obligation on the part of AISATS to pay or see to the payment of any money due to any sub-Service Provider, except as be otherwise required by law. With regards to subcontracting the Service Provider should not subcontract to more than one party.

28. JURISDICTION:

- a. This contract shall be governed by, and interpreted in accordance with, the Laws of India. The Courts in Mumbai shall have the exclusive jurisdiction to adjudicate the subject matter of this Contract.

No part of this document shall be copied, reproduced, extracted or used for any other reason except for the purposes of this tender

ANNEXURE- I

GENERAL TERMS & CONDITIONS / SUCCESSFUL BIDDER INFORMATION

1. MINIMUM CRITERIA FOR SHORTLISTING:

- a. Bidder should be registered with Department of Tourism or Govt. of India/State Govt.
- b. Bidder should have a minimum of three years' experience in running similar service as mentioned in the scope of our tender document and have to produce proof of the same in the form of Orders, Contracts.
- c. Bidder to submit the list of top 10 customers with contact details which are reputed/ public or private corporate organization, (Working experience with Aviation organization will be an added advantage).
- d. Details of fleet of vehicles (TT/ Bus/ Star Bus/cars) owned by the bidder to be submitted (self-certified on company letterhead).
- e. Bidder should be registered under Registration of Firm/Company & other statutory agencies, documents of same to be submitted.
- f. Bidder should have an office in Hyderabad.
- g. The Bidder must have been awarded and successfully executed minimum one contract for a minimum value of INR 1,00,00,000 (One Crore) with any reputed customer during the last three years. Proof for the same to be enclosed Ex. PO/ Work order / completion certificate etc.
- h. The Bidder must have an annual Average Turnover of minimum INR 1,50,00,000 (One Crores Fifty Lakhs Only) for last 3 financial years, Bidder to submit the proof of the same like certificate from CA /audited copies of balance sheet.
- i. The bidder has to submit the details of the following cases on their company letterhead for last 3 years in case of any of their customers.
 - I) Major Accidents reported (injury to staff/ fatal)
 - II) Service-related complaints (Late reporting/ non reporting)
 - III) Driver related complaints (Rash driving/ arrogant/ consumption of alcohol etc.) on duty.
 - IV) Blacklisting by any client/ customer, early termination of contract due to poor service.

2. TERMS AND CONDITIONS OF THE CONTRACT:

- a. The Service Provider should provide vehicles as per the roster given by AISATS Transport Department & shall incorporate any last-minute changes on request from the Transport Department.
- b. The bidder is to ensure that AISATS transport software / application is fully utilized for the purpose of maintaining records, tracking & invoicing. The Tender shall comply with all the stipulated terms & conditions with respect to smooth functioning of the software. All drivers must possess a smartphone to run the driver app of the AISATS deployed software & ensure all the trips are recorded in AISATS' application only (application software like Fleet X is currently in use).
- c. The Service Provider may provide their own transport software for the purpose of maintaining records, tracking & invoicing subject to approval & validation by the AISATS team.
- d. The requirement with respect to the vehicles to be deployed to AISATS are as follows:
 - i. All deployed vehicles should be equipped with both air conditioning and non-air conditioning options featuring sliding windows.
 - ii. Vehicles deployed shall not be older than 2 years.
 - iii. The seating comfort of the vehicles, (Pushback of seat) should meet the users' satisfaction.
 - iv. The vehicles should be well-maintained, regularly serviced, and consistently kept in clean and hygienic condition. All vehicles deployed for AISATS operations must receive AISATS approval prior to induction.
 - v. The Service Provider may offer different coaches as per the seasonal requirement, subject to approval from AISATS.
 - vi. The price for both AC and Non-AC trip rates, kilometers rates, mileage must be included in the financial bid by the bidder.
 - vii. Proper care should be taken for the disinfection of coaches after every trip in view of the Covid-19, pandemic situation.
 - viii. All the vehicle deployed to AISATS should be owned by the Bidder.
 - ix. The vehicles deployed to AISATS should be equipped with an advanced GPS system for tracking the vehicle. The service provider shall provide GPS track records to AISATS for all trips on a weekly basis.

- x. The vehicle deployed to AISATS should have clean & good interiors, should be road worthy and accident Free.
- xi. The Drivers and Vehicles assigned to AISATS transportation should be covered with Insurance as per the standard requirement.
- xii. The vehicles being offered should have Registration as Commercial vehicle with yellow number plate. Payment of Insurance premium, road tax and all other statutory payments to the appropriate authority with respect to the vehicles/Drivers/Supervisors will be the sole responsibility of the Successful Bidder/Service Provider. Any liability to AISATS arising due to non-adherence of the statutory requirements should be borne by the Service Provider.
- xiii. The Service Provider must ensure that vehicles deployed for AISATS operations have a valid Toll Fee Card. Failure to maintain a valid Toll Card in the vehicles daily will result in penalties.
- e. The vehicles inspected and approved by AISATS should be sent for service on a regular basis during the agreement period at the sole cost of the Service Provider. AISATS will carry out inspection of the vehicles being offered time and again. The vehicles should also be cleared up for pollution clearance and should conform to Motor vehicle Inspection Standards
- f. All Drivers reporting to duty should be medically fit and fully vaccinated (2 doses) and provide a medical certificate of all such Drivers should be produced to AISATS before commencement of Contract and for Drivers who join the fleet in the middle as replacement should first submit their medical certificate and then resume duty after approval by AISATS.
- g. Vehicles sent as replacement/standby will also be subject to inspection and approval. Drivers coming for replacement duties should hold valid driving license and should come through the Service Provider only & should be medically fit.
- h. AISATS staff will have the rights to check the Speedo meter reading at any point of time.
- i. The vehicles should report to the First Point 10 minutes before the scheduled pick up time as mentioned in the roster given by AISATS and should report 15 minutes before the drop time as per scheduled timings.
- j. In case of any additional requirement of vehicles during the contract period, the same has to be provided at contract rates only. Similarly, AISATS reserves the right to reduce the number of trips and routes, if necessary.

- k. The Service Provider should have proper office telephone numbers/mobile nos. enabling AISATS to contact them at any time.
- l. The Service Provider should cater to all norms fixed by the Road Transport Authority for running the vehicles.
- m. The Service Provider must replace vehicles that are not roadworthy, older models that are not specified or not having valid documents. The drivers who are found misbehaving, missing trips, refusing to do duty, etc. shall be replaced immediately.
- n. The listed vehicles are basically meant for passenger transport. On occasions when personal luggage like suitcase, hold-all, home appliances etc. are to be transported, it should be ensured that the drivers accommodate and transport the personal luggage items.
- o. The vehicle shall always carry mandatory spares viz., tool kit, fuses, Stepney /Tyre (spare wheel), spark plugs, fan belts, fire extinguishers etc. and should have adequate fuel.
- p. The vehicle should have seats with a headrest, neat and hygienic seat covers, curtains and first aid box.
- q. The Service Provider should provide supervisors who are available on all days in AISATS one in each shift between available 24 Hrs x 7 Days basis (or at the timings as designated by AISATS from time to time) at no extra cost, whose primary task is to co-ordinate the vehicle services. The supervisor(s) must be able to respond promptly to emails.
- r. The Supervisors should have ample experience in transport management and be aware about maintenance of vehicles from the point of view of road worthiness, upkeep of the vehicles, etc. The Supervisor should possess man-management skills and should be cordial with the staff.
- s. In case of any delays/breakdown/non-reporting of vehicles, the information should immediately be passed on to the AISATS Admin / Transport Department. A suitable replacement needs to be arranged immediately.
- t. The Service Provider should instruct the Supervisor/driver to interact only with the transport coordinator designated by AISATS.
- u. No change of vehicle/driver will be allowed without prior permission from AISATS.
- v. The vehicles should be affixed with AISATS Logo and Route No label provided by AISATS at all times.

3. INSURANCE/ACCIDENTS:

- a. In case of any accidents, the Service Provider will be solely responsible for the same and will not enter into any litigation with AISATS under any circumstances. The Service Provider will be solely liable under relevant sections of Motor Vehicle Act, 1988 and Indian Penal Code, 1860 (BNS) if death or permanent disability developed by / due to vehicle.
- b. The Service Provider will be responsible for all claims from third parties (including the staff of AISATS in the event of any accident).
- c. The Vehicle & Drivers assigned for operation shall be covered under insurance and as per statutory norms.
- d. In case the AISATS staff/ agency employees/helper/driver suffers any injuries/damages due to an accident in AISATS premises or outside AISATS premises, during discharge of duties, the entire cost of compensation should be borne by the Service Provider.
- e. Service Provider would indemnify AISATS against any liability/claims in the event that the Service Provider staff suffers any injuries/damages due to an accident in carrying out duties for AISATS.
- f. All vehicle insurances should cover passenger liabilities / claims. In case of any violation of statutory norms such as Insurance etc. AISATS will be at liberty to file a full claim from Service Provider.
- g. Copies of relevant insurance policies, including renewals, should be submitted to AISATS.

4. UNIFORMS:

- a. The Service Provider should provide proper uniforms to all its drivers/helpers at their own expense.
- b. The Service Provider must ensure that the uniforms worn by its drivers are at all times presentable.
- c. The uniform of drivers/ helpers shall be approved by AISATS.

5. MANPOWER/INFRASTRUCTURE:

- a. All drivers must possess a valid driving license for the type of vehicle they are operating and must not have any prior cases of road accidents / banned/ suspended from driving. AISATS

has the right to terminate the contract immediately should it discover that Service Provider has provided such drivers at any point of time.

- b. The engagement and employment of drivers and payment of wages to them as per existing provisions of various labor laws and regulations is the sole responsibility of the Service Provider and any breach of such laws or regulations shall be deemed to be breach of this agreement.
- c. Any new vehicle introduced into the pool must be inspected / approved by AISATS.
- d. In case of any delays/breakdown/non-reporting of vehicles, and while a suitable replacement is being arranged, the information should immediately be notified or relayed through telephone to AISATS transport coordinators.
- e. The Service Provider should provide proper office telephone numbers/mobile no of its supervisor(s) / coordinators / drivers to enable AISATS to contact them at any time. A minimum of 2 mobile numbers are to be made available and manned on 24 X 7 basis.
- f. The Service Provider coordinators / drivers are to interact with AISATS designated transport coordinators.
- g. Periodic review meetings will be conducted to assess the performance of the Service Provider, and it will be obligatory for the part of the Service Provider to attend these meetings.

6. PENALTIES:

- a. The performance of the Service Provider will be reviewed periodically by AISATS Management. Where the performance is below the standard expected, appropriate deductions will be made as per the assessment made by the AISATS management. AISATS will officially notify the Service Provider of these deductions, and the Service Provider will be free to give justification but in case of disagreement, the decision of AISATS management will be final.
- b. The driver is to ensure that staff using the vehicle daily signs the logbook in the vehicle. The logbook would also contain complaints and poor services reported by AISATS staff. Penalties would be imposed for any service lapses as agreed under the contractual obligations.
- c. While all contractual conditions will be strictly enforced, penalty will be imposed for failure of the following services like:

SI No.	DESCRIPTION	PENALTY
i.	Rash and negligent driving/misconduct.	Permanent removal of driver from AISATS with fine of Rs. 5000/- per occasion. In case of accident the entire hospital expenses to be borne by the Service Provider.
ii.	Driver found smoking/chewing tobacco, pan, using Mobile while Driving.	Warning to driver. If repeated more than twice, the service provider shall permanently remove the driver and a fine of Rs. 5000/- on the service provider for each of such removal.
iii.	Driver under influence of alcohol and misconduct	Permanent removal of driver from AISATS transportation duties with fine of Rs. 10000/- per occasion.
iv.	Non availability of vehicle	The service provider must provide an alternate mode of transport in case of non-availability. If the AISATS employee arranges their own transport, the cost must be reimbursed by the service provider, along with a fine of INR 4000 per occurrence. Non-availability of a vehicle more than three times in a month will incur an additional penalty of INR 10000.
v.	Non-availability of mobile phone with the driver	Rs. 1000/- per occasion.
vi.	Breakdown of vehicle.	The service provider shall provide an alternate mode of transport in case of breakdown of vehicle. If the AISATS employee arranges their own transport, the cost must be reimbursed by the service provider, along with a fine of INR 4000 per occurrence. Breakdown of vehicle for more than 3 times in month will attract an additional penalty of INR 10000. In such cases, the service provider Bidder must strictly replace such vehicles that have frequent breakdown.
vii.	Any fine / penalty due to traffic violation	To be settled by the Service Provider.
viii.	Driver / Vehicle does not report punctually to the pickup point i)Late up to 10 minutes ii)Late by 11-20 minutes iii) Late by more than 20 minutes	i) Nil ii) Rs.1000/- Per trip iii) Rs.2000/- Per trip
ix.	Non-Cleaning of Vehicle	Rs. 1000 per occasion
x.	Not wearing uniform and ID card by Drivers/helpers	Rs. 1000 per occasion
xi.	Non-Availability / Functionality of GPS	Rs. 1000 per occasion

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India
Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in
Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India
(CIN) : U74900DL2010PTC201763

SI No.	DESCRIPTION	PENALTY
xii.	Vehicle Cleanliness & Maintenance Hygiene, Seats, Seat cover, hand rest, floor mat and exterior, brakes, suspension, Tyre, Emission, Lights, Interiors, Horn, First Aid box, Fire extinguisher, Tool Kit, Doors & Windows etc.	It is Service Provider responsibility to check, maintain and ensure all of these are well maintained, free from damages and in proper working conditions. Cleanliness and maintaining hygiene for interiors as well as exteriors with periodic wash is also Service Provider's responsibility. Cases of any such default if noticed will be highlighted to the Service Provider by AISATS employees / Transport dept. and should be rectified within 48 hours by the Service Provider failing which a penalty of Rs. 2000 /- will be applied.
xiii.	Non-Availability of Escort	Rs. 2000/- per occasion
xiv.	Non-availability /expiry of statutory documents of drivers/vehicles	Rs. 2000/- per document on each occasion
xv.	Driver performing duty more than 12 hrs in a day	Rs. 3000/- per occasion on per driver
xvi.	Non-Payment of Driver/helper Salary	If repeated cases of non-payment of driver salary are reported which hamper the operations of AISATS, the service provider will be penalised for Rs. 3000/- per occasion on per driver.

d. The above list of Items can be added / changed / enhanced by a prior written notice by AISATS.

7. LIQUIDATED DAMAGES:

- Disruption of company activity or operation because of transportation delay will attract penalty on a sum of expenditure incurred by the company.
- In case of major accidents with injury to AISATS staff, penalty will be charged at 2% of the monthly billing in addition to Insurance and hospitalization charges of the staff.

8. TRIPS:

- AISATS will share the roster for the past 7 days as per the current scenario for the selected bidder to plan his resources and proper understanding of the scope of work. A 20% change in increase/ decrease in the number of trips needs to be accommodated by the service provider at any given point of time. Any major changes in the roster with a sharp increase in the number of trips will be reviewed carefully and the service provider will be provided a 15-20 days period to ramp up his resources to meet the increased operational requirement.

- b. The numbers of trips, timings & seating configuration of bus (No of seater) given are indicative of the current business scenario and may vary depending upon the operations / schedules etc. In case of changes in the number of trips, vehicle type, increase / decrease in Vehicles, advance information, as mutually agreed, will be given. The service provider will be bound to provide vehicles for these trips and extra trips as well at the same rates agreed.
- c. The routes given are indicative as per the current business scenario and may vary depending upon the operations / schedules etc. In case of changes/cancellation/diversion of the routes, the same shall be informed in advance.

9. OTHER TERMS AND CONDITIONS:

- a. Bids should be complete in all respects and incomplete bids will be summarily rejected. No clarification will be entertained by AISATS in this regard.
- b. Canvassing in any form entails the Bidder for disqualifications. If any Bidder is found influencing or intimidating other Bidders/Bidding process, his tender is liable for disqualification.
- c. Please note that any falsification/suppression of information or any misrepresentation could lead to the disqualification from the Tender or termination of the contract, as the case may be.

ANNEXURE-II

SCOPE OF WORKS

AISATS reserves the rights to award a contract to one or multiple Bidders based on the competitive bids and capability of the Bidder.

BUS (Shuttle Service)

a. Service Provider's deployed coaches must have both functions, i.e., air conditioning and non-air conditioning (with slide windows) having a seating capacity of **36 seats** to cover capacity and route details as per the table below. (AC coaches will operate from February to June, with non-AC coaches operating the rest of the period). The service provider can arrange different coaches as per season subject to AISATS approval.

b. Seating capacity of vehicle shall be confirmed by AISATS team as per operation requirements. With the current requirement AISATS will deploy **36-seater coaches** as per the roster attached with this tender, however the tenderer should submit the quotes for all 3 seating configurations (40-seater, 47-seater and 36-seater) which AISATS can put in use for our future requirement as the case may be. AISATS reserves the right to change the seating capacity as per the operational requirement.

c. The vehicles should pick up the respective employees from the routes frozen by AISATS, so as to reach the Airport Campus before scheduled shift start time. Similarly, the employees should be Picked from Airport Campus and dropped at dropping points after office hours i.e., after scheduled time.

d. Service Provider to ensure that all the vehicles are GPS enabled and should comply with AISATS technological requirements for tracking of all the employees for their safety.

Note - Bidder shall conduct their own road survey to determine the total distance vehicle will be driven on particular route and submit their pricing based on per route basis. Please note the invoicing will be done on number of trips completed in a month multiplied by unit rate per trip.

Vehicle travelling from first pickup point to the last drop point as per the schedule provided based on log book entries certified by AISATS representatives shall only be considered for monthly invoicing and no garage to garage or empty runs shall be considered.

In case there is a shortening of the route than the cost per trip shall be reduced proportionate to the distance reduced.

ROUTE & VEHICLE DETAILS

I) Hyderabad Transport Details.

HYD - Staff Transport Details					
Route No.	Origin/Destination	Major points between Origin & Destination	Round Trips/Day	Seating Capacity	Vehicle Type
1	IDPL-GHIAL-IDPL	BOWENPALLY-PUNJAGUTTA-MEHDIPATNAM	3	36	AC Coach/ Non-Ac Coach
2	ECIL-GHIAL-ECIL	UPPAL-LBNAGAR-ARAMGHAR	3	36	AC Coach/ Non-Ac Coach
3	BEGUMPET-GHIAL-BEGUMPET	RTC X ROADS-AFZALGUNJ-ARAMGHAR	3	36	AC Coach/ Non-Ac Coach
4	MIYAPUR-GHIAL-MIYAPUR	PUNJAGUTTA-MEHDIPATNAM-ARAMGHAR	3	36	AC Coach/ Non-Ac Coach
5	RISALABAZAR-GHIAL-RISALABAZAR	CHILKALGUDA-UPPAL-LB NAGAR -OWASI-ARAMGHAR	3	36	AC Coach/ Non-Ac Coach
6A	GHIAL-TARNAKA-GHIAL	UPPAL-LBNAGAR-SANTOSH NAGAR-CHANDRYANGUTTA-PAHDISHAREEF	1	36	AC Coach/ Non-Ac Coach
6B	TARNAKA-GHIAL-TARNAKA	UPPAL-LBNAGAR-KARMANGHAT-ARAMGHAR	1	36	AC Coach/ Non-Ac Coach
7A	GHIAL-SANGEETH-GHIAL	BEGUMPET-PUNJAGUTTA-MEHDIPATNAM	1	36	AC Coach/ Non-Ac Coach
7B	SANGEETH-GHIAL-SANGEETH	BEGUMPET-PUNJAGUTTA-MEHDIPATNAM	1	36	AC Coach/ Non-Ac Coach

Please do submit your bid after thoroughly understanding the Scope of work.

ROUTE DETAILS

IDPL TO GHIAL					
Sr.no	Routing	Land Mark	Morning Incoming Timing	Afternoon Incoming Timing	Night Incoming Timing
1	IDPL COLONY	IDPL GROUND	4:10	11:10	17:30
2	BALANAGAR	BALAJI MITHA WALA/FEROZ GUDA	4:15	11:15	17:40
3	BOWENPALLY (signal)	GULF BAKERY /HANUMAN TEMPLE	4:18	11:18	17:43
4	THADBUN (signal)	GOLDEN POINT	4:21	11:20	17:47
5	PARADISE(signal)	FIRE STATION	4:24	11:23	17:52
6	PRAKASH NAGAR (BEGUMPET)	POLICE STATION/BEGUMPET AIRPORT	4:26	11:26	17:59
7	SHOPPERS STOP	METRO OPP SHOPPER STOP	4:29	11:30	18:07
8	SHYAM LAL BUILDING	SHYAM LAL BUS STOP	4:32	11:33	18:14
9	GREENLANDS-LIFE STYLE	LIFE STYLE SIGNAL	4:36	11:38	18:24
10	SOMAJIGUDA CIRCLE	CIRCLE	4:39	11:42	18:29
11	PUNJAGUTTA "X"ROAD	C.CENTRE SHOPPING MALL	4:46	11:56	18:44
12	SAKSHI PRESS BUILDING	PRESS BUILDING	4:52	12:10	18:56
13	BANJARA HILLS	VIRINCHI HOSPITAL BUS STOP	4:54	12:12	18:58
14	MASAB TANK "X"ROAD	TRAFFIC SIGNAL	4:55	12:15	19:03
15	MEHENDIPATNAM "X"ROAD	SAROJINI HOSPIAL	5:00	12:18	19:15
16	FOODWORLD	RATI BOWLI BUS STOP	5:03	12:24	19:20
17	KARVAN X ROAD	P.N.105	5:05	12:28	19:22
18	ATTAPUR 'X'ROAD	GRAND BAHAR HOTEL	5:08	12:33	19:30
19	HAPPY HOMES	P.NO 202	5:13	12:43	19:37
20	RAJENDER NAGAR CIRCLE	TRAFFIC SIGNAL	5:18	12:49	19:42
21	SHIVARAM PALLY	P.NO 293	5:20	12:51	19:44
22	ARAMGHAR "X" ROAD	BUS STOP	5:22	12:54	19:48
23	SHAMSHABAD BUS STOP	MASJID& RTC BUS STOP	5:30	13:07	19:56
24	GHIAL	E-POINT	5:45:00 AM/Return 07:30	1:15:00 PM/Return15:00Hrs	8:10:00 PM/Return23:00 Hrs
Note: During afternoon shift,(NIGHT OUT GOING) female employees can get down as per their convenience.Drivers are requested to stop the coach as per request point					
NOTE: ALL STAFF ARE ADVISE TO BE AVAILABLE AT THE BOARDING POINT' AT LEAST 15 MINUTES BEFORE THE SCHEDULE.PICK-UP POINT					

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

ECIL TO GHIAL					
Sr.no	Routing	Land Mark	Morning Incoming Timing	Afternoon Incoming Timing	Night Incoming Timing
1	ECIL X ROAD	BUS STOP	4:10	11:05	17:45
2	SAINIKI-PURI	BUS STOP PETROLPUMP	4:20	11:15	17:55
3	NEREDMET "X" ROAD	BIG C	4:25	11:20	18:00
4	VINAYAK NAGAR OLD P.S	RAGHUVENDRA HOTEL	4:28	11:25	18:10
5	KRUPA COMPLEX	KRUPA COMPLEX	4:30	11:28	18:15
6	SAFILGUDA LAKE	SUPER MARKET	4:32	11:33	18:18
7	ANAND BAGH "X" ROAD	SRINIVAS MEDICAL HALL	4:35	11:37	18:21
8	MALKAJGIRI	ANUTEX BUS STOP	4:37	11:43	18:28
9	SAI RAM THEATRE-MIRJALGUDA	ICICI BANK A.T.M	4:40	11:48	18:33
10	SHANTHI NAGAR-LALAPET	FLY OVER MURALI MEDICAL	4:45	11:54	18:39
11	TARNAKA "X" ROAD	BAWARCHI HOTEL	4:47	11:57	18:47
12	UPPAL "X" ROAD	METRO BUS STOP	4:52	12:04	18:52
13	ALKAPURI	SWAGAT GRAND	4:57	12:10	18:59
14	KAMINENI HOSPOITAL	LICKY RESTURANT	5:00	12:15	19:09
15	L.B.NAGAR "X"ROAD	AERO EXPRESS	5:03	12:23	19:15
16	SAGAR RING ROAD	BUS STOP	5:05	12:30	19:18
17	GAYATRI NAGAR	MUTHOOT FINANCE	5:08	12:35	19:21
18	PHISALBANDA	STATE BANK	5:11	12:38	19:24
19	D.M.R.L- BABA NAGAR	D.M.R.L GATE	5:13	12:42	19:35
20	BANDLAGUDA	POST OFFICE	5:20	12:52	19:45
21	SATAM RAI	MAHTA TEMPLE	5:30	12:55	19:52
22	GHIAL	E-POINT	5:45:00 AM/Return 07:30	1:15:00 PM/Return15:00Hrs	8:15:00 PM/Return23:00 Hrs
NOTE: ALL STAFF ARE ADVISE TO BE AVAILABLE AT THE BOARDING POINT* AT LEAST 15 MINUTES BEFORE THE SCHEDULE.PICK-UP POINT					
Note: During afternoon shift,(NIGHT OUT GOING) female employees can get down as per their convenience.Drivers are requested to stop the coach as per request point					

BEGUMPET TO GHIAL					
Sr.no	Routing	Land Mark	Morning Incoming Timing	Afternoon Incoming Timing	Night Incoming Timing
1	BEGUMPET AIRPORT	BEGUMPET AIRPORT	4:30	11:30	17:55
2	N.T.R.CIRCLE	POLICE LINE/RASOOL PURA	4:32	11:35	18:00
3	NALLAGUTTA-SAIBABA TEMPLE	SAI BABA TEMPLE	4:34	11:38	18:05
4	RANIGUNJ-BOMBAY HOTEL	BOMBAY HOTEL	4:36	11:42	18:10
5	KALPANA THEATRE	KALPANA THEATRE	4:38	11:49	18:15
6	MUSHEERABAD P.STATION	POLICE STATION	4:41	11:53	18:20
7	RAJA DELUXE THEATRE	RAJA DELUXE	4:44	11:58	18:25
8	R.T.C. "X" ROAD	SUDARSHAN THEATRE	4:46	12:03	18:30
9	ASHOK NAGAR "X" ROAD	SAI TIFFIN CENTRE	4:48	12:06	18:37
10	INDIRA PARK-LOWER TANKBUND	BUS STOP	4:51	12:12	18:42
11	AMRUTHA CASTLE HOTEL	DARGA	4:55	12:18	18:47
12	OPP:-PUBLIC GARDEN	HAI HOUSE	5:03	12:22	18:54
13	OPP:-GANDHI BHAVAN-NAMPALLY	ROYAL HOTEL	5:07	12:30	19:00
14	MOJAMJAH MARKET	MARKET CIRCLE	5:10	12:35	19:08
15	AFZALGUNJ "X" ROAD	BUS STOP	5:14	12:38	19:15
16	MADINA HOTEL	SHADABA HOTEL	5:16	12:43	19:22
17	CITY COLLAGE-PURANA POOL	HOSPITAL/BUS STOP	5:19	12:47	19:28
18	ZOO PARK--BAHADUR-PURA	BUS STOP	5:23	12:50	19:33
19	THADBAN	BUS STOP/DECCAN HOTEL	5:25	12:54	19:38
20	ARAMGHAR "X"ROAD	N.P.A/ BUS STOP	5:28	12:58	19:45
21	GAGAN PHAD	BUS STOP	5:33	13:01	19:52
22	SHAMSHABAD BUS STOP	BUS STOP	5:36	13:07	19:58
23	GHIAL	E-POINT	5:45:00 AM /Return 07:30	1:15:00 PM/ Return 15:00Hrs	8:15:00 PM/ Return 23:00 Hrs
NOTE: ALL STAFF ARE ADVISE TO BE AVAILABLE AT THE BOARDING POINT' AT LEAST 15 MINUTES BEFORE THE SCHEDULE.PICK-UP POINT					
afternoon shift,(NIGHT OUT GOING) female employees can get down as per their convenience.Drivers are requested to stop the coach as per					

MIYAPUR TO GHIAL					
Sr.no	Routing	Land Mark	Morning Incoming Timing	Afternoon Incoming Timing	Night Incoming Timing
1	MIYAPUR	TUESDAY MARKET	4:15	11:15	17:40
2	HYDER NAGAR	RAINBOW HOSPITAL	4:25	11:25	17:50
3	J.NT.U	POLICE STATION TRAFFIC SIGNAL	4:30	11:30	17:55
4	KPHB	KPHB METRO STATION	4:33	11:33	18:03
5	KUKATPALLY	BJP OFFICE	4:36	11:37	18:15
6	KUKATPALLY "Y" JUNCTION	METRO SHOPING MALL	4:40	11:41	18:20
7	BHARAT NAGAR	SBI BANK	4:42	11:43	18:23
8	ERRAGADDA "X" ROAD	CAFÉ MELLI BAKERY	4:44	11:45	18:28
9	E.S.I HOSPITAL	ESI HOSPITAL	4:47	11:48	18:32
10	S.R.NAGAR	METRO STATION	4:50	11:50	18:35
11	MAITRIVANAM-AMEERPET	R.T.C BUS STOP	4:53	11:52	18:38
12	PUNJAGUTTA "X"ROAD	C.CENTRE SHOPPING MALL	4:56	11:56	18:45
13	ERRA MANZIL	R.T.C BUS STOP	4:59	11:59	18:49
14	SAKSHI PRESS BULDING	PRESS BUILDING	5:02	12:10	18:58
15	BANJARA HILLS	VIRINCHI HOSPITAL BUS STOP	5:05	12:12	19:00
16	MASAB TANK "X"ROAD	TRAFFIC SIGNAL	5:08	12:15	19:03
17	MEHENDIPATNAM "X"ROAD	SAROJINI HOSPIJAL	5:10	12:18	19:10
18	FOODWORLD	RATI BOWLI BUS STOP	5:13	12:24	19:15
19	KARVAN X ROAD	P.N.105	5:15	12:28	19:18
20	ATTAPUR 'X'ROAD	GRAND BAHAR HOTEL	5:18	12:33	19:22
21	HAPPY HOMES	P.NO 202	5:20	12:43	19:29
22	RAJENDER NAGAR CIRCLE	TRAFFIC SIGNAL	5:23	12:49	19:33
23	SHIVARAM PALLY	P.NO 293	5:26	12:51	19:35
24	ARAMGHAR "X" ROAD	BUS STOP	5:29	12:54	19:40
25	SHAMSHABAD BUS STOP	MASJID& RTC BUS STOP	5:37	13:07	19:50
26	GHIAL	E-POINT	5:45:00 AM/Return 07:30	1:15:00 PM/ Return 15:00Hrs	8:10:00 PM/Return 23:00 Hrs

NOTE: ALL STAFF ARE ADVISE TO BE AVAILABLE AT THE BOARDING POINT' AT LEAST 15 MINUTES BEFORE THE SCHEDULE.PICK-UP POINT

During afternoon shift,(NIGHT OUT GOING) female employees can get down as per their convenience.Drivers are requested to stop the coach as per request

RISALA BAZAR TO GHIAL					
Sr.no	Routing	Land Mark	Morning Incoming Timing	Afternoon Incoming Timing	Night Incoming Timing
1	RISALA BAZAR	BUS STOP	4:15	11:15	17:40
2	SURYA NAGAR COLONY	BUS STOP	4:18	11:18	17:43
3	LAKKADA-WALA	BUS STOP	4:20	11:20	17:47
4	ALWAL-BRIDGE	BUS STOP	4:23	11:23	17:52
5	LOTHKUNTA	BUS STOP	4:25	11:26	17:59
6	LAL-BAZAR "X" ROAD	BUS STOP	4:28	11:30	18:16
7	TIRUMULGHERRY "X" ROAD	BUS STOP	4:31	11:33	18:20
8	KARKHANA	WORLD FURNITURE	4:35	11:38	18:25
9	JUBILEE BUS STOP-PICKET	J.B.SSTOP	4:38	11:42	18:30
10	Y.M.C.A	BUS STOP	4:43	11:45	18:35
11	SANGEET THEATRE	CIRCLE	4:45	11:48	18:40
12	SECUNDERABAD STATION	SECUNDERABAD STATION	4:48	11:50	18:42
13	METTUGUDA "X" ROAD	BUS STOP	4:51	11:53	18:45
14	TARNAKA "X" ROAD	BPCL PETROL PUMP	4:54	11:57	18:55
15	HABSI-GUDA "X" ROAD	HABSI-GUDA "X" ROAD	5:00	12:03	19:08
16	NAGOLE "X" ROAD	NAGOLE "X" ROAD	5:08	12:13	19:18
17	L.B.NAGAR "X" ROAD	AERO EXPRESS	5:11	12:16	19:21
18	MANDA MALAMMA GARDEN	MANDA MALAMMA GARDEN	5:13	12:18	19:26
19	OWAISI HOSPITAL	HOSPITAL	5:15	12:25	19:33
20	CHANDRAYANGUTTA "X" ROAD	CHANDRAYANGUTTA "X" ROAD	5:24	12:40	19:39
21	ARAMGHAR "X" ROAD	ARAMGHAR "X" ROAD	5:30	12:55	19:43
22	GAGAN PAHAD	BUS STOP	5:33	12:58	19:52
23	SHAMSHABAD BUS STOP	SHAMSHABAD MARKET	5:38	13:06	20:00
24	GHIAL	E-POINT	5:45:00 AM/Return 07:30	1:15:00 PM/Return 15:00 Hrs	8:15:00 PM/Return 23:00 Hrs
NOTE: ALL STAFF ARE ADVISED TO BE AVAILABLE AT THE BOARDING POINT AT LEAST 15 MINUTES BEFORE THE SCHEDULE PICK-UP POINT					
During afternoon shift, (NIGHT OUT GOING) female employees can get down as per their convenience. Drivers are requested to stop the coach as per request					

TARNAKA TO GHIAL			
Sr.no	Routing	Evening Incoming	General Outgoing
1	TARNAKA "X" ROAD	16:06	Return journey from GHIAL to start at 17.30 from airport to Tarnaka reaching at 1900 hrs to follow VIA routing.
2	HABSI-GUDA "X" ROAD	16:10	
3	UPPAL "X" ROAD	16:16	
4	NAGOLE "X" ROAD	16:20	
5	L.B.NAGAR "X" ROAD	16:24	
6	GAYATRI NAGAR	16:28	
7	OWAISI HOSPITAL	16:33	
8	D.M.R.L-BABA NAGAR	16:39	
9	CHANDRAYANGUTTA "X" ROAD	16:49	
10	BANDLAGUDA	16:55	
11	ARAMGHAR "X" ROAD	17:06	
12	SHAMSHABAD BUS STOP	17:16	
13	GHIAL	17:30	

TARNAKA TO GHIAL			
Sr.no	Routing	Morning Out Going	General Incoming
1	SANGEET THEATRE	Journey starting at 05:00 am from GHIAL reaching Sangeeth Theatre at 07:00 am to follow VIIB routing.	7:15
2	YMCA		7:17
3	PATNY		7:20
4	PARADIES		7:22
5	BEGUMPET(PRAKASH NAGAR)		7:25
6	LIFE STYLE		7:28
7	AMEERPET		7:34
8	PUNJAGUTTA		7:36
9	TAJ KRISHNA		7:39
10	MASAB TANK		7:44
11	NMDC		7:46
12	MEHDI PATNAM (SAROJNI)		7:48
13	RETHI BOWLI		7:51
14	HYDER GUDA PILLAR NO(146)		8:01
15	UPPER PALLY PILLAR NO(199)		8:05
16	ARAM GHAR		8:10
17	SHAMSHABAD BUS STOP		8:19
18	GHIAL (E-POINT PARKING)		8.30 am

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

TARNAKA TO GHIAL			
Sr.no	Routing	Evening Incoming	General Outgoing
1	PARADISE(CIRCLE)	15:55	Return journey from GHIAL to start at 17.30 from airport to Sangeeth at 1930 hrs to follow VIIA routing.
2	BEGUMPET	16:00	
3	SHOPPERS STOP	16:03	
4	SHYAM LAL BUILDING	16:06	
5	GREENLANDS-LIFE STYLE	16:08	
6	SOMAJIGUDA CIRCLE	16:14	
7	PUNJAGUTTA "X" ROAD	16:18	
8	HOTEL TAJ KRISHNA	16:25	
9	MASAB TANK 'X' ROAD	16:29	
10	N.M.D.C	16:32	
11	SAROJINI DEVI EYE HOSPITAL	16:35	
12	MEHENDIPATNAM 'X'ROAD	16:40	
13	FOOD WORLD	16:45	
14	ATTAPUR 'X'ROAD	17:00	
15	HAPPY HOMES	17:05	
16	RAJENDER NAGAR CIRCLE	17:10	
17	ARAMGHAR "X" ROAD	17:13	
18	SHAMSHABAD BUS STOP	17:23	
19	GHIAL	17:30	

ANNEXURE - III

ELIGIBILITY CRITERIA FOR BIDDERS

The bidders shall meet the following minimum eligibility requirement through supporting document to qualify for participation in the bidding process.

TECHNICAL BID		
SI No.	Description of Criteria	Required supporting Documents
1	Bidder should be registered with Department of Tourism or Govt. of India/State Govt.	Submit Registration document/ certificate
2	Bidders must be established legal entities and registered under registration of firm/company & other statutory agencies and operating for a minimum of 3 (three) years.	Self-Attested copy of Certificates of incorporation/ registration issued by the respective authority
3	Bidder should be registered with the PAN, Income Tax & GST	Copy of PAN, GSTIN and IT return of last three years
4	Bidder should have a minimum of 3 years' experience in running similar service as mentioned in the scope of tender document and Annexures. Services to Aviation/Airport entities will be considered for evaluation.	Submit Orders/ Contract as proof
5	Bidder to submit the list of top 10 customers with contact details which are reputed/ public or private corporate organization	Customer Details & Contact details to be submitted along with vehicle deployed
6	Details of fleet of vehicles (TT/ Bus/ Minibus/Star Bus/ Cars Etc.) owned by the bidder to be submitted (Self Certified on company letterhead)	Details to be submitted on company letterhead with self-attestation.
7	Bidder should have office in Hyderabad.	Proof of address to be submitted (Electricity bill/ Telephone bill/ Rental Agreement Etc.)
8	The Bidder must have been awarded and successfully executed minimum one contract for a minimum value of INR 1,00,00,000 (One Crore) and above with any reputed customer during the last three years.	Proof for the same to be enclosed (PO/ Work order / completion certificate Etc.)

9	The Bidder must have annual Average Turnover of minimum INR 3,00,00,000 (Three Crore) for last 3 financial years and should have positive profit before tax (PBT).	Last 3 years Audited Balance sheets or duly attested copy from the statutory auditor / chartered accountant has to be provided certifying Organizations turn over during last three financial years.
10	The bidder has to submit the details of following cases for last 3 years in case of any of their customers. I) Major Accidents reported (injury to staff/ fatal). II) Service related complaints (Late reporting/ non-reporting). III) Driver related complaints (Rash driving/ arrogant/ consumption of alcohol etc.) on duty. IV) Blacklisting by any client/ customer, early termination of contract due to poor service.	Details to be submitted on company letterhead.
11	Acceptance Letter	Acceptance and signed copy of the tender document.
12.	Undertaking	Signed Undertaking on Letter head

Air India SATS Airport Services Private Limited

Headquarters : 16th floor, Commerz II, International Business Park, Oberoi Garden City, Off Western Express Hwy, Goregaon (East), Mumbai, 400063, Maharashtra, India

Tel : (+) 91-22-42037000 | Email : info@aisats.in | Website : www.aisats.in

Registered Office : A-18, Street No.2, Mahipalpur, 110037, New Delhi, India

(CIN) : U74900DL2010PTC201763

ANNEXURE – IV

UNDERTAKING FORMAT

To be given on company letter head

- a) We hereby certify that all the information furnished by us is true to our knowledge. We have no objection to AISATS verifying any or all the information furnished in this document with the concerned authorities, if necessary.
- b) In the event of any information or statement being found to be incorrect in any way, the same is construed to be misrepresentation, enabling AISATS to refuse any resultant contract.
- c) We further undertake, as and when called by AISATS for the inspection, to produce original(s) of the documents of which copies have been attached hereto.
- d) It is certified that we/our company have not been debarred or blacklisted from participation in Government tenders at the time of submission of tender document against this tender.
- e) We hereby certify that we / our company have not been penalized or found guilty in the court of law.
- f) We hereby certify that we / our company have nil records of poor performance during the last 3 (three) years, as on the date of application such as abandoning the work, rescinding of contract of their clients for which the reasons are attributable to the non-performance of the Bidder / Tenderer or its constituents, inordinate delays in completion, consistent history of litigation / arbitration awarded against the Bidder / Tenderer or any of its constituents or financial failure due to bankruptcy etc.

Name

Designation

Signature

Stamp