



एअर इंडिया एक्सप्रेस लिमिटेड

Air India Express Limited (Formerly Air India Charters Ltd.)

First Floor, Old Operations Department Bldg, Old Airport, Santacruz (East), Mumbai -400 029.

**REQUEST FOR QUOTATION – BY –TENDER
BY ORDER OF
AIR INDIA EXPRESS LIMITED.**

AIR INDIA EXPRESS LIMITED (AIX), a Company incorporated under the provisions of the Companies Act, 1956 and wholly subsidiary of Air India Limited (as amended from time to time) and having its registered office at (Air India Building, 21st Floor, Nariman Point, Mumbai-400 021) India, invites tenders from Hotel equivalent to **4 star and above** of an Internationally reputed and branded chain, at **Madurai** for accommodation of their Cockpit Crew / Cabin Crew **EFFECTIVE FROM August, 2018.**

The Global Sales Office in India should send responses from participating hotels belonging to their Chain/Group on or before **29 June 2018, 1400 HRS.** In case the Hotel does not have a sales office in India, the individual Hotel may individually/directly respond through its authorized signatory.

DETAILS OF THE TENDER

- **Flight Pattern:** Refer **Annexure A**
- **Facilities to be offered with room:** Refer **Annexure B**
- **General Terms and Conditions of Tendering Process and Contract:** Refer **Annexure C**
- **Format for Technical Bid :** Refer **Annexure D/1**
- **Format for Financial Bid :** Refer **Annexure D/2**

Other Conditions

- The tender opening will be based on 'Single Stage two envelopes bidding procedure. Accordingly, interested hotels are required to submit their responses to the following address:

Station Manager
Air India Limited
NITB, MADURAI AIRPORT
MADURAI-625022

Email: ixmamm@airindia.in
Tel: 0452-2690133, 2690433



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"Single stage two Envelope bidding procedure entails the following:

Step 1 – Technical bid (Annexure D/1 in prescribed format) to be completed and enclosed in a sealed Envelope super scribed with the words "TECHNICAL BID".

Step 2 –Financial Bid (Annexure D/2 in prescribed format) to be completed and enclosed in a sealed Envelope super scribed with the words "FINANCIAL BID".

All the above enclosures to be put in one large sealed Envelope.

- The 'Technical Bid' shall have all details of offers without rates while 'Financial Bid' shall contain rates only.
- It may please be noted that any mention of financial details in the Technical Bid format will render the offer invalid. The Financial Bids of only the technically qualified hotels will be opened.
- Incomplete quotations are subject to rejection.
- Air India Express is not liable for any claim for costs, which may be incurred for preparation of tender.
- Air India Express Limited's present requirement is approximately **5 ROOMS PER DAY** rooms per day for the accommodation of Cockpit Crew / Cabin Crew. This may increase by 2 (two) rooms depending on exigencies.
- Air India Express Limited reserves the right to accept whole or part of the tender without assigning any reasons whatsoever. Also Air India reserves the right to select 2 or more hotels for meeting its entire requirement.
- The room requirements indicated in the tender are envisaged at present. Contract will be issued for the actual room requirement which may change at the time of release of contract and may also change due changes in schedules or due non-operation of flights to station.
- In case of flight delays, the hotel will provide additional rooms required at the contracted rates.
- Air India Express Limited reserves the right for not awarding any contract or awarding the contract to one or more Hotels. Rates should therefore hold good for part room quantities too. (NOTE: The Hotel is required to bid for the total room requirements).
- The rates quoted should be inclusive of all applicable taxes, levies etc. and should be valid for **3 years** and must be guaranteed against any increase during the contracted period. Such rates should provide the break-up of the cost and applicable taxes. In case different rate are quoted for 1st 2nd and 3rd year, L1 will be arrived based on total expenditure estimated for 3 years. Transport cost will also be included in the total expenditure in case it is not complimentary. In the event any hotel neither provides complimentary hotel transfer nor quotes charges for this, the transport charges discovered by Air India Express will be added to compare total expenditure with other bids.



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- Air India Express Limited will issue a contract to the successful bidder / chain. Air India Express Limited may at its sole discretion require the successful bidder / chain to enter into contract containing additional terms and conditions or any variations in the existing terms that may be mutually agreed. Integrity Pact may be required as per Company policy.
- The hotel acknowledges that in the event the contract is issued to the hotel then the agreement shall be binding for its duration, regardless of any changes in management or ownership of the hotel listed herein.
- Please indicate clearly the name and designation of the person signing the quotation.
- All terms and conditions of the proposed contract which may get executed between the parties will have superseding effect over all the General Terms and Conditions of the respective Hotel / which are published by the respective Hotels in their Website / Platform / Brochures / Invoice etc.
- For queries regarding the Tender please contact Station Manager on 0452-2690133, 2690433 between 09.30 am to 4.30 pm. Indian Standard Time from Monday to Friday.



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Annexure – A

FLIGHT PATTERN

STATION: MADURAI

FLT NO	STATION	DAY	ARR/ (LOCAL TIME)	DEP (LOCAL TIME)
IX-0484	COK-IXM	2 4 6	1105	-
IX-0484	IXM-SIN	2 4 6	-	1205
IX-0483	SIN-IXM	2 4 6	2200	-
IX-0483	IXM-COK	2 4 6	-	2300



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"ANNEXURE-B"

FACILITIES TO BE OFFERED WITH THE ROOM

1	Facilities to be provided in the Room rate.
1.1	Complimentary Welcome drink on arrival, English Breakfast at Coffee Shop and Room Service.
1.2	Hotel should preferably offer Complimentary Airport transfers in Air Conditioned vehicles at the time of arrival and check-out. One vehicle for Cockpit Crew and one for Cabin Crew are to be provided.
1.3	24 (twenty-four) hours Room service with adequate menu.
1.4	Complimentary laundry and pressing of one set of uniform / any 4 (four) pieces of clothes per person per rotation stay. However Crew on postings shall be given this facility on a daily basis. 20% discount of additional laundry.
1.5	Complimentary 2 (two) bottles of mineral water (1 liter each) and 2 (two) nonalcoholic drinks per person per day. Room to be equipped with tea/coffee facility with daily replenishment and Iron/ Ironing Board.
1.6	Complimentary unlimited high speed Wi-Fi access (preferably >5 Mbps) in the room with connectivity for up to minimum 4 (four) devices for the entire duration of stay.
1.7	Complimentary usage of Swimming pool (if any) & Health Club/Fitness centre.
1.8	Complimentary use of Crew Lounge and access to Executive Lounge for Captains, if any.
1.9	Preferably free access to in-house entertainment facilities.
2.	Other Facilities
2.1	Captains/Commanders/Cabin-In-Charge will be provided with complimentary upgrades to higher category rooms.
2.2	Crew will be provided an early check-in and/or late check-out, at no additional cost, based on the flight pattern, as communicated by the airline. Hotel to confirm 24 (twenty four) hours check-in / check-out will be applicable. (Note: Air India will be billed on the actual rooms utilized on a 24 hours check out basis. For a check out exceeding 24 hours the following conditions shall apply: 1. No overlapping charges should be levied up to six hours. 2. Thereafter up to twelve hours, 50% of the room rent should be levied. 3. After twelve hours full rate will be applicable.

2.3	Cash Float – Allowances to be disbursed to Crew Members in cash in Local currency which will be reimbursed by Air India Express or Air India Express will maintain a float system.
2.4	The Hotel will recover any expenses incurred by the Crew member not covered by the quotation and shall have no claim against Air India Express for the same.
2.5	Priority/ Dedicated Check in / Check out at reception counter (i.e no waiting in queue)
2.6	Rooms shall be readily available to the crew on arrival at the hotel.
3.	Medical Facilities
	The Hotel, in case of emergency, shall arrange for medical assistance and doctor on call. The Hotel shall bill Air India Express for the expenses incurred for the same.
4.	Meal Entitlement
4.1	The crew member will be entitled to complementary English breakfast.
4.2	The crew will also be entitled to F & B Discount on all Food & Beverage items purchased over and above the meal Entitlement.

5	Minimum Technical Specifications of Rooms
5.1	Minimum Room Size : As found suitable by the Committee
5.2	Must be free of external Noise (Noise proof)
5.3	Must have 100% Blackout Curtains to control levels of light inside the room
5.4	Must be well ventilated with Individual Temperature Controllers inside the room to control levels of Temperature



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ANNEXURE C
GENERAL TERMS & CONDITIONS OF TENDER
PROCESS AND CONTRACT

1	Contract Period
1.1	The Contract shall be for a period of 3 years.
1.2	The Contact period could be extended for a further period of one year on the same rates, terms and conditions if mutually agreed.
2	General Terms & Conditions
2.1	In the event the Hotel is unable to provide the contracted rooms, the Hotel will make alternate accommodation arrangements in any other hotel of the same grade at no increase in price to the Airline. If alternate accommodation is at lesser rate, the benefit is to be passed on to Air India Express. The Hotel shall resort to these alternate arrangements only during Forces Majeure and unforeseen circumstances (i.e. the Hotel shall not deny rooms to Air India by according priority or preference to other clients).
2.2	In the event of cancellation, no retention charge will be levied if the intimation for cancellation is sent 06(six) hours in advance from time of arrival.
2.3	The Hotel will provide additional rooms over and above the committed rooms at the contracted rates as and when required.
2.4	If the Airline has to amend the allocation of committed rooms due to operational reasons, then 06(six) hours advance notice will be given to the Hotel for any such changes.
2.5	All reservations are guaranteed in event of late arrival when booked by Air India Express Limited, The Hotel will guarantee Early check-in and Late check out against each booking.
3.	Terms of Payment
	Bills will be made monthly on actual occupancy basis by the Crew. Invoices would be submitted to Air India Express's local Accounts Department and will be settled within 30 days from the date of receipt of the bills. The separate bills to be raised for room charges and disbursement of allowances, if any.
4.	Taxation
4.1	All payments made under the said contract shall be subject to applicable withholding taxes, if any, on the basis of the relevant laws applicable or as may become applicable in the future and the Hotel shall receive the payments, net of taxes.
4.2	The Hotel shall provide the necessary documentation to Air India to support or secure exemptions or recoveries of any applicable taxes, duties, interests, penalties or similar charges which may arise under the contract.
4.3	The contract shall be executed between Air India Express's local office and the Hotel.

5.	Termination
5.1	Exit Clause: The contract can be terminated by either side without assigning any reasons whatsoever by giving 60 (sixty) days advance notice. In cases where it will not be possible for the airline to give the hotel the required advance notice due to exigencies (changes in the operating schedule, discontinuation of an existing pattern, discontinuation of sector etc.) the airline will give the hotel 7 (seven) days advance notice.
5.2	Deficiency of Service: Notwithstanding stated herein above in clause 5.1 above, Air India Express Ltd. reserves the right to terminate the contract if there are service level complaints from Air India Express Crew / Staff, and the same are not attended to satisfactorily either immediately or within 15 (fifteen) days of the complaint, as the case may be. At the expiry of the 15 (fifteen) days, if the complaint is not resolved satisfactorily, Air India/Air India Express reserves the right to terminate the contract forthwith. Further, any recurrence of the service level complaints, shall give us the right to terminate this contract forthwith, without giving any further notice of cure and forfeit the payments if any.
6.	Indemnity
	The Hotel shall be liable for and will indemnify Air India Express in respect of all such liability and responsibility in case of any or all claims arising due to loss of or damage to any property/belongings of such employees/persons arising out of the act, negligence and omissions of the Hotel or the Hotel's employees, agents or sub-contractors in the performance of this contract.
7.	Insurance
	The Hotel will maintain a comprehensive public liability insurance with a reputable insurance company to cover its liabilities arising under the Indemnity Clause above and if so requested produce the policy of insurance and the receipt for the current premium to Air India Express Ltd. for its inspection. Any limitations, monetary or otherwise in such policy shall be notified to Air India Express Ltd., but any such limitations shall not be construed as a limit on the liability of the hotel under the Indemnity Clause above and the hotel shall remain liable in full for the matters and to the extent not covered by the policy.
8.	Force Majeure
	Should Air India Express Ltd. be unable to operate due to Force Majeure, the contract would be temporarily suspended. Force Majeure shall mean any event or circumstances beyond the reasonable control of any party including industrial and civil disputes, war, governmental action, riots, fire, floods, drought, inclement weather and any acts of God. No party shall be liable to any other party for its inability to perform any obligation under this agreement caused by a force Majeure.

9.	Arbitration and Jurisdiction
	<p>Arbitration Any dispute arising between the parties in respect of the construction, interpretation, application, meaning, scope, operation or effect of this document or the validity or breach thereof, shall first be settled by mutual consultation. If the dispute remains unresolved after a period of 90 days from the date when the mutual consultation has started, the matter in India shall be referred for settlement to an Arbitrator to be appointed by the Chairman of Air India Express Ltd. and the award made in pursuance thereof shall be binding on the parties.</p> <p>Jurisdiction Any dispute whatsoever shall be subject to the jurisdiction of courts of Delhi / Mumbai, India.</p> <p>In the event matter is outside India, applicable laws, jurisdiction and arbitration will be applied as mutually agreed and acceptable.</p>
10.	General
	<p>This contract contains the entire agreement between the parties and constitutes a complete and exclusive understanding of the terms of contract between the parties, and supersedes all prior agreements and understandings, written or oral, relating to the subject matter hereof. This Agreement may not be modified except in writing and signed by duly authorized officers of both parties. Headings used in this contract are for convenience only and shall not be used to interpret or construe the provisions of this contract.</p>
11.	Confidentiality
	<p>Both parties will keep confidential the terms and conditions outlined in this contract; however, the relevant provisions can be shared with the employees on a 'need to know' basis, so as to enable the parties to comply with their respective obligations under the Agreement.</p>

General Conditions pertaining to Bidding/Tendering Process:

1. Air India Express reserves the right to reject all or any of the Tenders at any stage without assigning any reasons whatsoever and the decision of Air India Express on the matter will be final and binding on the parties. Quotations can also be rejected in case of the following:-
 - a. Quotation received after due date and time
 - b. Only single bid i.e. Technical or Financial bid received.
 - c. Quotation received unsigned.
 - d. Quotations, both Technical and Financial, not received in separate envelopes.
2. The Financial bids of only those short-listed Hotels that have qualified in the technical evaluation will be opened. The decision of Air India Express on technical bid evaluation will be final.
3. Any deviation in submitting the tenders as prescribed or any incomplete tenders are liable for rejection. Quotes should be submitted in the Financial Bid format in local currency in both, words and figures. In case of any variation or correction, the quote given in words will be taken for evaluation and award of contract



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ANNEXURE D/1

FORMAT FOR TECHNICAL BID

Ref No: _____

City: _____

Name of Hotel: _____

Address: _____

Category of Hotel: _____

We hereby wish to submit our offer for accommodation of your Crew and Staff at _____ . The validity of the offer will be till _____ (preferably for 3-6 months).

	AIR INDIA EXPRESS LTD. REQUIREMENT (Note : 4 Star Equivalent and above only)	HOTEL Confirmation		Unit
1.	Room Availability			
1.1	Total number of rooms in the Hotel.			Nos.
1.2	Number of reserved rooms for other International Airlines.			Nos.
1.3	Number of Rooms offered to Air India Ltd.			Nos.
2	Facilities and Location	Yes	No	Remarks
2.1	Centrally located with reference to city centre and within walking distance to restaurants, entertainment, public transport and shopping areas.			
2.2	24 hours Room Service			
2.3	In house Coffee Shops / Restaurants			
2.4	Availability of freshly prepared Vegetarian and Non Vegetarian Indian cuisine, either in the hotel or immediate vicinity (within walking distance) of the hotel.			
2.5	Fully equipped Health Club/ Fitness centre having modern equipment within hotel premises.			
3.	Safety and Security	Yes	No	Remarks
3.1	Security systems such as CCTV, Keycards, E-vators etc. in the hotel premises.			

3.2	Electronic safes in rooms		
4.	Discounts		
4.1	Discount on Food & Beverage		%
4.2	Discount on additional Laundry		%
4.3	Discount on Telephone Calls		%
4.4	Discount on Hotel Travel packages/Transport		%
4.5	Discount on Spa		%
5.	Complimentary Facilities to be provided in the Room Rate		
5.1	Complimentary welcome drink on arrival, English Breakfast at Coffee Shop and Room Service		Yes/ No
5.2	Complimentary individual Airport transfers at the time of check-in and check-out (Optional).		Yes/ No
5.3	Complimentary airport transfers for crew operating flights during their layovers/Shuttle Flights (Optional).		Yes/ No
5.4	English Newspapers and TV with English Channels		Yes/ No
5.5	Complimentary laundry and pressing of one set of uniform / any 4 (four) pieces of clothes per person per rotation stay. However Crew on postings shall be given this facility on a daily basis.		Yes/ No
5.6	Complimentary 5 (five) local calls of 3(three) minutes duration each) per person per day		Yes/ No
5.7	Complimentary 2 (two) bottles of mineral water of reputed brand (1 litre each) and 2 (two) aerated drinks per person per day		Yes/ No
5.8	Complimentary unlimited High Speed Wi-Fi internet access (preferably 5 Mbps) in the room with connectivity of up to minimum 4 (four) devices		Yes/ No
5.9	Complimentary usage of Swimming pool (if available) & Health Club		Yes/ No
5.10	Complimentary use of Crew Lounge/Executive Lounge for Captains/Commanders/Cabin-In-Charge. (Not mandatory)		Yes/ No



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5.11	Preferably free access to in-house entertainment.		Yes/ No
6.	Other Facilities		
6.1	Captains/Commanders/Cabin-In-Charge will be provided with complimentary upgrades to higher category rooms / suites.		Yes/ No
6.2	24 hours priority Check in / Check out facility. Crew will be provided an early check-in or late check-out, at no additional cost, based on the flight pattern, as communicated by the airline.		Yes/ No
7.	Emergency Assistance		
7.1	24 hours Doctor on call / Paramedical assistance in case of Emergency.		Yes/No

I / We confirm that all of the information provided above is correct and that I / We have read acknowledged and agreed to all terms and conditions of this tender.

For and on behalf of the Hotel

Authorized Signatory

Name:

**Designation:
Contact No.:
Email Id:**

Date:



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ANNEXURE D/2

FORMAT FOR FINANCIAL BID

AIR INDIA EXPRESS Crew Layover Accommodation At Madurai (CITY)

Ref No: _____ City: _____

Name of Hotel: _____

Address: _____

Category of Hotel: _____

We hereby wish to submit our offer for accommodation of your Crew and Staff at _____ . The validity of the offer will be till _____ (preferably for 3-6 months).

	Rates – Rooms: (All rates to be quoted in local currency for available base category rooms. Rates quoted should be inclusive of English Breakfast and all facilities as mentioned in points 5 & 6 overleaf AND should be inclusive of all applicable Taxes)			
	Rooms	1 st Year	2 nd Year	3 rd Year
	Room Rate			
	Applicable Taxes			
	Total (Quote figures and words)			

Authorized Signatory

Name:

Designation:

Date:



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Additional information required for Cockpit/Cabin Crew transportation To / From Airport. :

1. Whether the hotel provides transportation To / From Airport: YES/NO

2. If the Hotel *does not* provide complementary transportation To / From Airport for Cabin Crew and Cockpit Crew.

2a. Charges for Bus / Car for Cabin Crew _____

2b. Charges for Bus / Car for Cockpit Crew _____

(Quote both in figures and words)

Authorized Signatory

Name:

Designation:

Date: