



MMD/RFQ 3393154

Date: 12-Nov-2009

In reply please quote

Tender No. MMD/RFQ 3393154

Due Date extended to 24-Nov-2009

Dear Sirs,

Sub: Reservation / Distribution System for Air India Express

Air India Charters Ltd. (AICL), a wholly owned subsidiary of NACIL that operates a low cost carrier Air India Express (AIE), invites quotation for Airline Reservation / Distribution System for a five year period.

**Submission of tender:** Please submit your quotation in two bid system in two separate sealed envelopes superscribing on each envelope Technical Bid/Commercial Bid, Tender No., Due Date and contact email address.

**1. Bid 'A' (Technical Bid)**

You must confirm in your technical bid whether all the functionalities mentioned in **Annexure A, B & C** are catered to, by you. The acceptance of Air India's terms & conditions such as payment terms, delivery etc. shall be confirmed by you in Bid 'A' only. **Please note that Bid 'A' shall not contain any price details.** The Tenderers should submit along with their technical bids a true copy of their price bid response with the price blanked / erased, i.e. **WITHOUT ANY MENTION OF THE PRICE QUOTED**

**2. Bid 'B' (Commercial Bid) :**

Please quote the price of the subject system offered in the format shown as **Annexure D**. Any other applicable Taxes/Levies etc. should be clearly mentioned in your quotation. Commercial Bid shall contain the price details of the system offered. The Commercial Bid shall not contain any further technical details apart from whatever is offered in the MMD/ RFQ 3393154

technical bid. If any such information is mentioned in the price bid, the same shall be ignored by Air India.

Bid 'B' should be sealed and super scribed with Tender No., Due Date and contact email address. Your Commercial Bid shall be opened only if your technical bid is found acceptable.

**Other Terms & Conditions:**

**Earnest Money Deposit (EMD):** An Earnest Money Deposit (hereinafter referred to as 'EMD') of USD 6000, or INR. 2,40,000 or Euro 4000 is to be submitted along with the technical bid by way of Bank Draft / Banker's Cheque drawn in favour of AICL, payable at Mumbai. EMD in USD may also be submitted by wire transfer to the account of AICL, and the proof of remittance of EMD by wire transfer is to be submitted with the technical bid. No other mode of payment is acceptable.

Those bidders who wish to remit EMD in USD through wire transfer may do so at the following address: –

NAME & ADDRESS OF THE BANK	CITIBANK, N.A. 111, WALL STREET, 6 <sup>TH</sup> FLOOR / 6 NEWYORK – 10043, USA
ACCOUNT NO.	30602408
ACCOUNT NAME	AICL
SWIFT CODE	CITIUS33
ABA NO	021000089
REFERENCE	TENDER NO. : MMD/RFQ 3393154

Proof of remittance of EMD by wire transfer is to be submitted along with the technical bid by the tenderers who prefer this mode of submission of EMD. The bid would be rejected in case such proof has not been submitted along with the technical bid.

In case the EMD or the proof of remittance of EMD (in case of wire transfer) is not found attached to the technical bid or the EMD has not been submitted in the mode specified, the tender would be rejected.

In case the tenderer opts for payment of EMD in INR, the same may be remitted through ECS to:

NAME OF THE BANK	ICICI Bank
ACCOUNT NUMBER	000405025237
ADDRESS	Free press building, Free Press Rd, Nariman Point, Mumbai - 400021, India

The EMD shall not carry any interest.

EMD will be refunded within 2 months of completion of the tender process i.e. after the award of contract and its acceptance thereof. .

EMD will be forfeited in the event of the tenderer withdrawing or modifying his bid after opening of the tenders, and / or refuses to accept the contract if awarded.

*“In case of the tenderers who had participated in the tender no. MMD/2459859 and paid the EMD of USD 6,000 or Rs. 2,40,000.00, the same would be adjusted by NACIL towards this tender*

**Delivery:** Lead time to set up and make system operational not to exceed six weeks from the date of Purchase Order.

**Payment terms:** The payment terms in respect of services rendered that are free from disputes, if any, would be 30 days from the date of submission of invoices .

All payments will be through wire transfer / ECS transfers. Settlement through IATA will not be permitted.

AICL does not normally entertain requests for advance payments. However, in case a tenderer insists on advance / pre-delivery payment, the same would be made only against a Bank Guarantee for the equivalent amount. Further such advance payment would be

interest bearing @ 12% per annum. The costs involved in furnishing the bank guarantee would have to be borne by the tenderers.

**Penalty**

- a. **For Implementation:** @1/2 (half) % per week shall be imposed for delayed commissioning of the systems, subject to maximum of 5% of the contract value.
- b. **For SLA:** As prescribed in the attached scope of work.

**Performance Bank Guarantee/Security Deposit:** The tenderer, who has been awarded the contract, will have to furnish an interest free security deposit equivalent to 5% of the estimated yearly outgo for a PB volume of 3.0 million p,a, based on the contract rate in the form of a revolving bank guarantee renewable every year . The revolving bank guarantee towards security deposit would have to be deposited within two weeks of the signing of the contract.

The Security Deposit / Bank Guarantee shall be returned within 90 days of successful completion of the contract after adjusting for penalties, if any, arising out of performance under the contract.

Bank charges: All costs associated with furnishing of the Bank Guarantee shall be borne by the successful tenderer and such costs should be built into the pricing submitted in the price bid.

**Termination clause:**

In case of material breach or material non-observance by the vendor of any one or more of its obligations under the Contractual Documents, and such material breach or material non-observance continues for a period of more than sixty (60) days after receipt of notice from AICL to remedy such material breach or material non-observance, then AICL shall, without prejudice to its other rights under any Contractual Document, have the right by written notice to the vendor to terminate the Contract or any relevant part thereof.

In such case, the vendor shall not be entitled to any compensation whatsoever for any costs incurred or to be incurred on this account.

In the event of default, AICL reserves the right to terminate the contract and to claim damages from the successful tenderer, and also reserves the right to award the contract to another party at the cost and risk of the successful tenderer.

**Exit clause:**

The contract may be terminated if there is a change in AICL's requirements, with three months' advance notice in writing.

Notwithstanding the above, either party may terminate the contract by giving the other party six (6) months' advance notice in writing.

**Integrity Pact.**

It is recommended that the successful tenderer execute an integrity pact with AICL, format of which would be provided in due course.

**Validity:**

The offers quoted by the tenderers should be valid for the acceptance by AICL for a minimum period of 120 days from the date of opening of the Technical Bid.

The Executive Director - Materials Management reserves the right to accept or reject in part or whole any or all tenders received without assigning any reasons whatsoever.

**Note:** For any technical clarifications required, you may contact Mr. A.R.Koppalkar, Dy. Gen. Manager, DIT, Tel: +91 22 26263341 or email: AR.Koppalkar@airindia.in

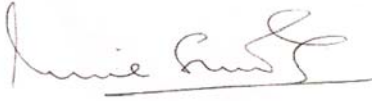
**Due Date:** The due date for submission of tender is 24-Nov-2009 1500 Hrs.

The sealed envelope is to be submitted at the following address:

Executive Director,  
Materials Management Dept,  
2nd floor, Tender Receiving Cell,  
NACIL,  
Old Airport, Santacruz (E),  
Mumbai 400029

**Date of opening of the Technical Bid:** 24-Nov-2009 15.30 Hrs at the same avenue address mentioned above. Representatives of the tenderers may be present at the time of opening of tenders. The representatives must carry a letter of authority from the tenderers' authorized signatory or any other valid document in lieu thereof for participation in the tender opening. The name of the representative may also be sent directly to **NACIL by e-mail** ahead of the date of opening of the tenders to the S.Satish@airindia.in

Thanking you,  
Yours faithfully,



**(Anil Sondhi)**

**Executive Director – MM**

**Note: A Pre-Bid Meeting is organized on 18-Nov-2009 at 1100hrs at the following venue**  
**NACIL (Formerly Air India Ltd.)**  
**DIT Conference Room**  
**1st Floor, THQ Building**  
**Old Airport**  
**Santa Cruz East**  
**Mumbai - 400 029**

**AIR-INDIA**  
**express**

The logo for Air India Express features the words "AIR-INDIA" in a bold, italicized, sans-serif font above the word "express" in a lowercase, sans-serif font. A red swoosh underline is positioned below "express", starting from the left and curving under the letters "e", "x", and "p". A thin red line also extends from the top right of the "s" in "express" upwards and to the right.



## AIR INDIA EXPRESS

### An Overview

Air India Express is a low cost airline operated by Air India Charters Ltd. (AICL), a wholly owned subsidiary of NACIL. AIE commenced operations in April 2005, with 3 Boeing 737 aircraft and 26 flights a week. As of August 2009, the AIE fleet comprises of 23 B737-800 aircraft with all Economy seating, operating 197 flights a week. Two additional aircraft are slated to join the fleet by end of this year which will take the fleet size to 25 aircraft.

At present AIE provides connectivity between 17 Indian stations and 14 international destinations in the Middle East and South East Asia, In the M.E. AIE operates to Dubai, Abu Dhabi, Muscat, Sharjah, Kuwait, Salalah, Al Ain, Doha and Bahrain. We also operate to Colombo, Dhaka, Singapore, Bangkok and Kuala Lumpur from India. Indian stations from which we operate are Kozhikode, Kochi, Thiruvanthapuram, Trichy, Chennai, Mangalore, Hyderabad, Nagpur, Pune, Ahmedabad, Jaipur, Delhi, Kolkata, Lucknow, Amritsar and Srinagar.

AIE's growth in operations has been accompanied by a corresponding increase in revenues. Net revenue has grown from Rs.398 crores in 2005 – 06 to an estimated Rs.1700 crores in 2008–09, a four fold increase. AIE has been able to maintain an average seat factor of around 75%. Total carriage has grown from 0.5 million passengers in 2005-06 to 2.2 million passengers in 2008–09.

In the near future we plan to expand operations to cities like Goa, Male, Port Blair and Phuket amongst others. There is a requirement of a Reservation and Distribution System for bookings received from various distribution channels such as Travel Agents, Call Centre, Web Bookings and offices of Air India Express.

The major mandatory criteria the vendor should fulfill are:

1. Hosting of the Application
2. Reservation and Distribution Functionalities
3. Interface with third party Departure Control System (DCS)
4. Interface with Payment Gateway(s) to enable accept credit card payment in multiple currencies including Indian Rupee.
5. Experience of Hosting up the reservation and distribution system of at least one Low Cost Airline.
6. Lead time to set up and make system operational not to exceed six weeks from the date of Purchase Order.

The details of functionality requirement technical and financial have been listed in the respective Annexures.

Vendors are requested to furnish all mandatory and general details specifying whether the system being offered can support the requirement or not. The system provided by the vendor must meet the specified mandatory requirements.

**AIR INDIA EXPRESS**  
**Reservation / Distribution System**  
**Annexure A to Tender No MMD/**

Following Functionalities are required for The Reservation System of Air India Express. The mandatory requirements must be available in your system failing which the tender would be disqualified.				
Please indicate against each point in the white boxes whether your system would be able to support these functionalities.				
		<b>Mandatory</b>	<b>Required within 6 weeks</b>	<b>Remarks if any</b>
<b>General Requirement</b>				
1	Online booking process should start from the main home page of the airline website.			
2	Demo Section on the Website for Passengers/ATO/CTO staff and agents			
3	Day to day changes, in content and features should be done by the vendor without any charge.			
4	All ongoing content updates, and feature enhancements will have to be carried out within a timeframe as advised by the airline depending on the priority, nature of work and government requirements requiring changes to the system.			
5	All industry and government requirements requiring changes to the system (both functionality and technology) should be provided on no charge basis.			
6	Post installation updates, enhancements, maintenance, monitoring, administration, and troubleshooting of the IBE are required on 24x7 basis.			
7	Training manual should be provided by the vendor			
8	Training to be provided to the airline staff with a training batch size of 10/batch. Total three batches. <b>Additional training as and when the need arises - Cost to be quoted separately. This would not be taken for determining the L1.</b>			

		Mandatory	Required within 6 weeks	Remarks if any
9	Following context links should be provided on the website:			
	a. Weather			
	b. Aircraft Information			
	c. Currency Conversion Table			
	d. Excess Baggage Rates (based on sector of travel)			
	e. SSR Rates (based on sector of travel) Eg: WCHR, WCHS,EBG,BSCT,etc			
10	Website should display Flight Information (arrival and departures, delay if any etc.), and current status. This information should be picked up from live DCS system. Passengers can input one of the following combinations to track the flight status:			
	a. Flight Number and date			
	b. City Pair and date			
	c. Origin City and date			
	d. Destination City and date			
11	Facility to keep PNR on hold before actually cancelling If required after verification. In this period PNR can not be rescheduled, cancelled, utilised or refunded.			
12	Telephone /mobile numbers should be validated atleast to the extent of valid number of digits.			
13	Back office data-warehouse. Historical data (atleast 1 year online & balance offline) should be accessible.			
14	E-mail alert to the stations to be sent by the system on its own when PFS data is not received from those stations within a stipulated time period, unless Flight Information is updated with cancelled/delayed status			
15	Ability to send AIE's schedules in SSIM format and receive other airlines schedules in SSIM formats and store them.			
16	At least one LCC airline should be using this system for minimum 1 year on the date of the tender. Kindly give a list of the airlines			

		Mandatory	Required within 6 weeks	Remarks if any
<b>Basic System Requirements</b>				
1	Ability to handle Different Time Zones			
2	Ability to handle Different Currencies, maintain a database for Exchange Rates			
3	Support communication with the Passenger by emails and SMS			
4	Logging of user activities, PNR history and schedule change history			
5	Online help and reservation procedures			
6	Separate Production & Online Test / Training system			
7	24X7 help desk			
8	Should have ability to add-on DCS if required later including online web check-in			
9	Should have multiple class facility			
<b>Reservation Functionalities</b>				
	The vendor would be required to provide an internet based reservations, ticketing and distribution system enabling:			
1	Loading of schedules, inventory, distances, fares, classes and its management			
2	Schedule search and availability display.			
3	PNR creation and modification.			
4	Quoting of fares and pricing including multiple flights on a City Pair.			
5	Generation of Itinerary Receipt.			
6	Payment Mechanism.			
7	Seat Selection at a charge.			
8	Loading of SSIM tapes			

		Mandatory	Required within 6 weeks	Remarks if any
	<b>Requirements in details</b>			
<b>1</b>	<b>Schedule Query</b>			
	a. Schedule retrieval by:			
	i City Pair and Date			
	ii City Pair and Date Range			
	b. Schedule should display:			
	i city pair and date/date range			
	ii day of the week			
	iii Timing			
	iv Flight Number			
	v Airport Information			
	vi Terminal Information			
	vii Flying Time			
	viii Stopover, change of aircraft if any			
	ix Aircraft type			
<b>2</b>	<b>Availability Request</b>			
	a. Configurable Time period for which the booking is available prior to departure for different POS.			
	b. Alternate city pair availability (SHJ instead of DXB, COK or IXE instead of CCJ etc) as defined by System Admin			
	c. Retrieval of availability by			
	i City Pair and Date			
	ii City Pair and Date Range			
	iii City Pair and First availability			
	iv One Way / Return Option			
	v Online Connections			
	vi Lowest Fare			
	vii Ceiling fare			

		Mandatory	Required within 6 weeks	Remarks if any
	d. Availability Display should include			
	i Schedule details similar to 1 b.			
	ii Available Fare			
	iii Link to total fare including tax breakup			
	iv Previous Day / Next Day Link			
	v SSR availability for a sector. Display should include charges of SSRs such as WCHR, WCHS, EBG, BSCT etc.			
	vi Ability to allow ATO to overbook a flight by predefined number over a predefined period of time (Eg: D-5 hours to D+10 hours)			
<b>3</b>	<b>Display / Selection of Fare</b>			
	a. Total Basic Fare			
	b. Fare Breakup – taxes, surcharges, transaction fees			
	c. Fares Rules / Restriction if any			
	d. Option to choose currency			
	i Any currency for direct web bookings.			
	ii Mandatory home currency conversion for TA, CTO, ATO			
<b>4</b>	<b>Passenger Information</b>			
	Insertion of passenger Information			
	i Title (to be defined by System Administration)			
	ii First and Last Name			
	iii Nationality			
	iv Passport Number			
	v Date of Birth (To be Validated for child & infant, as defined by System Admin)			
	vi Address			
	vii Origin City Telephone Numbers			
	viii Destination City Telephone Numbers for return ticket			
	ix Mobile Number			

		Mandatory	Required within 6 weeks	Remarks if any
	x Email ID			
	xi DCS Message			
<b>5</b>	<b>Terms and Conditions</b>			
	a. Hyperlink to display Terms and Conditions			
	b. Check for acceptance			
<b>6</b>	<b>Payment Options</b>			
	a. Following payment options should be supported by the system			
	i Credit Card			
	ii Debit Card			
	iii Credit Note			
	iv Deposit Account			
	v Cash (only for CTO & ATO)			
	vi ATM Card			
	vii Net Banking			
<b>7</b>	<b>Generation and Printing of Itinerary Receipt</b>			
	a. Inclusion of remarks (DCS message )			
	b. Inclusion of details of passenger itinerary, SSR booked, the fare paid and complete tax breakup			
	c. Inclusion of conditions of carriage			
	d. Language selection option			
	e. Auto-generation of Itinerary Receipt to passenger Email-ID			
	f. SMS confirmation of Itinerary to passenger mobile number			
	g. Ability to print itinerary receipt			
<b>8</b>	<b>Modification of existing booking / rebooking</b>			
	a. Retrieving of PNR			
	i Retrieving of PNR should be possible by PNR#, Name/Flight Number/Date, Passport/Flight Number/Date, Ticket Number			

		Mandatory	Required within 6 weeks	Remarks if any
	b. Modification of PNR			
	i Modification of date, sector, flight, SSR should be possible			
	ii Ability to add a passenger, sector and SSR			
	iii Ability to choose seats in the aircraft, for a price.			
	c. Fare			
	i Transaction fee for each type of modification of PNR			
	ii Increase in fare/taxes to be collected for modification of PNR. In case of reduction in fares/taxes, no refund to be given.			
	d. Payment Options			
	i Same as mode of booking			
	ii Cash if modification being done at ATO/CTO			
	iii Credit Note (for any initial mode of transaction)			
	iv Credit Card / Debit Card / Net Banking (for any initial mode of transaction)			
	e. Ability to split the PNR			
	f. Ability to insert a DCS message in the PNR, which can be printed on the itinerary receipt subsequently.			
	g Ability to insert a Remark in the PNR			
<b>9</b>	<b>Cancellation</b>			
	a. User Cancellation:			
	i Retrieval of PNR: same as in 8 a.			
	ii Ability to reduce number of passengers on a PNR			
	iii Ability to remove one of the sectors on the PNR			
	iv Ability to fully cancel the PNR			
	b. Refund / Payback to passenger:			
	i In the form of payment made or			
	ii Credit note (amount configurable)			

		Mandatory	Required within 6 weeks	Remarks if any
<b>10</b>	<b>Travel Agent Functionality</b>			
	In addition to the above functionality, travel agent should have following features / functionalities :			
	i Selected agents to be able to make group booking			
	ii Bookings activities by sub-agents should result in auto -depletion of the credit limit given to them by the consolidator			
	iii Booking activities of the independent agents should result in auto depletion of their own credit limit.			
	iv The above adjustment should take care of the commission for the agent.			
	v Ability to advise name after the booking (for group booking)			
	vi Name change facility (for group booking)			
	vii Ability to insert a remark in the PNR. This remark should be notified by e-mail at Origin/Destination/both as per selection.			
	viii Ability to insert a visa message in the PNR, which can be printed on the itinerary receipt subsequently.			
	ix Should be able to generate its own agency related reports for commission / PLB / Deposit			
	x Consolidator to be able to access the bookings done by the sub-agent			
	xi Sub-agent/independent agents to be able to access only their own PNRs.			
	xii Access to Hold and Pay PNRs on validation only.			

		Mandatory	Required within 6 weeks	Remarks if any
<b>Reservation Functionalities</b>				
<b>Administration and Fares:</b>				
<b>1</b>	<b>Schedules / Seat Availability:</b>			
	a. Country / City / Airport Management:			
	i Ability to define new countries, regions, cities, airports and currencies and distances.			
	ii Ability to define time zones for an airport.			
	iii Ability to define various taxes and surcharges for various airports and cities.			
	iv Ability to define SSRs.			
	v Ability to define aircrafts types, their inventory and SSR inventory on each aircraft.			
	vi Ability to define E-ticket message			
	vii Ability to define salutations			
	viii Ability to define ATOs, CTOs, Call Centers, Consolidators, Agents.			
	ix Ability to define booking types and assign discount for each.			
	x Ability to define time up to which booking can be made on passenger site, CTO, ATO, agent etc.			
	xi Ability to define city pairs.			
	xii Ability to define parameters like			
	- Baggage allowance based on passenger type and city pairs			
	- Taxes and surcharges based on passenger type and city pairs, booking date and travel date			
	b. Schedule Management:			
	i Ability to input open dated flights			
	ii Single Leg flights			
	iii Multi Leg Flights			

		Mandatory	Required within 6 weeks	Remarks if any
	iv Round Robin / Circular flights			
	v Connecting flights			
	vi System should be able to cater to :			
	- Multiple time zones			
	- Day change during the course of the flight			
	- Same flight number – different schedules for different periods			
	- Same flight number – different schedules for different days of the week			
	- Ability to restrict booking on a particular city pair of a flight.			
	c. Schedule Changes:			
	i Ability to change the timings of the flight (even if part of the flight shifts to next day or previous day)			
	ii Ability to change the flight number			
	iii Ability to change the routing of the flight			
	iv Ability to make schedule changes offline before making it online.			
	v Ability to cancel the flight			
	vi Ability to carry out schedule change for			
	- A particular date			
	- All flights in a date range			
	- All flights on a particular day of the week over a date range			
	vii Ability for bulk re-protection of passengers on one or more flights - of same or different date and sector.			
	viii Ability for re-protection before day of departure, on the day of departure and after day of departure.			

	ix Ability for bulk re-protection of passengers from			
	- A particular flight			
	- A particular flight number over a date range			
	- A particular flight number on a particular day of the week over a date range			
	x Ability to maintain a history of schedule changes			
<b>2</b>	<b>Inventory Management:</b>			
	a. Seat Inventory			
	i Multiple Class			
	ii Auto capacity adjustment for multi-sector flights, round robin flights and connecting flights based on defined parameters.			
	iii Manual capacity adjustment for single-sector, multi-sector flights, round robin flights and connecting flights.			
	iv Ability to maintain booking classes			
	v Access on the basis of POS			
	vi Ability to overbook			
	vii Ability to nest classes based on			
	- Number of seats			
	- Days (configurable)			
	viii Ability to decide where or not days should be used for nesting of classes			
	ix Ability to keep certain classes out of nesting			
	x Ability to integrate with a RM system (from the same vendor or other source, can be at the time of initial set-up or at a later date).			
	xi Ability to release seats for a particular POS as well as for a particular CTO/ATO/Agent/portal			

		Mandatory	Required within 6 weeks	Remarks if any
	b. SSR Inventory			
	i Ability to define SSR types			
	ii Ability to define SSR inventory per aircraft			
	iii Ability to allow booking for SSR per flight only up to configurable limits			
	iv Ability to attach price to SSR, which should be used while pricing the PNR.			
<b>3</b>	<b>Other Privileges:</b>			
	a. Ability to block and unblock			
	i PNR			
	ii Applicable Refund			
	iii Full Refund			
	b. Ability to define User groups and permissions based on the group			
	i Display Permission			
	ii Update Permission			
	c. Ability to define individual users and activate or deactivate them			
	d. Ability to change passwords for any user/group on the network			
	e. Communication with the Passenger:			
	i Support auto generation of emails / SMS to the passengers for			
	- Confirmation of booking			
	- Schedule change			
	- Flight cancellation			
	- Flight rerouting etc.			
	ii Support manual generation of emails/SMS for conditions as mentioned in 'i' above.			
	iii Updation of PNR after passenger is informed.			

		Mandatory	Required within 6 weeks	Remarks if any
	f. Communication with respective airport for Special Request - flight wise and date wise			
	g. System Queues			
	i Schedule Change			
	ii SSR queues			
	iii Reject queues, if any			
	h. Ability to define mandatory and optional fields for user functionality of web booking and agent booking.			
	i Ability to add, modify and delete clauses to terms and conditions			
	j Itinerary print Layout should be configurable as per airline requirement			
	k Airline Cancellation:			
	i Ability to refund full amount in case of airline cancellation / delay (configurable amount of delay).			
	ii Ability to transfer passengers on another flight (same/different date as well as sector).			
	l. Cancellation Control			
	i User Cancellation:			
	- Ability to configure Time Limit up to which PNR can be cancelled prior departure.			
	- Ability to configure cancellation charges and rules for each fare class.			
	- Ability to retain part of the fare based on time of cancellation.			
	ii Refund / Payback to passenger:			
	- Ability to refund in the form of payment made or			
	- Credit note			
	m. Ability to define various costs under subheadings eg: Cash cost, operating cost, total cost.			

		Mandatory	Required within 6 weeks	Remarks if any
<b>4</b>	<b>Fares, Taxes and Transaction Charges</b>			
	a. Ability to define fares on the basis of			
	i City Pair (including connecting flights)			
	ii Booking Class			
	iii Flight			
	iv Day of the week			
	v Validity period (flight dates)			
	vi Validity (number of days in advance, a fare is accessible)			
	vii POS			
	viii Type of passenger			
	ix Option of Refundable / Non-refundable fares			
	x Particular agent/ATO/CTO/portal			
	xi Group			
	b. Ability to define fares for			
	i One way flight			
	ii Return Flight			
	iii Connecting Flight			
	c. Ability to define Taxes and Surcharges based on			
	i City Pair			
	ii Departure Airport			
	iii Arrival airport			
	iv Type of passenger			
	d. Ability to modify/add taxes and surcharges whenever required			

		Mandatory	Required within 6 weeks	Remarks if any
	e. Ability to define transaction charges based on			
	i Type of transaction			
	ii Location of transaction			
	iii POS (web sales to be identified by IP Address)			
	iv Time of transaction i.e. number of days prior departure that transaction is taking place.			
	f. Ability to define			
	i Flat transaction charge			
	ii Transaction charge as a percentage of fare			
	g. Ability to attach a charge for			
	i Change of date			
	ii Change of sector			
	iii Cancellation of PNR			
	iv Addition of SSR			
	v Choosing of seat on the flight			
	vi Addition of Infant			
<b>5</b>	<b>Special Passenger Type Management</b>			
	a. Infant			
	i Ability to define age up to which passenger is an Infant			
	ii Ability to verify the date of birth of the passenger to check if he is an infant			
	iii Seat not to be blocked			
	iv Configurable number of infants per flight			

		Mandatory	Required within 6 weeks	Remarks if any
	b. Child			
	i Ability to define age up to which passenger is an Child			
	ii Ability to verify the date of birth of the passenger to check if he is an child			
	iii Seat to be blocked			
	c. Unaccompanied Minor			
	i Ability to define age range (e.g. between 5 and 12 years) up to which passengers can be UNM			
	ii Ability to verify the date of birth of the passenger to check if he is eligible as per 'i' above			
	iii Ability to define UNM handling charge			
	iv Ability to generate online UNM form			
	v Ability to send out messages to Origin, Destination, Both			
	vi Seat to be blocked			
	d. Staff Travel			
	i Discounted Travel (ability to define booking types and discounts thereof)			
	ii Staff on Duty(Ability to apply configurable discounts on base fare,taxes and transaction fee)			
	iii Staff on Leave - listing (flightwise / sectorwise )			
<b>6</b>	<b>Group Bookings Management</b>			
	a. Configurable minimum/maximum number of passengers on a group PNR.			
	b. Ability to advise name after booking.			
	c. Name Change facility.			
	d. Configurable time limit upto which names of passengers can be modified on a group PNR prior departure.			
	e. Ability to configure sectors on which group bookings can be allowed.			

		Mandatory	Required within 6 weeks	Remarks if any
	f. Ability to configure agents who can create group booking.			
	g. Ability to define the time period prior departure up to, which group bookings, can be made.			
	h. Ability to define fares for a particular group / POS			
<b>7</b>	<b>Other Requirements:</b>			
	a. All POS to be able to access PNRs that they have created - except ATO & CTO, which should have ability to access and modify all PNRs.			
	b. ATO & CTO should have ability to access and modify all PNRs.			
	c. History of the PNRs to be maintained for all modifications with details of the user carrying out the modification, time of change and the payment details including transaction charges.			
	d. Configurable time-out limit for completion of PNR			
	e. Ability to insert a remark in the PNR. This remark should be notified by e-mail at Origin/Destination/Both as per selection.			
	f. Ability to insert a visa message in the PNR, which can be printed on the itinerary receipt subsequently.			
	g. User-wise transaction report			
	h. Credit card transaction done in booking office login should appear both in credit card transaction report as well as booking office report but should not be part of the booking office cash sales Report.			
	i. Current wise Report converted to the base currency.			

		Mandatory	Required within 6 weeks	Remarks if any
<b>8</b>	<b>Requirements of Credit Card / Web Booking</b>			
	a. Should be capable of handling Minimum 3 payment gateways.			
	b. Provision for MOTO and SSL integration i.e. Contact details of the cardholder should be accepted			
	i Name as appears on the card			
	ii Contact number			
	iii Billing address			
	c. E-mail, sms should be sent to the card holder when PNR is booked to verify. If no reply received within 5 days or before 5 days of the flight date, then the PNR should get cancelled after sending such an e-mail/sms to cardholder.			
	d. A negative list of e-mail ids, country of credit card issued, should be verified at the time of booking the PNR.			
	e. Capability to integrate the Fraud prevention tools like-Cyber source, Bitbit etc.			
	f. Reconciliation between sales and bank collections and Auto-refund to cardholder if no PNR matches with the collections. Reversal should be generated with an auto e-mail.			
	g. Report on cancelled PNRs with refund status references			
	h. Daily report on CC transactions after comparison with PG's collection / remittance report. The report options should be -			
	- ALL			
	- No PNR but charged alongwith PG references (RF#,FT#,PG#, currency, Amount)			
	- PNR but no charge (PNR no.)			
	- Invalid PNR but charged (PNR no. RF#,FT#,PG#, currency, Amount)			

		Mandatory	Required within 6 weeks	Remarks if any
<b>9</b>	<b>Requirements of Agency Accounting</b>			
	a. Auto updation for agent's cash deposits. This will involve creating interface between bank's server and reservation system.			
	b. Deposit history Report should show depletion / updation of deposits / rollbacks after each transaction. This report should be userwise both Airlines and Agents.			
	c. System should be capable of identifying agents under BG and cash deposits separately. It should handle manual sales such as Go Show passenger tickets, EBTs, FIMs, acceptance of other airline documents etc.			
	d. BG value as well as BG balance should also be seen in the report so that at a particular time if any agent decides to retire, we should know how much is recoverable from that agent.			
	<b>Connectivity to Travel Portals</b>			
1	API Integration			
2	Ability to allow portals to pick up schedule and availability from live system.			
3	Ability to allocate seats to a particular travel portal.			
4	Ability to assign a special fare for each travel portal based on City Pair, Date etc.			
5	Ability to pick up live inventory for a flight in case inventory is not assigned to a particular portal or assigned inventory is over			
6	Ability to send AIE's schedules in SSIM format			

		Mandat ory	Required within 6 weeks	Remar ks if any
	<b>Travel Agency Management</b>			
<b>1</b>	<b>Agency Profile (creation, maintenance)</b>			
	a. Agency Name			
	b. Agency Address			
	c. Agency Phone Number			
	d. Agency email ID			
	e. Default Currency			
	f. Agency should be able to login only if the IP Address matches the country of the agency.			

		Mandatory	Required within 6 weeks	Remarks if any
<b>2</b>	<b>User management</b>			
	a. Consolidator / Sub-Agent / PLB / Domestic-International			
	b. Other Agents / Outlets			
<b>3</b>	<b>Settlement Control</b>			
	a. Credit			
	i Credit limit for each consolidator/Independent agent			
	ii Bookings activities by sub-agents should result in auto-depletion of the credit limit of the consolidator			
	iii Booking activities of the independent agents should result in auto depletion of their own credit limit.			
	iv The above adjustment should take care of the commission for the agent.			
	v Any cancellation activity should result in auto adjustment to travel agency account after adjustment of the cancellation charges.			
	vi Agents should not be able to book beyond the Credit Limit.			
	b. Upfront payment			
	i Auto adjustment of value of the tickets issued against the deposit by the agent.			
	ii Any cancellation activity should result in auto adjustment to travel agency account after adjustment of the cancellation charges.			
	iii Agents should not be able to book beyond the Credit Limit.			
<b>4</b>	<b>PNR Access:</b>			
	a. Consolidator to be able to see transactions done by the sub-agent			
	b. Ability to allow Hold and Pay facility for the agent.			

		Mandatory	Required within 6 weeks	Remarks if any
<b>5</b>	<b>Commission:</b>			
	a. Ability to maintain commission levels for each agent			
	b. Commission to be calculated on Net Fare or on Fixed basis.			
	c. Only a transaction fee payable to agent receiving payment for Hold and Pay bookings.			
<b>6</b>	Ability to allow travel agents to create users with various levels of power (Eg: only booking/rescheduling/cancellation facility for counter staff, only transaction reports for accounts staff etc.) The master id should have the facility to create sub-users and give them selected facilities.			
<b>7</b>	<b>Reports</b>			
	a. Commission/PLB			
	b. Transaction Reports			
	c. Deposit Details			
	d. Agentwise Activity Report (Sector, Route, Fare,)			
	e. Regionwise Agents Activity Report.			
	f. Payments			
	<b>Code Share or equivalent (Reservation and DCS)</b>			
	<b>Block Space Code-Share or Equivalent Functionality with PNL/ADL generation and Post Flight message Processing. The code share will be one way, whereby IX inventory block may be sold through NACIL PSS under AI Code.</b>			

		Mandatory	Required within 6 weeks	Remarks if any
	<b>Check In/Departure Control Related Activity</b>			
	a. Ability to generate PNLs and ADLs to third party DCS in standard IATA format including arrival and connecting segment information			
	b. The time of generation of these PNLs and ADLs should be configurable			
	c. Ability to automatically update PNR with the PFS data.			
	d. Generate No Show, No Rec and Go Show reports after updating PNR with PFS data.			
	e. Ability to automatically cancel return journey in case of No Show.			
	f. Carry out modifications as may be required from time to time to comply with Government and Industry requirements			
	<b>Reports</b>			
<b>1</b>	<b>Call Centre Activities</b>			
	a. Booking activities of agents			
	b. Sales reports: by flight, city pairs, markets			
	c. Mode of payment reports			

		Mandatory	Required within 6 weeks	Remarks if any
<b>2</b>	<b>Travel Agent Activities</b>			
	a. Booking activities of Consolidator/ Sub-Agents			
	b. Cancellation activity reports			
	c. Productivity of Agents			
	d. Sales reports: by flight, city pairs, markets			
	e. Utilization of Credit Limit / Deposits			
	f. Settlement Reports – Billings and settlements			
	g. Commission related reports			
<b>3</b>	<b>Sales Reports</b>			
	a. By Flights			
	b. By city pairs			
	c. By fare type			
	d. By markets			
	e. By station of origin			
	f. By station of Destination			
	g. By Point Of Sale			
	h. Distribution Channel reports			
	i. Above reports for a particular date or date Range			
	j. Agent Sales Reports			
	i. By City			
	ii. By Sub-Region			
	iii. By Region			
	iv. By Country			
	v. Worldwide			

		Mandatory	Required within 6 weeks	Remarks if any
<b>4</b>	<b>Flight Reports</b>			
	a. Passenger / Overall Load / Seat Factor			
	b. Yield Report / Yield per RTKM / Yield per km.			
	c. Post departure reconciliation			
	d. Bookings and cancellations on flights by booking classes			
	e. Total sales on Flight			
	f. Reports for future dated flights			
	g. These reports can be for particular flights/date or Flight/date range			
	h. Flights Cancelled/Delayed Reports			
	i. Reports by flight routing.			
<b>5</b>	<b>Payment Related Reports</b>			
	a. Credit/Deposit utilization			
	b. Credit Card reports			
	c. Refund Reports			
	d. Fare Override Reports			
	e. Cash Collection reports for ATOs/CTOs			
<b>6</b>	<b>Financial Reports</b>			
	a. Flight Costing (cash cost, operating cost, total cost)			
	b. Surplus/Deficit for each type of costing			
	c. YoY or different periods of time comparison for all reports			
	d. Above reports should be available for departure city/country, Arrival city/country, city pair, Flight routing, and for a region			
<b>7</b>	<b>Other reports</b>			
	a. Schedule reports, schedule change reports			
	b. Fare reports: by Market, RBDs, by fare types			
	c. Passenger reallocation summary			

		Mandatory	Required within 6 weeks	Remarks if any
8	Flights cancelled/ delayed should be seen in a report.			
9	Report on booked pax, uplifted pax, No show pax, Go show pax, declined boarding pax for a flight, for a day/period along with revenue details.			
10	Capability to handle Multi-currencies with dual rate of exchange, one for charging to passenger and other for revenue evaluation. Reports should show currency-wise breakup along with exchange rates used.			
11	Report on "Remarks" in the PNR.			
12	Reports should be categorized as per the user department, such as Operations/ Finance/ Commercial/ Planning etc.			
13	MIS reports required for:			
	a. Flights-wise comparison for a period			
	b. Sector-wise comparison for a period			
	c. Route-wise comparison for a period			
14	All revenue reports should have breakup of revenue heads (Basic Fare, Taxes, SSR, Transaction Fees, Rescheduling charges etc...			
15	Hyperlink to display Terms and Conditions			
16	Ability to export reports to MS Excel and other similar data analysis tool.			

The following functionalities are optional and will not be considered in the evaluation process for selecting the Vendor:

<b>1</b>	<b>Revenue Management System</b>			
	Does the system have Revenue Management Module, if so please provide the details thereof.			
<b>2</b>	<b>Code Share or equivalent (Reservation and DCS)</b>			
	Does the system have free flow code share functionality, if so please provide the details thereof.			

**AIR INDIA EXPRESS**  
**Reservation / Distribution System**  
**Annexure B**

**TENDER**

**Information Technology Requirement - Mandatory**

Sr.No.	Requirements	YES / NO	Details
<b>1</b>	<b>System Implementation</b>		
1.1	ASP solution		
1.2	Vendor to migrate AIE's database from existing reservation host system to the AIE's new host system provided by the vendor.		
1.3	Vendor must integrate AIE web site with NACIL website so that NACIL home page can be accessed from AIE home page and vice-a-versa. (Please note that NACIL web server is in India)		
1.4	The AIE website must be designed and developed to be compatible to all widely used leading browsers in the market such as Internet Explorer, Netscape, Mozilla, Firefox.		
1.5	Adequate bandwidth with complete redundancy to guarantee "Performance Parameters" given in Point No.3.		
<b>2</b>	<b>System Security</b>		
2.1	Internet Gateway Firewall System		
2.1.1	Internet Gateway Anti-virus System		
2.1.2	Intrusion Detection & Prevention System		
2.2	Adequate Security Measures to Maintain integrity, Confidentiality, Access Control, Recovery of database		
2.3	Back-up Procedures / DR Site		
2.4	The tenderer must have a Disaster Recovery Data Centre at a different location than the Production Data Centre		
2.5	Data loss should not be more than <b>30</b> minutes.		
2.6	In case of Disaster system should not be unavailable for more than <b>24</b> hours.		

<b>3</b>	<b>Performance Parameters</b>																		
<b>3.1</b>	Capability of Web Server to handle 3000 active sessions.																		
<b>3.2</b>	Capability of ISP connection to handle 3000 active sessions.																		
<b>3.3</b>	Turn around time per input at the system gateway (web server, application server & database server together) not to exceed one second.																		
<b>3.4</b>	Capability of Database Server to handle 6.5 million passengers per year with an annual increase of 20%.																		
<b>3.5</b>	Minimum three years data storage for history																		
<b>3.6</b>	Configuration of Web Application and Database Servers in High Availability.																		
<b>4</b>	<b>Connectivity with Payment Gateway</b>																		
<b>4.1</b>	Ability to connect to at least three payment gateways with Multi-Currency including INR																		
<b>4.2</b>	Names of the Payment Gateway Providers.																		
<b>4.3</b>	Verified by Visa																		
<b>5</b>	<b>Service Level</b>																		
<b>5.1</b>	<p>System Uptime Guarantee ( <b>99.5%</b> on monthly basis) for each server i.e. Web Server, Application Server, Database Server.</p> <p>Note: Failure to meet above requirement will attract penalty as mentioned below:</p>																		
	<p>The Tenderer must agree to Penalty in case the committed monthly Uptime of <b>99.5%</b> is not met. the penalties will be levied as under:</p> <table border="0"> <thead> <tr> <th>Uptime-achieved</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>99.5% or more</td> <td>NIL</td> </tr> <tr> <td>99% - 99.49%</td> <td>1% of monthly bill</td> </tr> <tr> <td>98%-98.99%</td> <td>2% of monthly bill</td> </tr> <tr> <td>97% - 97.99%</td> <td>4% of monthly bill</td> </tr> <tr> <td>96% - 96.99%</td> <td>8% of monthly bill</td> </tr> <tr> <td>95% - 95.99%</td> <td>16% of monthly bill</td> </tr> <tr> <td>Less than 95%</td> <td>100% of monthly bill</td> </tr> </tbody> </table>	Uptime-achieved	Penalty	99.5% or more	NIL	99% - 99.49%	1% of monthly bill	98%-98.99%	2% of monthly bill	97% - 97.99%	4% of monthly bill	96% - 96.99%	8% of monthly bill	95% - 95.99%	16% of monthly bill	Less than 95%	100% of monthly bill		
Uptime-achieved	Penalty																		
99.5% or more	NIL																		
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97% - 97.99%	4% of monthly bill																		
96% - 96.99%	8% of monthly bill																		
95% - 95.99%	16% of monthly bill																		
Less than 95%	100% of monthly bill																		

<b>6</b>	<b>Interface with external DCS service provider</b>		
<b>6.1</b>	Generation of IATA format PNL / ADL thru Type B messaging		
<b>6.2</b>	Interfacing with external message switching system for exchange of teletype (Airline Type B) messages		
<b>6.3</b>	Thru e-mail ( Optional )		
<b>6.4</b>	Handling of IATA format PFS message generated by external DCS		
<b>7</b>	<b>Connectivity with SITA</b>		
	Vendor must have SITA connectivity & link for SITATEXT transmission at time of operation		
<b>7.1</b>	Type - B transmission		
<b>7.2</b>	The system must support 8 character addresses		
<b>7.3</b>	The system must support alpha-numeric SITA addresses for sending PNL/ADL messages to third party GHA's DCS system and to receive PFS messages from them		
<b>7.4</b>	The system must have the facility of sending multi pages of messages		
<b>8</b>	Interfacing with AIE's Revenue Accounting System		
<b>9</b>	<b>Connectivity with Travel Portal</b>		
<b>9.1</b>	Ability to develop interface for connectivity with travel portal.		
<b>9.2</b>	Names of Travel Portals with whom connectivity is already established		
<b>10</b>	<b>Implementation Schedule</b>		
<b>10.1</b>	Lead time to host the application (testing, training, parallel run and cut-over) in 6 weeks		
<b>11</b>	Tenderer agrees that the Data ownership rests with AICL.		

**AIR INDIA EXPRESS**  
**Reservation / Distribution System**  
**Annexure C**

**Information Technology Requirement - General**

Sr.No.	Details		
<b>1</b>	<b>Hardware configuration</b>		
<b>1.1</b>	<b>Web Server</b>		
	Type of CPU ( XEON / RISC or any other )		
	No. of CPUs		
	CPU speed		
	RAM installed and max size		
	HDD type and capacity with max size		
	System turn around time per transaction		
	- Minimum - Maximum		
	Volume handling capacity ( Maximum inputs / second )		
	Located in : - India - Outside India		
<b>1.2</b>	<b>Application Server</b>		
	Type of CPU ( XEON / RISC or any other )		
	No. of CPUs		
	CPU speed		
	RAM installed and max size		
	HDD type and capacity with max size		
	System turn around time per transaction		
	- Minimum - Maximum		
	Volume handling capacity ( Maximum inputs / second )		
	Located in : - India - Outside India		

<b>1.3</b>	<b>Database server</b>		
	Type of CPU ( XEON / RISC or any other )		
	No. of CPUs		
	CPU speed		
	RAM installed and max size		
	HDD type and capacity with max size		
	System turn around time per transaction- Minimum- Maximum		
	Volume handling capacity ( Maximum inputs / second )		
	Located in : - India - Outside India		
<b>2</b>	<b>Software</b>		
<b>2.1</b>	Operating System		
	- Web Server		
	- Application Server		
	- Database Server		
<b>2.2</b>	Application Server Software		
<b>2.3</b>	Call Centre Client Software		
<b>2.4</b>	Thin Client Software		
<b>2.5</b>	Database type		
<b>2.6</b>	Language used for development of application software		

<b>3</b>	<b>Communication</b>		
<b>3.1</b>	Internet Based - Specify ISP bandwidth		
<b>3.2</b>	Travel agents / call centre agents / airline office connectivity		
	a. Browser based		
	b. VPN based		
	c. Thin / fat client solution		
<b>3.3</b>	Any other communication options such as SITA / ARINC		
<b>4</b>	<b>Connectivity with DCS</b>		
<b>4.1</b>	Connectivity with remote DCS  ( Name of airports and DCS service providers with whom connectivity exists )		
<b>5</b>	<b>Connectivity with SITA / ARINC</b>		
<b>5.1</b>	Type of connection / protocol		
<b>6</b>	<b>Revenue Accounting</b>		
<b>6.1</b>	Availability of the application with broad functionality.		
<b>6.2</b>	If not, mechanism to transfer revenue data to Revenue Accounting System		
<b>7</b>	<b>Clientele</b>		
	Names of Low Cost Airlines and other clients with no. of years of operation, contact names and addresses		

**Annexure D**

<b>AIR INDIA EXPRESS</b>				
<b>Reservation / Distribution System</b>				
<b>Price Bid in response to Tender No MMD/</b>				
			<b>(Amount in INR)</b>	
<b>A</b>	<b><u>One Time Cost</u></b>			
	One Time Costs which includes but not limited to:			
	a. System Setup			
	b. Interface to Payment Gateway ( 3 Nos.).			
	c. Costs of Project Management Team			
	- during Planning, Testing & Implementation			
	d. Migration of the required data related to Reservation & Distribution system.			
	e. Cost of 250 man hours towards Customization			
	f. Cost of Training 3 batches of 10 trainees			
	g. Enabling and Establishment of interface with:			
	i) Fraud Prevention Tool			
	ii) Airline Revenue Accounting			
	h. Hardware cost, Licencing fees etc.			
	i. Any Other Cost			

<b>B.</b>	<b><u>Recurring Cost</u></b>					
	(Includes but not limited to SOW, Maintenance of both current & migrated data, upgradation & maintenance of Hardware, Post-Warranty Product support, bandwidth cost etc.)					
	<b>Slab to be quoted for</b>	<b>PB Rates</b>				
		<b>Year - 1</b>	<b>Year - 2</b>	<b>Year - 3</b>	<b>Year - 4</b>	<b>Year - 5</b>
i	Upto 3 Million					
ii	3 ~ 4 Million					
iii	4 ~ 5 Million					
iv	More than 5 Million					
	Note :- 1. Billing will be made as per actual number of boarded passengers					
	2. The rate quoted should be inclusive of all applicable taxes, bidders are required					
	to mention the quantum and details of tax rates incorporated in their bid.					
<b>C.</b>	<b><u>Other Recurring cost, if any</u></b>					
	<b>Nature of Job</b>	<b>Other Recurring cost</b>				
		<b>Year - 1</b>	<b>Year - 2</b>	<b>Year - 3</b>	<b>Year - 4</b>	<b>Year - 5</b>

D.	<b><u>Quotation for different skill sets for additional Customizations (beyond 250 man hours) *</u></b>					
	<b>Types of Skill Set</b>	<b>Rate per hour</b>				
I	a. Programmer					
	b. Sr. Programmer					
	c. System Analyst					
	d. Any other skill set recommended					
	<p>* Tenderers in their commercial bid are required to provide skill sets used and unit cost of those skill sets in terms of man-hours for customization beyond 250 man hours. Any change in the scope will be communicated to the tenderers in writing. The Tenderer has to estimate the skill set in corresponding man hours required to undertake additional job. The estimate has to be accepted by both the parties to the contract and on acceptance, the successful tenderer awarded the contract can raise invoice for such additional job undertaken.</p>					
II.	Cost for interface with additional payment gateway					

<b>Note:</b>						
1	The vendor to specify PB rate (per boarded passenger)					
2	The recurring charges will be worked out by using the rate quoted for first slab i.e. upto 3 Million Boarded Passengers for five years					
3	Selection of the vendor will be done <b>by adding One Time Cost ( A ), 5 Years' Recurring Cost for the slab mentioned at Para B (i) i.e. rates for upto 3 Million passengers per annum and five years' Other Recurring cost</b> and the tenderer whose total outgo is the least ( L-1) will be considered as successful tenderer.					
4	For evaluation of the commercial bids, the prices quoted at Para D above would not be considered.					
5	The rate quoted should be inclusive of all applicable taxes					
6	All payments by AICL to the Service Provider shall be subject to deduction of Tax Deducted at Source (TDS), such as withholding tax as applicable under Indian Law from time to time					
7	The price bid must be complete in all respect to implement the project. The representation for inclusion of any other cost whatsoever will not be accepted by AICL after the bid submission date.					
8	The tenderer shall submit a certificate of inclusion of all the items covered by the RFP in Commercial Bid. Exclusion of items covered in the RFP is not permitted.					

**AIR-INDIA**  
**express**

**एअर इंडिया**  
**एक्सप्रेस**