



**TENDER FOR APPOINTMENT OF A**  
**SERVICE PROVIDER FOR EXPORT OF**  
**COMAT SHIPMENTS FROM INDIA TO**  
**OVERSEAS VENDORS ON DOOR TO DOOR**  
**BASIS AND IT'S RE-IMPORT TO INDIA ON**  
**DOOR TO PORT BASIS**

**ALLIANCE AIR IS A WHOLLY OWNED SUBSIDIARY OF**

**AI Assets Holding Limited**



# **CERTIFICATE**

THIS IS TO CERTIFY THAT SUBJECT TENDER DOCUMENT BEARING  
TENDER NO AAAL/21-22/MMD/DEL/FREIGHT FORWARDER/720 DTD 25 FEB 2022  
CONTAINS A TOTAL OF 23 PAGES only.



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## **CHAPTER - 1**

# **DISCLAIMER**

1. The information contained in this tender document (hereinafter referred to as the "Tender") or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by ALLIANCE AIR AVIATION LIMITED (hereinafter referred to as "AAAL") 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 AAAL prior to award of the tender.
2. The purpose of this tender is to provide all bidders with the information that may be useful to them in the formulation of their proposals/bids (hereinafter referred to as "BID(S)") in response to this tender. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by AAAL do not purport to contain exhaustive/all the information on the aforesaid subject matter that each applicant may require for the purpose of submitting their bids.
3. 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 at no cost to AAAL.
4. The information provided in this tender to the applicants 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. AAAL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. AAAL also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance by any applicant/bidder upon the statements contained in this tender.
6. AAAL 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 till close date of tender.
7. The tender does not imply that AAAL is bound to select a bidder or to appoint the selected bidder, as the case may be, and AAAL reserves the right to reject all or any of the bids without assigning any reason whatsoever at any time.



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



**CHAPTER -2**

**INSTRUCTION TO BIDDERS**

1. Alliance Air Aviation Limited (AAAL)-Alliance Air is a 100% wholly owned subsidiary of Air India Ltd., fully owned by the Government of India under administrative control of Ministry of Civil Aviation and currently operates a fleet of ATR 72-600 aircraft inducted on lease with the brand “**ALLIANCE AIR**” and operates domestic flights within India.

2. AAAL is pleased to invite Bids under the TWO BID format for APPOINTING FREIGHT FORWARDER SERVICE PROVIDER FOR EXPORT OF COMAT SHIPMENTS FROM INDIA TO OVERSEAS VENDORS ON DOOR TO DOOR BASIS AND ITS RE-IMPORT TO INDIA ON DOOR TO PORT BASIS. The bids are to be submitted to **Materials department, Alliance Bhawan, Domestic Terminal-1, I.G.I. Airport, New Delhi-110037.**

3. International freight/carrier service providing entities involved in providing services w.r.t international freight carriage/despatch of Aircraft part/catering to aviation sector are invited to submit the best offer, as per work scope, conditions of contract & Definition of services as sought in subject tender document(Refer Chap3& 4). The International freight service providers involved in transportation of Aircraft parts is only permitted to apply/respond with quotes against subject tender. Entities not having experience in despatch of Aircraft parts is strictly not allowed to participate in subject tendering process, if it is found so, such bids will be outrightly rejected.

4. International freight carrier service providers are required to submit quotes in response to subject tender document as per two bid format mentioned in chapter 4(Tech Bid Format) & 5 (Financial Bid Format) to subject tender document.

5. The Tech bid documents and Commercial bid documents are to be enclosed in two separate envelopes. The envelope containing Tech bid is to be superscribed with Tender No **TECH BID -AAAL/21-22/MMD/DEL/FREIGHT FORWARDER/720** and Envelope containing Financial Bid to be superscribed with **COMMERCIAL BID - AAAL/21-22/MMD/DEL/FREIGHT FORWARDER /720** and subject two separate envelopes pertaining to Tech Bid and Financial bid to be further enclosed in a bigger envelope and is to be super scribed **AAAL/21-22/MMD/DEL/FREIGHT FORWARDER /720** and the same to be deposited in tender box kept at the address appended below. Either in person or through Post/courier services. The envelope carrying quotes should either be sealed/closed/Glued. Opened/stapled envelopes will not be accepted. Opened/stapled envelopes will be outrightly rejected.

**Materials Department  
Alliance Air Aviation Limited,  
Alliance Bhawan,  
Domestic Terminal-1  
I.G.I. Airport,  
New Delhi -110037**

6. Tender documents sent through Post or Courier will be at the risk of the tenderer and AAAL will not be responsible for any loss or non-receipt of the tender documents. Tenders received after due date/time will not be entertained/considered. If tender closing/opening date is declared a Holiday in AAAL, Delhi Office, the last date of submission/opening of the Bids will automatically stand extended to 15:00 Hrs of the next working day.



7. Last date & time for submission of Tender is **11 Mar 2022 at 15:00 Hrs.** The Tender is hosted on Alliance Air website i.e. [www.allianceair.in](http://www.allianceair.in) in the Tender Section. Any amendment / clarification will be hosted on the same website, therefore vendors should keep visiting the website.

8. Due date & time for opening of Tech Bids submitted: **11 Mar 2022 at 15:30 Hrs.**

Date of opening of financial bids of those bidders who emerge as successful in technical evaluation upon opening of tech bids will be notified later.

9. Amendments, corrigendum, clarifications if any and any extensions of due date of opening of this tender will be intimated.

10. For any queries / clarifications w.r.t technicalities/Scope of work w.r.t subject tender I, **Mr Vijay Kumar, Chief Of MMD, Materials Department, Alliance Air Mobile No. 7500 312 014** may be contacted on any working day between 10 AM to 16:30 PM before Tech bid opening date and time.

11 It is further clarified that any individual signing the tender or other documents in connection with the tender must certify whether he signs as:

- ◆ A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor
- ◆ A partner of the firm if it is a partnership must have authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the tender should be signed by all the Partners.
- ◆ Director if it is a One Person Company.
- ◆ Constituted attorney of the firm, if it is a Company.
- ◆ Authorized signatory of the firm.

12. Financial quotes should be filled in prescribed format (as per Chapter – 7 to subject tender document) duly signed and stamped and prices be clearly written/ typed both in words and figures without any overwriting. Corrections & overwriting, if any, should be counter signed by the tenderer. If there exists any doubt with respect to the price mentioned the price mentioned in words will be taken as the final quote.

13. Tech bids are to be filled as per prescribed format (as per chapter- .....to tender document), it should be duly signed and stamped and the technicalities clearly mentioned without ambiguity. Utmost care to be taken not to state the Financial quotes in Tech bid documents, if it is found that the financial quotes are stated in Tech bids the complete bid from such parties/vendors are liable to be rejected.

13. Tenderers are advised to study the tender document carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

14. Conditional bids would not be accepted, and are liable to be rejected.

15. In the event of default in performance of services, AAAL reserves the right to cancel the contract order entered into, and also will initiate claims against damages from the successful tenderer, and also AAAL reserves the right to award the contract to another vendor at the cost and risk of the successful tenderer.

16. The firm should be mandatorily registered with GSTN and should hold GSTN number for invoicing.



17. The tender is for APPOINTMENT OF A FREIGHT CARRIER SERVICE PROVIDER FOR EXPORT OF COMAT SHIPMENTS FROM INDIA TO OVERSEAS VENDORS ON DOOR TO DOOR BASIS AND ITS RE-IMPORT TO INDIA ON DOOR TO PORT BASIS from reputed Freight carrier service providers holding all mandatory industry certification, permissions and licenses. For any queries, Bidders are to contact AAAL, Materials Department in person between 9:30hrs to 16:30Hrs or through telecommunication on above mentioned Mobile No. Tenderers not dealing Aviation freight carrier business need not apply / respond to subject tender as their quotes will be rejected outright.

18. The services to be rendered is to be as per requirements mentioned in Chapter .....to subject tender document.

19. The cancellation of tender solely vest with AAAL, and tender can be scrapped before offering of Service order/LOI/Contractual Agreement to L1 vendor or at any time as deemed to be fit by AAAL before service order/contractual agreement is handed over to vendor without any prior notice and the same will be notified at a later stage after decision is implemented.

20. The bid opening date will be extended to new date if required number of minimum participants doesn't responds to the published bid or as deemed to be fit by the tender convening authority or AAAL Competent authority, as per material rules & regulations of AAAL. The extended date of bid opening will be notified to the bid participants.

21. L1 Vendor is to transfer price advantage on service being provided to AAAL arising due to any reduction in applicable taxes for services being rendered.

22. All pages of the tender document to be signed by vendor signing the financial quotes and thus signed tender document along with financial quotes to be submitted while submitting the Bids as per format mentioned in Clause No.....

23. The Scope of services that are to be rendered should be as per details mentioned in tender document that is being circulated and against which the bids are to be furnished.

24. On tender opening date vendors/representatives of vendors who have submitted bids against subject tender are welcome to witness the event. The participant should hold valid authorisation letter/valid Identity card issued by the company.

25. If a firm quotes NIL charge/consideration in the bid submitted against subject tender enquiry, the bid shall be treated as unresponsive and will not be considered.

26. All quotations to be submitted only in INR.

27. Conditional discounts, if any shall not be given any consideration for L1 Purpose

28. Only the IATA & FIATA approved Air international courier agencies/Air cargo handling agencies (who have global presence across various continents and providing integrated services of end to end supply chain services on door delivery basis including customs clearance etc.) and meeting the eligibility criteria stated in chapter 3&4 for this tender.

29. Tenders should be duly signed and stamped on every page by an authorised signatory of the tenderer.





30. The price quoted should be clearly typed /written in figures and words, free from corrections or overwriting. Corrections, if any, must be authenticated by the full signature of the person who has signed the quotation. If there exists any variation in figures and words, amount mentioned in words will be considered as final.

31. **GROUND FOR REJECTION OF BIDS**

The bids are liable to be rejected forthwith i.e, without being evaluated, on the following grounds:

31.1 If the tender has been received after the closing date/time of the tender.

31.2 if only the technical has been received and the commercial bid has not been received, and vice versa.

31.3 If the tender has been received by email, open condition, or fax instead of in separate sealed/closed covers.

31.4 If the tender has not been signed by the authorized signatory of the tenderer

31.5 If the technical bid has been received without bid security declaration (Refer as per Annexure 'A' to subject tender).

31.6 In case the price bid and the tech bid are enclosed in the same envelope instead of two different envelopes in separately sealed/closed state, the tender will be liable to be rejected.

31.7 In case if it is found that tech bid contains indications of price bid, then in such case subject bids will be rejected.

32. Price bids of only those tenderers, who are found suitable based on evaluation of their technical bids, would be opened, and accordingly such tenderers would be intimated in advance of the date of opening of the price bids by E-MAIL and, or by telephone.

33. **INSURANCE** – All consignments required to be handled by the successful tenderer must be covered by insurance and the cost component mentioned in tender document should include the insurance cost also.

26. **FORCE MAJUERE CLAUSE:**

(a) Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods/services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.



d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

e. If the impossibility of complete or partial performance of an obligation lasts for more than 2 (two) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods/services received.



**CHAPTER -3**

**CONDITIONS OF CONTRACT**

1. **CONTRACT BEGINNING:** The contract start date will be from the date of furnishing Contract Agreement Post LOI to L1 Vendor for a period of Two (02) years which is extendable for another one (01) year on the same rate and Terms & Conditions, if mutually agreed by both the parties.
2. **CONTRACT CLOSURE:** The contract End date will be **24 Months (Twenty Four Months)** from the Contract Agreement date and not exceeding **24(Twenty Four)Months** from the date of Contract agreement. If supplies/services are not affected as per schedule of requirement, Liquidated damages will be charged at the rate **0.5%** of the value of contract per week or part thereof and not exceeding 10% of the undelivered services.
3. **BID OFFER VALIDITY CLAUSE:** The Bid offer price should be valid for 120 days from the date of opening the financial bids. Further to it the price quoted in financial bid without GST should remain the same till the supply of complete quantity/delivery of contractually agreed services in totality as per contract agreement between AAAL and L1 party/negotiated L1 party till it is delivered/rendered at premises as stated by AAAL in contract agreement. No enhancement of rates will be allowed and the supplies/services are to be effected on L1 rates throughout the contracted period or during extension period of contract. Payment from AAAL will only be made against L1 rates plus applicable taxes.
4. **EMD DEPOSIT:** It is clarified that in lieu of the Earnest Money Deposit, the Bidders are required to submit the Bid Security Declaration Form in the format provided in Annexure 'A' to hereto.
5. **EMD FORFEITURE:** Not applicable as EMD Declaration Form is to be submitted.
6. **SECURITY DEPOSIT:** Successful bidders are required to deposit Security deposit to the tune of 3% of the value of the contract as specified in bid documents. Security Deposit is to be furnished in the form of Demand Draft drawn in favour of ALLIANCE AIR AVIATION LIMITED Payable at NEW DELHI. The security deposit is to be submitted by L1 vendor on placing of LOI. The Security deposit to be submitted within 5 working days from the date of LOI execution. The EMD if applicable will only be refunded once the Security Deposit is submitted.
7. **SECURITY DEPOSIT REFUND:** Security Deposit will be valid/returned after a period of Ninety **days** beyond the completion of all contractual obligation of the supplier/service provider. Security deposit thus deposited will be returned back without interest and no claim of interest on the security deposit amount will be entertained.
8. **EMD REFUND:** EMD will be refunded to the successful bidder on receipt of security deposit from bidder to AAAL or EMD can be adjusted to the payment of security deposit, as deemed to be fit by the competent Financial Authority of AAAL. EMD of unsuccessful bidder will be returned back after expiry of final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.



9. **CONTRACT DISHONOUR CLAUSE:** On supply/execution of materials/services /abandoning of contract will cause forfeiting of security deposit from the deviating supplier/service provider and orders of such deviating suppliers/service providers will be routed to L2 vendor or subsequent participants of subject tender, if thus approached subject participant/vendor shows his readiness to supply goods/deliver required services at the L1 Vendor rates, or otherwise the tender will be scrapped and new tender will be floated for subject material/services.

10. **CAPACITY CHECK OF BIDDERS FOR QUALITY SERVICE DELIVERY:**To execute the capacity check of bidders for quality service delivery, the committee formed for execution of subject tender is free to requisition any documents/ execute premise visit as deemed to be fit by the committee. All participants responding to subject tender has to mandatorily cooperate in subject activity.

11. **NATURE OF SUPPLIES/SERVICES:**The supplies/services by contracted L1 vendor in tendering process are to be effected as per Work scope mentioned in Chapter 3 to subject Tender and as per specifications/details of services requisitioned as per contract mentioned in Chapter 3 to subject Tender. Also all clauses as per subject tender document is applicable for execution of subject contract. No deviations are accepted. If there emanates any deviation, credible documentary evidence should be furnished for waiver. The waiver will be the sole discretion of **Competent Authority of AAAL. If no credible evidence is submitted then penalty as deemed to be fit by AAAL authorities to make good the loss caused due to deviation will be imposed/executed.**

12. **NATURE OF QUOTED RATES:**The rates quoted by bidders are to be inclusive of all charges or any other charges that affect the service delivery. No hidden charges will be entertained post finalisation/during finalisation of contract at any cost.

13. **DELIVERY ADDRESS:** For Export shipments, it will be intimated on shipment's destination basis and for Import, **IGI Airport, New Delhi or otherwise as communicated by In Charge Logistics.**

14. **INVOICING ADDRESS:**The address for invoice generation by L1 Vendor is hereby appended below.

**Incharge Stores & Logistics  
G+5 Building , 2<sup>nd</sup> Floor  
Alliance Air Aviation limited  
IGI Airport, Terminal 1  
New Delhi – 110037.  
AAAL GSTN No is 07AAACA1517B1ZI**

15. **PAYMENT TERMS:**Payment against services rendered will be effected after 45 days credit from the date of submission of invoice provided the supplies/services are as per



specification/contractual agreement and quality mentioned in tender document/contractual agreement.

15.1 The copies of documents viz: MAWB, HAWB, INVOICE, MANIFEST, POD etc, must be submitted to MMD office at DELHI as per invoice address mentioned in tender document

17. **ERROR/DEFECT DEFINITION CLAUSE:** The definition of erroneous services/defective material/Poor delivery of services is if the material/services that is being supplied/rendered by Successful/negotiated/contracted vendor is deviating from the specifications/stipulations or clauses mentioned in the tender document. Violation of Govt Of India Rules and regulations while execution of contractual agreement by L1 Vendor/Negotiated L1 Vendor will also be considered as ERROR/DEFECT/SUBSTANDARD delivery of services from the contracted party. Upon encountering such cases immediate Penal procedures as deemed to be fit by AAAL Authorities will be executed without furnishing any notice period provided such defect has occurred within the contractual period/time frame. The penal imposition will be restricted to the value of loss incurred.

18. **REJECTION CLAUSE:** The erroneous/defective materials supplied/defective services rendered will be rejected and has to be replaced/redone by L1 Vendor/negotiated L1 vendor at no extra cost and within 48 Hrs from the date of reporting of error/rejection in supplies/services by AAAL, MMD to L1 Vendor, if the erroneous supplies/services are not made good within said time limits AAAL holds the right to forfeit equivalent amount of Security deposit from L1 Vendor. Also the Competent Authorities at Alliance Air can unilaterally take decision in halting/scrap the contract if at any time it is felt that Quality and Quantity of the supplies/services are compromised. Any of the mentioned actions or combined action along with penal actions can be initiated/imposed as deemed to be fit by AAAL Authorities.

19. **OPTION CLAUSE:** To take care of change in the requirement during contract period, a plus/minus option clause of 25%(perpercent) is hereby included in subject tender document. Alliance Air reserves the right to increase or decrease the materials/quantum of services that is being contracted through subject tender up to the mentioned limit of 25%(percent) without any change in terms and conditions and prices quoted by the bidders. Extension of contract beyond contractual period will be on mutual consent basis provided if vendor accepts readiness to provide services without revision in rates mentioned in contractual agreement and is ready to follow/adhere all terms and conditions as per tender document. Proposal for Extension of contract is solely the prerogative of Alliance Air Aviation Ltd.

20. **Resolution of Disputes and Arbitration Clause:**

20.1 Any dispute arising between the service provider and AAAL (Party/Parties), in respect of the construction, interpretation, application, meaning, scope, operation or effect



of the contract or the validity or breach thereof(the “Dispute”), shall first be settled by mutual consultation between the authorized representatives of the parties. If the dispute remains unresolved after a period of 30(Thirty) days from the date when mutual consultation has, the same shall be settled and finally resolved by arbitration.

20.2 Any dispute or differences, whatsoever arising between the parties out of or relating to the construction, interpretation, application, meaning, scope, operation or effect of the service contract or validity or the breach thereof, shall be referred to “SCOPE FORUM OF CONCILIATION AND ARBITRATION- GOVT OF INDIA” and the award made in pursuance thereof shall be binding on the parties to the arbitration.

20.3 Each party shall bear their own cost with respect to such arbitration.

20.4 Any Dispute whatsoever arising out of this contract shall be subject to the exclusive jurisdiction of the courts of New Delhi Only.

21. **Legal status:** The relationship of the parties shall be that of independent contractors. Nothing in this contract shall be construed to create a joint venture, agency or partnership or similar relationship between the parties, or to authorize a party to act as an agent or representative for the other party. No Party shall have express or implied authority to bind or represent the other party for any purpose whatsoever unless expressly agreed in writing by the other party.

22. **Severability:** If any clause, section or provision of this contract is found to be invalid, illegal or unenforceable, by the provisions of the applicable law, such invalidity, illegality or unenforceability shall not render the remaining clauses, sections or provisions hereof invalid, illegal or unenforceable. In such a case, the parties shall amend this contract as appropriate, Seeking to achieve the minimum extent necessary to make this contract, legal valid and enforceable.



**CHAPTER -4**  
**WORK SCOPE OF TENDER**

1. Lowest bidder will be arrived at by calculating the average per kg rates for quotes submitted as per commercial bid format mentioned in chapter 5.
2. AAAL(Alliance Air) desires that there will be a single freight forwarder/carrier appointed for both the activities (Import & Export handling).
3. **PICK UP OF SHIPMENTS FOR EXPORT FROM AAAL DELHI PREMISES – Export** shipments from AAAL DEL to various vendors located worldwide would be picked up within two working days and exported by any air carrier/sea carrier as per situation. These shipments will be collected by the appointed service provider from the respective offices of AAAL DEL and would be exported to earmarked consignee after customs clearance under proper documentation and shall undertake the import clearance of these shipments at the destination for door delivery to the consignees, within the free period without incurring penalty as per law of the land. Any delay in clearance at the destination on account of service provider forwarder and consequential demurrage will be borne by the service provider only. However any demurrage charges /penalty incurred by the service provider on account of any fault of AAAL shall be reimbursed/paid to the service provider by AAAL. The freight forwarder will confirm the delivery of shipments to the vendors and receipt of the same by vendors along with the POD for the same. Such information through daily statements must be e-mailed to all our respective MMD office of DEL location(as informed by AAAL MMD office).
4. **PICK UP OF SHIPMENTS FROM VARIOUS SUPPLIERS ABROAD FOR DESPATCH TO INDIA(Import to India) DOOR TO DOOR DELIVERY-** Upon receipt of information from vendors , the service provider will pick up shipments from the vendors located abroad for shipments to AAAL MMD,DEL . Complete the customs export formalities and book shipments of AAAL to AAAL , MMD, DEL. Pick up from vendors placed abroad to be done within 48 hrs of receiving the intimation for export to India. For any AOG shipment, the pick up will have to be done within 24 hrs and to be booked by first available flight. Details of daily despatch of shipments to India should be emailed to our AAAL , MMD, DEL office in India on a daily basis. A set of import documents to be handed over to the respective MMD office of AAAL at DEL.
  - 4.1 The consignments to be marked by service provider and it should be serially numbered on each individual cartons/ packages on consolidation to ensure goods receipt of all packages and to help identify missing packages if any.
5. **ACCESS TO WEBSITE FOR TRACKING PURPOSES: AAAL MMD** requires access to service providers website for tracking the import as well as export. The service provider should have the web based facility, for online data tracking by AAAL. At least two years comprehensive data must be available for viewing at any time.
6. The PO no issued by AAAL MMD will be provided for identification of materials and destination.





7. Subject work scope also includes other shipments including AOG shipments that would need to be moved one way only which would consist of pick up of shipments from AAAL DEL overseas suppliers, based on exigencies conveyed by the Indian office of AAAL and exported to respective destinations.

8. The bidder must hand over copies of all the concerned documentation consisting of the shipping bills for exports from India along with the related invoices and AWB copies, as well as copies of import documents consisting of the AWB(Master + House as applicable) with related invoices, FAA/EASA documentation provided by supplier etc to the respective provisioning sections of AAAL or as advised to you accordingly. Such documentation must be submitted in hard copy format and soft copy format for records.

9. The service provider shall be responsible for the acts and deeds of their staff deployed at the concerned station for customs clearance activities. AAAL will in no way be responsible for violation of customs/ Airport rules by the staff of service provider.

10. During the contract period , if the staff of service provider is involved in any smuggling activities, AAAL shall in no way responsible and the onus shall be with service provider only. The Service provider shall deal with customs/police and court matters arising out of such an act on the part of service provider staff and shall bear all the expenditure also service provider shall be liable for all legal consequences at their cost/risk thereof.

11. Once the consignment is handed over to service provider for despatch the safety & security of the consignment till subject consignment reaches the desired destination is that of service provider. Service provider are strictly cautioned to not open the consignment without the witness/knowledge of AAAL staff. Also it is reiterated that the service provider shall not at any cost insert any element/material in AAAL, MMD packets that are handed over as AAAL consignments. Such act will be considered as fraudulent act and necessary measures as deemed fit by AAAL authorities will be initiated for such violations by service providers.

12. If the Aircraft parts booked on a particular flight cannot be uplifted on the said flight due to following reasons, service provider should immediately notify AAAL MMD providing the requisite details and get the consignment booked on the next first available flight.

12.1 Last minute cancellation of flight by Airline.

12.2 Any other issues not within the purview of service provider.

13. After giving call off to the service provider, AAAL may at the last minute advise them of cancellation of the call off on account of following reasons in exceptional circumstances:

13.1 Delay in handing over of Aircraft parts due to certain operational issues.

13.2 Denial of repair slot by the repair vendor due to last minute change in their production/repair cycle.

13.3 Last minute change in repair destination communicated by ENGG Deptt.

14. In all the cases as stated in clause No 13 chap 3 the service provider shall





Immediately get the booking cancelled without any monetary loss to AAAL on account of the said cancellation.

15. Without prejudice to the above penalty clauses, AAAL reserves the right to take all the remedial actions provided under the law in case of non fulfilment of contractual obligation by the service provider.

16. The successful tenderer shall obtain requisite approvals from regulatory authorities of the concerned Airports or Air cargo complexes etc. before commencement of the work as made mandatory for any Ground Handling Agency/ Customs House Agent carried out functions in the restricted areas of the cargo complex/Airport either in India or abroad.

17. Any violations of security regulations and indulging in any illegal activities including but not limited to smuggling/theft by successful tender's personnel shall be at the cost/risk of successful tenderer and shall be liable for all the legal consequences thereof.

18. On award of contract successful tenderer shall arrange Airport Entry Passes or cargo complex passes for its personnel from concerned authorities of Air cargo complex/BCAS/ or any other Airport regulatory authority at its own cost. The successful tenderer's employees entering the Apron areas for tendered work scope purposes shall always carry valid passes/permits as issued by BCAS or appropriate regulatory bodies of concerned countries.

19 Any lapse of duty noticed on the part of any employee of successful tenderer, Any involvement of the employee of successful tenderer in theft / fraud / negligence / pilferage / sabotage/malpractices shall be inquired in to by AAAL security department/ other officials and suitable action including legal proceedings shall be initiated for breach of contractual liability along with penal provisions of various laws.

20 The success full tenderer shall take responsibility for good conduct of its employees in AAAL / Airport / Cargo premises. If any of the successful tenderer's employee is involved in any theft or pilferage of property of AAAL / Passenger Baggage / Cargo consignments, also in other areas of work as assigned by AAAL , AAAL reserves the right to impose penalty on the successful tenderer and has right to take appropriate legal action.

21. The successful tenderer shall also be responsible for getting necessary clearances , if any from Govt agencies/Legal Authorities or customs in India or abroad from time to time , with regards the provision of services.

22. It shall be the responsibility of successful tenderer to ensure that no unauthorized personnel other than those deployed by them specifically for the services, gains access to the Airport/ cargo premises during the execution of workscope by successful tenderer with respect to job being carried out as per subject tender.

**23. FACILITIES AND EQUIPMENT**

23.1 Service provider shall provide terminal support facilities from where the consignment is to be picked up or to be delivered- near shipping locations/ delivery locations. They shall ensure adequate security for all shippers shipments held in



such facility or carried in its vehicles. Service provider shall provide materials handling equipment with sufficient capacity to safely handle all shipments.

23.2 Service provider shall maintain and provide sufficient vehicle capacity for road transportation up to the terminal / cargo facility, both in number and in type to assure safe and efficient handling of all shipments.

23.3 To provide AWB, tracking details at the time of collection of consignment from Air India premises.

23.4 To provide a status report on the consignment 24 Hrs after pick up of the consignments on daily basis to the shipper as well as the consignee.

24. **CUSTOMER SERVICE-** Daily and weekly reports to be shared with Air India which will have status details for each shipment. Monthly business review shall be provided by the service provider to evaluate the performance levels.

25. **COMMUNICATION -**

**25.1** To provide pre-alerts to both the shipper as well as the consignee.

25.2 Service provider will inform in case of any change in the established transit time or in any condition wherein shipment gets displayed or damaged in transit.

26. **TRANSIT TIME– Required** transit time viz five working days to be maintained. Time begins upon receipt of shipment by the service provider and ends on receipt of shipment by consignee or consignee's agent.

AOG shipments to be transported on first available flight having load availability.



**CHAPTER -5**  
**PRE QUALIFICATION CRITERIA**

**Listed below are the various eligibility and pre qualification requirements, for which AAAL seeks confirmation of compliance from the Tenderers**

Sl no	Description	AAAL CONDITIONS
1	Tenderer should be an Air International courier agency/Air cargo handling agency (who have global presence across various continents and providing integrated services of end to end supply chain services on door delivery basis including customs clearance etc) and must be in existence for at least five years from 2015 onwards	<b>MUST</b>
2	Tenderer should have a valid current IATA and FIATA approval in its own name	<b>MUST</b>
3	Tenderer should have a minimum average annual turnover of Rs 50 Lakh or equivalent foreign currency during the immediate previous three financial years. Certificate duly signed by the chartered Accountant to be submitted in support of the same	<b>MUST</b>
4	Tenderer should have the experience of handling export and re-import of Aircraft parts , copies of few AWB's for immediate last three years as documentary proof to be submitted	<b>MUST</b>
5	Tenderer should confirm compliance to the stated work scope at Chap 3 to subject tender document in entirety and confirm that the Financial bid submitted is as per commercial bid format furnished in Chap-7 To subject tender document.	<b>MUST</b>
6	Tenderer should have its own offices at Delhi	<b>MUST</b>
7	Tenderer should have AOG desk to handle shipments 24/7 basis	<b>MUST</b>
8	Tenderer should enclose Bid security declaration as a part of the technical bid in the format mentioned as Annexure 'A' to subject tender	<b>MUST</b>
9	Tenderer agrees to pay non interest bearing deposit of 3% of the total contract value or equivalent Bank guarantee as security deposit, for the period of contract.	<b>MUST</b>
10	Tenderer agrees that the payment will be made on 45 day credit term basis	<b>MUST</b>
11	Tenderer should have tracking facility of consignments on their own respective websites	<b>MUST</b>
12	Tenderer should have successfully completed/ongoing contract(s) of the same line as this tender, preferably with an Airline company(Refer volume of consignments as per commercial bid format Chap-7	<b>MUST</b>
13	PAN and GST number	<b>MUST</b>
14	Service level and transit times of five working days to be maintained	<b>MUST</b>
15	Tendered should not have been blacklisted of suspended for business dealings by any Government Organisation/PSU	<b>MUST</b>



**CHAPTER -6**  
**TECHNICAL BID FORMAT**

**SUBJECT TECH BID FORMAT TO BE SUBMITTED ON VENDORS LETTER HEAD**

SI no	Description	AAAL CONDITIONS	VENDOR RESPONSE	DOCUMENT PROOF
1	Tenderer should be an Air International courier agency/Air cargo handling agency (who have global presence across various continents and providing integrated services of end to end supply chain services on door delivery basis including customs clearance etc) and must be in existence for at least five years from 2015 onwards	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
2	Tenderer should have a valid current IATA and FIATA approval in its own name	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
3	Tenderer should have a minimum average annual turnover of Rs 2.5 Crore or equivalent foreign currency during the immediate previous three financial years. Certificate duly signed by the chartered Accountant to be submitted in support of the same	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
4	Tenderer should have the experience of handling export and re-import of Aircraft parts , copies of few AWB's for immediate last three years as documentary proof to be submitted	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
5	Tenderer should confirm compliance to the stated work scope at Chap 3 to subject tender document in entirety and confirm that the commercial bid submitted is as per commercial bid format furnished in Chap-7 to subject tender document.	<b>MUST</b>	<b>YES/NO</b>	To confirm
6	Tenderer should have its own offices at Delhi and Mumbai	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
7	Tenderer should have AOG desk to handle shipments 24/7 basis	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
8	Tenderer should enclose Bid security declaration as a part of the technical bid in the format mentioned as Annexure 'A' to subject tender	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
9	Tenderer agrees to pay non interest bearing deposit of 3% of the total contract value or equivalent Bank guarantee as security deposit, for the period of contract.	<b>MUST</b>	<b>YES/NO</b>	To confirm
10	Tenderer agrees that the payment will be made on 45 day credit term basis	<b>MUST</b>	<b>YES/NO</b>	To confirm
11	Tenderer should have tracking facility of consignments on their own respective websites	<b>MUST</b>	<b>YES/NO</b>	To confirm
12	Tenderer should have successfully completed/ongoing contract(s) of the same line as this tender, preferably with an Airline company(Refer volume of consignments as per commercial bid format Chap-7	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
13	PAN and GST number	<b>MUST</b>	<b>YES/NO</b>	To submit document proof
14	Service level and transit times of five working days to be maintained	<b>MUST</b>	<b>YES/NO</b>	To confirm



**CHAPTER -7**  
**FINANCIAL BID FORMAT**

**COMMERCIAL BID TO BE SUBMITTED ON VENDOR'S LETTER HEAD**

**TABLE 1(Rates for export ex-India from DEL(Rates to be quoted in INR per KG)**

TABLE 1	Weight range of Shipment	ZONE					TOTAL I TO V
		USA	UAE(Dubai/ Abu Dhabi/Sharjah)	HKG/SIN/Malaysia/ Thailand	Australia/ New Zealand/Japan	Europe(UK/Spain/Netherlands/Germany/Italy/France/Denmark/Switzerland)	
a	< =5kgs						
B	> 5kgs to 10						
c	> 10 kgs to 20						
d	> 20 Kgs 30						
e	> 30 to 50 Kgs						
f	> 50 to 70						
g	> 70 to 300 Kgs						
	Total Avg (a+b+c+d+e+g)/6	I	II	III	IV	V	

**TABLE -2 Rates for import ex-overseas to India- DELHI(Rates to be quoted in INR per Kg)**

TABLE 2	Weight range of Shipment	ZONE					TOTAL I TO V
		USA	UAE(Dubai/ Abu Dhabi/Sharjah)	HKG/SIN/Malaysia/ Thailand	Australia/ New Zealand/Japan	Europe(UK/Spain/Netherlands/Germany/Italy/France/Denmark/Switzerland)	
a	< =5kgs						
B	> 5kgs to 10						
c	> 10 kgs to 20						
d	> 20 Kgs 30						
e	> 30 to 50 Kgs						
f	> 50 to 70						
g	> 70 to 300 Kgs						
	Total Avg (a+b+c+d+e+g)/6	I	II	III	IV	V	

Lowest bidder will be arrived at by calculating the average per kg rates quoted at Table 1(a-g) and Table 2 (a-g) for all slabs and all regions/ stations together as shown above.



**Formula for calculating the lowest bidder =  $\frac{\text{Total (I to V) of Table 1} + \text{Total (I to V) of Table 2}}{2}$**

Please specify applicable taxes separately. These taxes will be paid extra on actuals. There will be a single service provider appointed for both the activities of IMPORT & EXPORT.

**Approx Average volume 10 shipments daily (For Import and Export together).**

**TABLE – 3 RATES SOLICITED FOR SHIPMENTS OTHER THAN TABLE -1 AND TABLE -2**

TABLE 3	Nature of Shipment	ZONE				
		USA	UAE(Dubai/ Abu Dhabi/Sharjah)	HKG/SIN/Malaysia/ Thailand	Australia/ New Zealand/Japan	Europe(UK/Spain/Netherlands/Germany/Italy/France/Denmark/Switzerland)
a	Weight of shipment more than 300 Kgs					
b	AOG Shipments					
c	DGR Shipments					

NOTE: TABLE 3 is for reference and rates mentioned will be applicable as and when required as per the nature of the shipment.

The rates mentioned in Table 3 will not be included in the evaluation of Lowest Bidder.



ANNEXURE – A

Selection of "Service Provider for Providing Service for Export of COMAT shipments from India to Overseas Vendors on Door to Door basis and its' Re – Import on Door to Port Basis

BID SECURITY DECLARATION FORM

(To be submitted on the Bidder's Letterhead)

Date: \_\_\_\_\_

Tender Reference \_\_\_\_\_

To

Alliance Air Aviation Limited,

I/We, the undersigned declare that:

I/We, understand that according to your conditions, Bids must be supported by this Bid Security Declaration.

I/We, accept that I/We may be disqualified from bidding for any contract with you for a period of one (01) year from the date of such notification/ intimation to us in the event I/ We are found to be in breach of the terms, conditions and obligations of this Tender due to any of the following reasons:

- a) If I/We have withdrawn/ modified/ amended our Bids, or have impaired or derogated from the Tender conditions or our submitted Bids during the Bid validity period; or
- b) If I/ We have been notified about the acceptance of our Bid and have been awarded the letter of intent for execution of the Contract pursuant to the bidding process during the Bid validity period and I/ We either
  - (i) fail to accept the letter intent or execute the Contract and/ or
  - (ii) fail to furnish the requisite Security Deposit? Performance security in accordance with the instructions given to the Bidders.

I/ We understand that the Bid Security Declaration shall cease to remain valid in case I/ We are not the Successful Bidder, upon earlier of (i) the receipt of your notification regarding the name of the Successful Bidder; or (ii) thirty days of the expiration of validity of my/ our Bid.

Signed:

[Insert name and capacity of the person authorized to sign]

Duly authorized to sign on behalf of the [insert complete name of the Bidder]

Date on this (\*) day of (\*) month, 2021

Corporate seal of the bidder