

Query	Alliance Air Reply to the Queries raised by Bidders
Compensation Clause	<p>Alliance Air reserves the right to seek compensation for any losses that arise from the bidder's failure to perform as per the contract or providing services that do not meet the agreed standards. . Non-performance refers to the failure of the bidder to fulfill their contractual obligations, while subpar services mean that the services provided are below the quality standards agreed upon in the contract. If the bidder's non-performance or subpar services are severe enough, Alliance Air has the right to terminate the contract.</p> <p>In order to avoid spillage of liquid, the importance of maintaining strict standards in handling and transporting goods to prevent damages that could affect the aircraft and its operations. Alliance Air may deduct the amount of compensation from the security deposit or bank guarantee provided by the successful bidder.</p>
Clarity required regarding insurance of Equipment / Cargo	<p>The GSSA should ensure that all the equipment and transport being utilized for the cargo operations should be insured. However the bidder can include :</p> <ul style="list-style-type: none"> a) coverage for risks such as theft, damage and loss of cargo during transit. b) Protection against claims of bodily injury or property damage that may occur in the course of the bidder's operations.
Pickup / Drop for Postal mail	The GSSA will pick up and drop the Postal mail at origin and destination.
In house fleet / transport etc for positioning and delivery of cargo	The Appointed GSSA must have or make provision to position the consignments at Airport offices. Similarly when the consignment arrives at the destination, the staff at the airport will hand over the same to the GSSA for delivery.
Charter Flight clarity required	Alliance Air does not have any freighter aircraft in its fleet.
Assist in the development of a separate dedicated Airline branded cargo product	The GSSA is free to brand the cargo in the market and to promote the branding. Alliance Air will provide all assistance in this promotional activity.