

Shri Shivkhori Shrine Board

NIT Serial No: SSSB / NIT-02 / 2010

TENDER DOCUMENT

FOR

HELICOPTER SERVICES TO SHRI SHIVKHORI SHRINE

This Document Contains:

**Notice Inviting Tender
General Terms and Conditions
Schedule 'A' Technical Bid
Schedule 'B' Financial Bid**

Shri Shivkhori Shrine Board

Office of the Divisional Commissioner (Jammu) & Chairman SSSB
Jammu - 180 001 (J&K)

Notice Inviting Tender

For Helicopter Services to Shri Shivkhori Shrine

NIT NO: SSSB / NIT-02 / 2010 dated : 08-09-2010

Last date for filing of Tenders : 30-09-2010

Date of opening of Tenders : 30-09-2010

NOTICE INVITING TENDER

1. Shri Shivkhori Shrine Board (SSSB) invites Tenders from reputed and registered Aviation Companies having a minimum fleet of at least three airworthy light helicopters with passenger seating capacity of 5 to 6 passengers endorsed on its Non Scheduled Operators Permit for flight operations to Shri Shivkhori Shrine in Reasi District (J & K) from Katra purely on leave and license basis for an initial period three years, extendable for a further periods of 1 to 2 years solely at the discretion of the SSSB, on terms and conditions as may be agreed to and settled between SSSB and the Operator.
2. Sealed offers are invited for turnkey operations in a two bid format (technical and financial) each filled separately and properly sealed. both the bids should be placed in a third cover. The aforesaid bids must reach the Shri Shivkhori Shrine Board Office by or before 30-09-2010 upto 2.00 P.M. The Technical Bids shall be opened by the Tender Committee in the presence of the bidders who may choose to be present on 30-09-2010 at 3.00 P.M. The date of opening of Financial Bids shall be intimated only to the eligible short-listed bidders after evaluation of the Technical Bids.
3. A copy of the Tender Document, along with detailed terms and conditions can be obtained during working hours from the Office of the SSSB against a non-refundable / non-transferable tender fee of Rs.5000/- in the form of a Demand Draft in favour of Shri Shivkhori Shrine Board, payable at Jammu.
4. Any conditional tender that is not appropriately sealed in the aforesaid two-bid format or not submitted within the specified date and time shall not be entertained.

**Sd/-
Chairman
Shri Shivkhori Shrine Board**

Executive Officer, SSKSB
Assistant Commissioner (Rev)
Reasi

Copy to the:-

1. Joint Director Information Jammu for publication the same in the reputed National News papers i.e Times of India, Indian Express, Daily Excelsior.
2. For general terms & conditions kindly login www.shivkhori.org for notice inviting tenders or obtained from SSKSB office Reasi (Dy. Commissioner) Reasi.
3. S.S.Samyal @G-mail.com, Executive Officer SSKSB Reasi

**GENERAL TERMS AND CONDITIONS
FOR HELICOPTER SERVICES TO SHRI SHIVKHORI SHRINE**

Abbreviations:

| | |
|--------|--------------------------------------|
| SSSB | : Shri Shivkhori Shrine Board |
| DGCA | : Director General of Civil Aviation |
| BCAS | : Bureau of Civil Aviation Security |
| NSOP | : Non Scheduled Operator Permit |
| ATF | : Aviation Turbine Fuel |
| ATC | : Air Traffic Control |
| MET | : Meteorology |
| IAF | : Indian Air Force |
| SOP | : Standard Operating Procedure |
| C of A | : Certificate of Air Worthiness |
| C of R | : Certificate of Registration |

General Terms & Conditions

1. Bids are invited for helicopter operations on the Katra-Shri Shivkhori Cave Shrine sector and back.
2. The Bidder should possess the requisite number of helicopters, along with all required statutory and other clearances for operational safety etc from the DGCA, BCAS, or any other concerned Authority, as may be required for operating in the air space of J&K.
3. The Successful Bidder (hereinafter referred to as Operator'), shall require to park one operating helicopter at Katra and also be in a position to position a stand-by helicopter of the same specifications, in the event of an emergency or in case the resources need to be augmented for any reason whatsoever. The Operator shall operate its helicopter services from a helipad arranged by it at Katra and at the helipads provided by SSSB at Shri Shivkhori Cave and Ransoo if required subsequently.
4. The initial period of license shall be for a period of three years which may be extended for a further period of one year, solely at the discretion of SSSB, on terms and conditions as may be agreed to and settled between the SASB and the Operator. The Operator shall accept and adhere to all the Terms and Conditions laid down by SSSB and enter into an Agreement with the SSSB in the format prescribed by the SSSB.
5. Flight operations shall be carried out with least inconvenience to Yatris, subject to fair weather conditions and clearance by the ATC.
6. It shall not be permissible for Bidders to form a consortium to complement their respective areas of expertise or for any other reason(s).
7. **The Bidding Company must fulfill the following eligibility conditions:**
 - A. Bidder must be a helicopter operator holding a currently valid Non Scheduled

Operators Permit (NSOP) issued by DGCA.

- B. All helicopters offered by the Bidder must be endorsed on their NSOP and must not be cross-hired from another NSOP holder. Consortium bids shall not be accepted.
 - C. Helicopter offered must be capable of carrying at least 5 / 6 passengers @ 80 kg weight per passenger. The technical specifications of the helicopter, including safety parameters, shall be furnished along with the Technical Bid.
 - D. Bidder must have at least three helicopters of 5 / 6 passenger carrying capacity endorsed on their NSOP.
 - E. Bidders must be capable of providing a replacement / additional stand-by helicopter at short notice should an emergent requirement come up.
 - F. Copies of current Certificate of Registration, Certificate of Airworthiness and Weight Schedule of main and stand-by helicopter shall be submitted along with the Technical Bid.
 - G. Bidder should have at least three years unblemished experience in heli-tourism and have had past experience of running at least three similar religious tourism projects.
 - H. In view of the sensitive security environment, bidders should have their own experienced staff for passenger handling and this staff should have been in the direct employment of the operator for the previous one year.
 - I. Bidders offering enhanced insurance cover to passengers shall get preference.
 - J. In view of the desired high quality of service expected by SSSB, bidders should have ISO Certification.
 - K. Bidder must have at least six pilots on its rolls and all six pilots should have been in the Bidder's direct employment for the past six months (as on date of Bid submission). All pilots earmarked for the Shivkhori project should have at least 1500 hours hill flying experience.
 - L. Bidders must submit Annual Safety Audit reports conducted by reputed & certified Safety Auditors for the past three years.
 - M. Bidders must have access to a helipad at Katra, or capability of arranging for the same.
- 8. The Operator shall comply with the following requirements during its operations:**
- A. Loading of the helicopter at helipads prior to flights shall be the responsibility of the Pilot-in-Command who shall take the decision on behalf of the Operator for all safety related requirements.
 - B. The flight crew shall be subjected to pre-flight medical check-ups prior to the commencement of the flights for the day as per DGCA stipulations and responsibility for the same shall be of the Operator.
 - C. Safety briefing of the passengers prior to flight shall be carried out by trained and authorized personnel of the Operator. Embarkation / disembarkation of passengers shall be done under the strict supervision of trained and authorized personnel of the Operator.
 - D. The Operator shall draw and display, prior to day's operations, detailed guidelines for operational activities on all helipads of operation, indicating the nature of duties and responsibilities entrusted to its personnel and general coordination procedures including action to be taken during emergencies and also for search and rescue operations.
 - E. Whenever required, the Operator shall obtain due clearance & MET Information from IAF bases at Jammu / Udhampur.
 - F. Spare forms for reporting incidents / occurrences should be available with the operating pilots.

- G. The number of persons on board shall be strictly limited to that laid down by DGCA for every Make / Model of helicopter and a copy of the same shall be furnished in advance to SSSB.
 - H. SOPs of Operators as approved by DGCA shall be strictly adhered to in letter and in spirit. Deviations, if any, shall require the prior formal approval of DGCA.
 - I. Fuel at helipads shall be stored only in authorized and standardized containers. The prescribed safety signs shall be displayed at the storage site, as laid down in the Petroleum Act, 1934, and the relevant rules there under.
 - J. For refueling of helicopters, proper fuel filters must be used. Sampling bottles should be of standard size.
 - K. Proper trestles will be used by the staff to carry out repairs / maintenance of helicopters. Under no circumstances shall filled fuel barrels be used for this purpose.
 - L. The following facilities duly coordinated with SSSB shall be provided by the Operator:
 - (i) Fire-fighting equipment and arrangements relating to their operation, as per DGCA norms
 - (ii) Marking of Helipads
 - (iii) Installation of Wind Socks
 - (iv) Escorting of passengers for emplaning / deplaning at all landing sites
 - (v) Check-in counters and display boards
 - (vi) Tamper proof refueling arrangements
9. All charter booking / ticket sales shall be the responsibility of the Operator. However, authorized personnel from SSSB may conduct surprise checks or be present at the counters to ensure that there is no overcharging of the authorized passenger fares or any other aberration leading to harassment of passengers or loss of revenue to SSSB. Boarding passes may be checked by SSSB staff specially deputed for the purpose before boarding of passengers. One counterfoil of the boarding pass shall be retained by SSSB staff.
10. The Operator will furnish a daily statement to SSSB by 1900 hrs every evening, indicating the volume of traffic for the day from all the sorties to enable SSSB to regulate the Darshan of the yatris traveling by helicopter
11. Royalty amount payable to SSSB shall be calculated daily at the end of day's flying operations and remitted to SSSB. The Operator shall also pay landing charges @ Rs.100/- per landing for Shivkhori helipad.
12. SSSB will make available the helipads at locations other than Katra and other specified infrastructure at specifically notified places. All other equipment for communication, fire-fighting, etc shall be the sole responsibility of the Operator.
13. Minimum statutory insurance cover as prescribed by the Government in respect of passengers and baggage shall have to be provided by the Operator and shall also be indicated in the Financial Bid.
14. All standard security procedures as advised by the local security authorities, DGCA and BCAS shall be adhered to by the Operator. However, necessary assistance for providing security cover at all the places of operation shall be arranged by SSSB in coordination with the Government of J&K.
15. The Operator shall provide to SSSB one seat per week per helicopter, free of cost on return journey basis, to be utilized at the discretion of the Chairman / Vice-Chairman SSSB or any other officer specifically authorized by SSSB on their behalf.

16. Withdrawal of helicopter from the sector on the grounds of reduced pilgrim traffic, etc. shall be permitted only after the Operator has obtained the specific approval of the Chairman / Vice-Chairman SSSB.
17. In the event of receipt of any complaint regarding inconvenience caused to pilgrims possessing valid tickets, the matter shall be jointly investigated by the Operator and a representative of the SSSB. In case the complaint is found to be genuine, the Operator shall be liable to refund an amount not exceeding the amount of the passenger tariff for the sector for which the passenger(s) holds a valid ticket. A report of the complaint, if any, shall be sent to the Operator's Head Office. In case the complaint pertains to the Operator's crew / staff, the same shall be jointly investigated by the Operator and SSSB, and on finding the complaint genuine, the Operator shall take appropriate action as directed by the Chairman / Vice-Chairman SSSB.
18. The License to operate helicopter services for Shivkhori Shrine shall stand suspended due to any standard *Force Majeure* conditions such as Government Orders / Regulations, War, an accident creating a disturbed condition, terrorist / militant activity / strikes / riots / civil commotion, etc.
19. SSSB shall not be liable in any way whatsoever for consequences arising out of any accident, incident, mishap, or any event relating to the operation of the helicopter services of the Operator, who shall be solely and exclusively liable for any injury, damage or liability of any kind arising out of its operations.
20. Bidders shall submit their Bids in the Two-Bid format. The first part in a sealed envelope superscribed "TECHNICAL BID" shall contain the Technical Bid containing all relevant technical details as per Schedule 'A' along with all the relevant supporting documents, background of the Company, specifications of the helicopters, etc. The Financial Bid shall be submitted separately as per Schedule 'B' in a separate sealed envelope superscribed "FINANCIAL BID". Both the covers separately sealed and superscribed TECHNICAL BID and FINANCIAL BID, respectively, shall be placed in a third sealed envelope superscribed (in CAPITALS) as follows: "TENDER OFFER FOR HELICOPTER SERVICES TO SHIVKHORI CAVE SHRINE"
21. All bids, along with the terms and conditions duly signed and enveloped as described above, must be delivered to the office of the Shri Shivkhori Shrine Board by hand, or alternatively the sealed bids may be sent by Registered Post / Speed Post / Courier. Bids submitted through any of the above means must reach by 2.00 PM on 30-9-2010, failing which they shall not be considered. SSSB shall not be responsible for any postal delay. Any conditional bid or any bid which is not appropriately sealed in the two-bid format as explained above or received after the stipulated date and time shall not be entertained. Any cutting or overwriting in the bid documents will also make the bid liable for rejection. The Technical Bids shall be opened by the Tender Committee, on 30-9-2010 at 3.00 P.M. at the office of the Divisional Commissioner Jammu in the presence of those bidders who choose to be present. The date of opening of Financial Bids shall be intimated only to the eligible short-listed bidders after evaluation of Technical Bids.
22. The Bidders must commit to their bids remaining valid for three months from the date of submission.

23. Bidders shall be under obligation to provide within a reasonable time, all information / details sought by SSSB. Failure to comply with this requirement would amount to the violation of the terms and conditions of the Contract.
24. The Operator shall have to accept the nomination of an Arbitrator by the Chairman, SSSB for adjudication of all doubts, disputes and differences of opinion relating to and arising from the terms and conditions of the Agreement to be executed between the parties, including the differences relating to interpretation of meanings and expressions requiring interpretations relevant to the Agreement. The decision of the Arbitrator shall be accepted to both the parties and shall not be called in question on any ground whatsoever.
25. All questions relating to the arbitration shall be determined in accordance with provisions of J&K Conciliation and Arbitration Act, 1997 and the Competent Court in Jammu shall be the Principal Court for the purpose of jurisdiction.
26. SSSB shall have the absolute right to reject any bid or all the bids without assigning any reason for the same.

Sd/-
Chairman
Shri Shivkhori Shrine Board

**SCHEDULE 'A' FORMAT FOR TECHNICAL BID
COMPANY BACKGROUND AND HELICOPTER SPECIFICATIONS
TO BE SUBMITTED ALONG WITH THE BID**

The Bidder is advised to give the necessary information required against the respective columns:

| | | |
|----|---|--|
| 1 | Name of the owner of the Helicopters if not registered in the Bidder's name. What is the arrangement with the owner? (proof of possession i.e. Registration Certificate / lease agreement to be provided) | |
| 2 | Is your Company holding Operator's Approval from the Regulatory Authority? (Please attach copy) | |
| 3 | ISO-9001-2000 certification OR any other accredited certification of the firm duly supported with documentary proof. | |
| 4 | Annual turnover of the Bidder relating to helicopter operations for the last five years as per audited balance sheet, a copy whereof to be enclosed. | |
| 5 | Annual Safety Audit Report of last 3 years (copy to be enclosed) | |
| 6 | Details of Security Deposit of Rs.5 Lakh | |
| 7 | Duration of validity of Bid | |
| 8 | Number & types of helicopters offered Call sign / Regn. No., Year of manufacture, Manufacturer's name (Proof to be attached) | |
| 9 | Passenger seats available in each helicopter (excluding crew) | |
| 10 | Number of flying hours done in each helicopter | |
| 11 | Number of available flying hours for next six months each helicopter | |
| 12 | Date of issue of Certificate of Airworthiness of each helicopter (proof | |

| | | |
|----|--|--|
| | to be attached) | |
| 13 | Date of expiry of Certificate of Airworthiness of each helicopter | |
| 14 | Down time per month (permitted down time 4 days per month) | |
| 15 | Copy of hull and crew insurance indicating insurance certificate, number and its validity | |
| 16 | Last major inspection time | |
| 17 | Engine hours / start cycles | |
| 18 | Location of the helicopter | |
| 19 | Mobilisation time required from the present location to camp | |
| 20 | Bidder's total fleet of helicopters (type with call sign) | |
| 21 | Total company staff strength | (i) Pilots: (ii) Licensed Engineers: (iii) Approval holders: (iv) Others: |
| 22 | Past experience (last 5 years) with details of existing operations | |
| 23 | (a) Licensing details of the pilots, engineers in support of their rating, category & experience on type of helicopter at their credit (b) Hill flying experience of each pilot | |
| 24 | List of safety, navigation / communication equipments etc. available on board the helicopters offered | |
| 25 | Fuel details (i) Type of fuel in use (ii) Standard fuel capacity on board (kg) (iii) Fuel consumption per hour (kg) (iv) Fuel consumption per hour (liters) | |
| 26 | Range without reserve (in Nautical Miles) | |
| 27 | Speed of the helicopter in knots with (i) VNE (ii) Max cruising speed | |

| | | |
|----|---|--|
| 28 | Have company's helicopters been involved in any fatal accident during past 5 years? | |
| 29 | List of existing clientele | |
| 30 | Whether terms & conditions as per General Terms & Conditions to NIT are fully acceptable | |
| 31 | Confirmation regarding provision of insurance cover for helicopter passengers and third party (attach copy of policy certificate) | |
| 32 | Will total work be handled by the bidder? If not, give details of work to be outsourced. | |
| 33 | Confirmation that bidder is willing to abide by the requirements laid down by Civil Aviation Regulatory Authority in India | |

Signature
Name:
Designation:
Date: (Day / Month / 2010)
(Authorised Signatory)

SCHEDULE 'B'
FORMAT FOR FINANCIAL BID

1. Tariff:

| S. No. | Description | Per Head (Rs.) | Remarks |
|--------|-------------------------------|----------------|---------|
| 1 | Basic per head one-way Tariff | | |
| 2 | PSF / Ground Handling Costs | | |
| 3 | Royalty component to SSB | | |
| 4 | Total per head one-way Tariff | | |

Note:

- | |
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| <ul style="list-style-type: none"> i) Being a charter operation, adult & child fare shall be identical ii) 2-Way Tariff shall be presumed to be double of the 1-Way Tariff iii) Infants up to two years age shall not be charged and will travel on the lap of an accompanying adult. |
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2. Cancellation Policy:

(To be explained in detail here)

3. Insurance Policy:

(Bidders to amplify the insurance coverage for adults and child passengers under the bidder's insurance policy)

4. We unconditionally accept all the "General Terms & Conditions" in respect of Tender Notice No. SSSB/NIT-02 dated 08-09-2010

Signature

Name:

Designation:

Date: (Day / Month / 2010)

(Authorised Signatory)