



REQUEST FOR PROPOSAL

**FOR PROVIDING TRANSPORTATION SERVICE TO CISF PERSONNEL ENGAGED AT
BANGALORE INTERNATIONAL AIRPORT LIMITED, DEVANAHALLI, BANGALORE**

Bangalore, February 9, 2012

Disclaimer

- 1) The information contained in this Request for Proposal ('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 their employees or advisers, is provided to the bidders 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 and is nor an offer by BIAL to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by BIAL in relation to the transportation service. 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 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 bidders 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 bidders 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 selection process.

- 5) The RFP and the information contained therein are to be used only by the person to whom it is issued. It may not be copied or distributed by the recipient to third parties (other than in confidence to the recipient's professional advisors). In the event that the recipient does not continue with its involvement in the transportation service in accordance with this RFP, this RFP must be kept confidential.
- 6) 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.
- 7) 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.
- 8) The issue of this RFP does not imply that, BIAL is bound to select a bidder or to appoint the selected bidder, as the case may be, for the transportation service and BIAL reserves the right to reject all or any of the proposals without assigning any reason whatsoever. This RFP may be withdrawn or cancelled by BIAL at any time, without assigning any reason thereof.
- 9) The bidder 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 costs 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 cost or other expense incurred by a bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

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1. INTRODUCTION

Bangalore International Airport Limited ('BIAL'), the owner and operator of Bengaluru International Airport ('BIA' or the 'Airport'), is a public limited company, registered under the Companies Act, 1956. A private-public venture, the project realized so far and the upcoming phases are being built and will be operated by the company for the next 30 years with an option to continue for another 30 years. BIA covers an area of approximately four thousand (4,000) acres and is situated off the Bangalore - Hyderabad National Highway 7. The distance from the Airport to the central business district of Bangalore is approximately thirty (30) kilometres. It is located 11 km before the Northern town of Devanahalli. It falls within the planning area of Bangalore International Airport Area Planning Authority.

2. TRANSPORTATION SERVICE AT BIAL

BIAL is planning to award a contract for providing transportation service to CISF Personnel to commute from residence/pick-up point to the Airport & Vice versa. BIAL is desirous of adopting a tender process and therefore, inviting proposals from reputed, experienced and professional transportation agencies.

3. SCOPE OF SERVICE

The scope of the service has broadly classified as "CISF Personnel Transportation Service" i.e., providing of transportation to CISF Personnel engaged at BIA to commute from residence/pick-up point to the Airport & vice-versa.

For a detailed fleet requirement, please refer to **Annexure A**:

The cost of the RFP document is Rs. 20,000/= (Rupees twenty thousand only) which is non-refundable.

3.1 Location Scope

The transportation is limited to radius of 50 kilometres from the Airport to the city. The pick-up point/location is subject to approval from the Administration, Human Resources Department, BIAL.

3.2 Services Scope

- 3.2.1 Responsible for route planning & optimization activities.
- 3.2.2 The vehicles provided should be owned by the agency and should be brand new. These vehicles should not have covered more than 1000 kilometres. The vehicles which have done a mileage of 300000 KMs. or 3 years old, whichever is earlier, will have to be replaced from the fleet or on ground of non-performance.
- 3.2.3 Global Positioning System ('GPS') in the vehicles is a must for real time tracking of the vehicles, and generating Management Information System ('MIS') Reports for billing.
- 3.2.4 The vehicles provided by the service provider shall contain the following valid documents as per the Motor Vehicles Act and Rules thereunder.
 - 3.2.4.1 Vehicle Registration Certificate
 - 3.2.4.2 Fitness Certificate from the Regional Transport Office
 - 3.2.4.3 Vehicle Insurance with Third Party Liability
 - 3.2.4.4 Valid Permit
 - 3.2.4.5 Road Tax
 - 3.2.4.6 Emission Certificate

The vehicle will be also required to carry any additional document/permit as may be required under the M.V. Act and Rules and any other applicable act/rules.
- 3.2.5 The service provider shall adhere to all the State and Central applicable laws/rules/regulations.
- 3.2.6 The vehicles shall be operated as per the directions from the concerned authority of BIAL.
- 3.2.7 The service provider shall provide adequate resources for manning the 24/7 Transportation Helpdesk at BIA premises (shift-in-charge, site-in-charge and other staff covering all the transportation related areas in each of the shift).

- 3.2.8 The service provider shall provide mobile phones / walkie-talkie sets to the personnel engaged in the operation of the vehicles.
- 3.2.9 The vehicles provided shall be equipped with first aid box, fire-extinguisher, tool kit and an audio system.
- 3.2.10 The employees of the service provider shall be neatly uniformed and courteous, shall conduct business in a business-like manner and shall not solicit any direct business from the users.
- 3.2.11 The service provider shall ensure that their vehicle's drivers comply with the operating standards, and they shall not engage in any prohibited activity with either the employees, agents, contractors and personnel of BIAL, or any third party, at all times.
- 3.2.12 The service provider shall ensure roadworthiness of all the vehicles, at all times. In case of non-availability of the vehicles due to any reason including the repair or breakdown, a replacement vehicle shall be provided within an hour from the intimation of breakdown.
- 3.2.13 Driver's Mandatory Requirements
- 3.2.13.1 Physically and medically fit.
- 3.2.13.2 Age group between 28 years to 55 years
- 3.2.13.3 Must have normal eyesight.
- 3.2.13.4 Having a minimum 10 years of Heavy Transport Vehicle driving experience.
- 3.2.13.5 Well-mannered/well-behaved/non-alcoholic.
- 3.2.13.7 He shall not have any criminal record nor any record for traffic offences whatsoever.
- 3.2.14 Responsibility of the service provider.
- 3.2.14.1 The service provider shall ensure that the vehicles are always maintained in good, clean & hygienic condition.
- 3.2.14.2 Should not involve in any immoral/indiscipline activity like smoking while driving, chewing of tobacco, using mobile phone, sexual harassment, etc.
- 3.2.14.3 The service provider shall ensure that the drivers are given adequate rest after completing work.

3.2.14.4 Must not be under influence of drug, alcohol, etc., before reporting for duty

3.2.14.5 Should avoid rash driving / negligent driving.

3.2.15 Inside Vehicle Requirement

3.2.15.1 Tool kit

3.2.15.2 First-Aid kit

3.2.15.4 Wall Clock & Curtains

3.2.15.5 Audio Set with FM facility

3.2.15.6 Should be regularly serviced for engine work and & maintained in excellent condition.

3.3 Other Scope

3.3.1 The service provider shall prepare daily, weekly and monthly report; and submit to the Administration, Human Resources Department of BIAL.

3.3.2 The service provider shall ensure that none of the drivers performs duties beyond 12 hours a day.

3.3.3 The service provider shall ensure that there are double drivers for shift fleets performing 3 Shifts / 6 trips a day (24X7) operations.

3.3.4 The service provider shall ensure that a Substitute/Alternate vehicle is provided at the time of servicing of regular fleet vehicle.

4. CONTENT OF PROPOSAL

4.1 Pre-Qualification

The service provider with annual turnover of ₹2 Crores and above, with more than 10 years of field experience in transportation service and successfully carrying transportation service contracts with corporate clients, having own infrastructure and owning sufficiently high number of fleets.

4.2 Proposal Submission

4.2.1 The proposal shall mandatorily contain the following contents in the order given if any deviation from the prescribed format may result in rejection / disqualification of the proposal without any prior intimation to the bidder. Any additional information the bidder likes to provide,

can be included only as annexure. The proposal should be submitted as per the attached form at **Annexure A**, every page of which shall be signed and duly affixed with the company seal. In addition, the service provider shall furnish the following details / information / inputs:

4.2.1.1 Introduction of Company / Firm / Proprietor along with a detailed profile.

4.2.1.2 Background of the organization.

4.2.1.3 Copy of the registration certificate under the M.V. Act authorizing the service provider to operate staff transportation facility, and other applicable licenses and permits.

4.2.1.4 Service Tax Registration Certificate.

4.2.1.4 Documents to support at least 3 successfully carried out/ongoing transportation service contracts with the corporates for the last 3 years.

4.2.1.5 List of clients.

4.2.1.6 Copies of customer's satisfaction documents (latest).

4.2.1.7 Copy of Permanent Account Number Card along with copies of Income Tax Returns for the last 3 years.

4.2.1.8 An undertaking that the transportation agency has not been black-listed by any Government department / autonomous body from carrying out the required services as on date of submission of the proposal.

4.2.2 The documents should be submitted as follows:

4.2.2.1 The information called for by BIAL shall be submitted in English language.

4.2.2.2 One set of all documents in printed format, in one sealed cover. The cover should be superscripted with title of 'Request For Proposal for CISF Personnel Transport Services', name of the bidder, submission date and time.

4.2.2.3 One soft copy of all documents on a CD.

4.2.2.4 Financial proposal (including, all out of pocket expenses, applicable taxes and levies) with details to be provided as per format attached as **Annexure A**.

The proposal shall be sent to the following address:

**Director - Finance
 Bangalore International Airport Limited
 Alpha - 2, Administration Block
 Bengaluru International Airport
 Devanahalli
 BANGALORE 560 300**

The time lines for submission of proposal

Uploading of RFP document	February 10 st 2012
Questions/clarification during RFP phase till 17 hours and later it will not accepted.	February 17 th 2012
Period for submission of proposal before 17hours	24th February 2012
Evaluation of proposals	February 29 th 2012

The validity of the commercials contained in the RFP shall be valid for a period of 6 (six) months from the date of issue.

BIAL does not take any responsibility for delayed shipment, postal delivery, and courier delivery.

5. AWARD PROCESS

5.1 Selection Criteria

BIAL will evaluate the proposals based on following criteria (On weightage of each criterion):

- 5.1.1 Total experience - 10%
- 5.1.2 Proposed service fees - 50%
- 5.1.3 Turnover- 5%
- 5.1.4 Infrastructure -10%
- 5.1.5 Customer satisfaction report - 10%
- 5.1.6 Current client profile - 10%
- 5.1.7 Quality, Consistency & Completeness of proposal - 5%

5.2 Selection Process

BIAL reserves the right to negotiate with the bidders after evaluation of their proposal as per 5.1. If required by BIAL, the bidders may have to explain their proposals after submission.

5.3 Award of Contract

5.3.1 BIAL shall conduct the award process in a fair and non-discriminatory manner. Based on the evaluation of the information and the submitted documents against the selection criteria, the contract will be awarded to the selected bidder.

5.3.2 The selected bidder shall enter into a definitive “**Transportation Service Agreement**” on the standard terms and conditions decided by BIAL. The general terms and conditions are as appearing in Annexure B. Annexure B is merely an indicative list and BIAL reserves absolute right to add all other relevant standard terms and conditions at the time of execution of the definitive agreement

5.3.3 Questions during RFP phase

All enquiries or comments regarding this RFP, and any other related matters must be made in writing by e-mail to **corpbid@BIALAIRPORT.COM** BIAL will, to the extent necessary, respond in writing to any question and concern of the bidders regarding any element of the issued RFP documents. Such responses will be provided to all the bidders without identifying the originator of the original question or concern. BIAL will not guarantee a response to the questions or concerns received after 5:00 P.M., Indian Standard Time on February 24th 2012.

All queries related to any clarification during proposal phase may be addressed to:

Mr. Lokesh S.
Assistant Manager - Corporate Procurement
Finance & Accounts Department
Bangalore International Airport Limited
Alpha - 2, Administration Block
Bengaluru International Airport
Devanahalli
BANGALORE 560 300

ANNEXURE A

Proposal for Providing Transportation Service

to Bengaluru International Airport, Devanahalli, Bangalore

Note: The bidders to submit their commercial offer for both air-conditioned and non-air conditioned fleets and mention the validity period of the quotation.

SL. NO	FLEET TYPE	APPROXIMATE NUMBER OF VEHICLES	SHIFT DETAILS	Slab Rates (INR)	RATE PER KILO METRE (INR)
1	52 SEATER BUSES	4	24 x 7		
2	STAR BUS (28 SEATER)	5	24 x 7		
3	TATA 407 MINI TRUCK	01	24 x 7		

Note: The bidders to submit their commercial offer for both air-conditioned and non-air conditioned fleets and mention the validity period of the quotation.

ANNEXURE B

Indicative list of general terms and conditions

1. **Period of Contract:** The contract will be initially for 2 years, which may be confirmed after a period of six months after an evaluation of the performance of the service provider. Based on the performance of the preceding two years, the contract may be further extended for another year if, deemed fit by BIAL. The decision of extension shall be at the sole discretion of BIAL.
2. **Performance Bank Guarantee:** A bank guarantee for 10% of the total contract value shall be submitted by the successful bidder from any nationalized/scheduled bank as a security towards the due performance of the service agreed upon. The validity of the bank guarantee shall be till the completion of the contract. In the event of non -performance by the service provider, BIAL reserves the right to invoke the bank guarantee.
3. The requirement of vehicles and distance covered will be purely on need basis. Therefore, the requirement may be increased or decreased as per requirement. BIAL shall be under no obligation to hire any specific number of vehicles during the period of the contract.
4. The payment against the bills submitted by the service provider in duplicate, duly certified by the, Human Resources & Administration Department of BIAL for the services rendered, shall be released through RTGS within 45 days from the date of submission.
5. The rates and prices towards the service charges quoted by the bidder shall be fixed for the whole duration of the service contract and shall not be subject to any escalation on any account.
6. BIAL shall have the right to terminate the agreement without assigning any reason with 30 days prior notice to the service provider.
7. The service provider shall abide by the rules laid down by any statutory authority relevant to the deployment of transportation service staff.
8. The service provider shall indemnify BIAL against any liability due to non-compliance of statutory obligations by the agency for any reason whatsoever.

9. The tender form is not transferable.
10. The successful transportation service provider shall not engage any sub-agency or transfer the contract to any other person, firm, agency, etc., directly or indirectly in any manner, whatsoever.
11. The service provider shall have proper recruitment procedure and documentation.
12. The service provider shall have proper office and infrastructure.
13. The service provider shall have additional/reserve trained manpower in order to meet the emergency requirement.
14. Drivers should not work for more than 48 hours in a week, and they should be given a paid weekly-holiday for every 6 days of continuous work.
15. Compliance of the Karnataka Industrial Establishments (National & Festival Holidays) Act, 1963. The service provider shall pay either 1 day extra wages, or 1 day paid alternate holiday to the workmen / staff deployed on any National or Festival Holiday or any other holiday declared by BIAL.
16. Annual Leave with Wages - The service provider to extend provision of leave facility as per applicable laws.
17. Penalty clause will be discussed & mutually agreed upon during execution of the definitive agreement.

ANNEXURE C

Detailed status of the Company / Firm / Proprietor

1. Name of the
COMPANY/FIRM/PROPRIETOR_____
2. Address of the
COMPANY/FIRM/PROPRIETOR_____
3. License number issued by the Office of the Regional Labor Commissioner-
(Central) (Attach copy)

(As per Registration Certificate under the Karnataka Shops & Commercial
Establishments Act, 1961 / Factories Act)
4. Employer's Provident Fund Account Number - (Attach copy)
5. Employees' State Insurance Registration Number
_____ (Attach copy)
6. Registration Certificate obtained under the Contract Labour (Regulation and
Abolition) Act, 1970 from State / Central Labour Dept.
7. Annual Turnover for 2010-11 ₹ _____ (Attach copies of
audited Balance Sheet for: a) 2009-10, b) 2010-1 & c) 2011-12.
8. Whether presently Holding ISO Certificate: Yes / No (If yes, ,attach copy)
9. Experience(in years) _____
10. List of Clients _____ (Attach letter from
Clients)
11. Financial Quotation to BIAL 2011- Attach details in Annexure-A
12. Copies of transportation service contracts for last 3 years.
13. Professional Tax Registration _____ (Attach copy).
14. Any other relevant information_____
15. Any legal proceedings pending with any Labour Department / Provident Fund /
ESIC / Professional Tax authorities. Please furnish details.
16. Permanent Account Number

17. Service Tax Registration number
18. Tax Identification Number
19. Permission letter to operate 6 wheelers during restricted entry time.
20. Any other information.

Date:

Authorised signature and Stamp

Enclosures:

Each of these documents are required to be individually signed with the stamp of the company duly affixed by the bidder.