



Shri Amarnathji Yatra - 2012

Sr. No.....

TENDER DOCUMENT

for

HELICOPTER SERVICES

for the

SHRI AMARNATHJI YATRA 2012 AND 2013

This document contains:

Notice Inviting Tender
General Terms and Conditions
Schedule A
Schedule B

Shri Amarnathji Shrine Board

Chaitanya Ashram, Talab Tillo, Jammu
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Notice Inviting Tender

For Helicopter Services for the Shri Amarnathji Yatra 2012 and 2013

NIT NO. SASB/NIT/01/2012 dated 12.01.2012

Last date for filing of Tenders: 12th February, 2012
Date of opening of Tenders: 12th February, 2012

NOTICE INVITING TENDER

Shri Amarnathji Shrine Board (SASB) invites Tenders from reputed and registered Aviation Companies, having a minimum fleet of three airworthy light helicopters (for the sector for which the Company is interested in bidding), endorsed on its **Non Scheduled Operators Permit**, for flight operations in the air space of J&K in the Baltal- Panjtarni-Baltal and Pahalgam-Panjtarni-Pahalgam sectors, utilizing the heliports at Baltal, Panjtarni and Pahalgam, purely on leave and license basis, for an initial period of the Yatra periods in two consecutive years i.e. 2012 and 2013. The agreement entered into, between the SASB and the successful bidder, may be extended for a further period of one year i.e. for the period of the Yatra 2014, solely at the discretion of the SASB, on terms and conditions as may be agreed to and settled between the SASB and the Operators. The Yatra schedules for the relevant years i.e. 2012 and 2013 shall be announced at the relevant time. The Helicopters will carry the Shri Amarnathji Yatis to and from the Base Camps at Baltal and Pahalgam to Panjtarni, for darshan at the Holy Cave.

2. Sealed offers, duly affixed with Rs.5/- Revenue Stamps, 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, in the manner specified in **Annexure** of the Tender Document. The aforesaid bids must reach the Shri Amarnathji Shrine Board Office by or before **12th February, 2012 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 **12th February, 2012 at 3.00 P.M.** **The date of opening of Financial Bids shall be intimated only to the eligible short listed tenderers after evaluation of the Technical Bids.** Separate Bids have to be submitted for each of the above referred route of operation.
3. A copy of the Tender Document, along with detailed terms and conditions, can be obtained during working hours from the Office of the **SASB**, against a non-refundable / non-transferable tender fee of Rs.5000/-, or can be downloaded from our website "**www.shriamarnathjishrine.com**". The downloaded tender form must be accompanied by a Demand Draft for Rs.5000/-, as tender fee, in favour of the "Shri Amarnathji Shrine Board", payable at Jammu.
4. Any conditional tender OR tenders which are not appropriately sealed in the aforesaid two-bid format OR tenders not appropriately dropped in the specified Tender Box, or received by post after the specified date and time shall not be entertained. The scope of the helicopter services, activities and other terms and conditions, are detailed in **Annexure** of the Tender Document.

Sd/-
Addl. Chief Executive Officer
Shri Amarnathji Shrine Board



**General Terms and Conditions
for the
Helicopter Services for the Shri Amarnathji Yatra 2012 and 2013**

Abbreviations:

SASB	: Shri Amarnathji 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 Procedures
C of A	: Certificate of Air-worthiness
C of R	: Certificate of Registration
CEO	: Chief Executive Officer

1. Bids are invited for helicopter operations on the following two sectors:

- i) Baltal – Panjtarni – Baltal
- ii) Pahalgam – Panjtarni - Pahalgam

Bid for each route is required to be submitted separately.

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, Ministry of Defence 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 **two** operating helicopters at Baltal (10 kms from Sonmarg), or Pahalgam as the case may be. Each Operator should be in a position to put in place a stand-by helicopter of the same specifications as approved, in the event of an emergency or in case the regular helicopter operating on any of the routes becomes un-worthy of flight, failing which a penalty at the rate specified under **Clause 29** will be imposed. The Operator shall operate its helicopter service from the heliports provided by the SASB at Baltal, Pahalgam and Panjtarni. The Bidder must be willing to operate with another Operator flying on a given route with a maximum limit of two operating Helicopters per Operator at a time.
4. The initial period of license shall be for a period of two years i.e. 2012 and 2013 (conforming to the Yatra duration each year, as notified by the SASB), which may be extended for a further period of one year i.e. 2014 Yatra, solely at the discretion of the SASB, on terms and conditions as may be agreed to and settled between the SASB and Operator(s). The Operator(s) shall accept and adhere to all the Terms and Conditions laid down by SASB, and enter into an **Agreement(s)** with the SASB in the format prescribed by the SASB, for the initial license **term of two years**, within a period of 15 days from the date of award of the contract; failing which the security deposit in full (Rs. 20 Lakh) shall be forfeited and credited to the account of the SASB. Besides, such a bidder shall be blacklisted for a period of five years. **The word “year” will cover the duration of Yatra in the given year, as duly notified by the SASB.**

5. Flight operations shall be carried out daily, with least inconvenience to the Yatris, subject to fair weather conditions and clearance by the ATC.
6. It shall not be permissible for the 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) Minimum flying experience of 5 years, with each of the flying pilots possessing a minimum mountain flying experience of 1500 hrs. (as on 31.12.2011).
 - b) Minimum fleet of three airworthy light helicopters endorsed on its NSOP (for the sector for which the Company is interested in bidding, at the time of bidding (excluding its normal/scheduled/maintenance/accidental helicopters), with due clearance and approval from DGCA for flight operations.
Note: In case a Bidding Company intends to bid for both the sectors, it should possess a fleet of at least six airworthy light helicopters endorsed on its NSOP.
 - c) The Bidder should offer a minimum **carrying capacity of 4 passengers @ 80kg + 10 kg baggage for each passenger**. The pilots and air crews to be deployed with the helicopters should be technically qualified and professionally competent. The technical specification of the helicopter, including safety parameters, shall be furnished along with the Technical Bid.
 - d) The Bidder must have a **minimum of 4 pilots** on its rolls, each of whom is duly trained/ authorized to fly the helicopters, who should have been in the direct employment of the Bidder for a minimum period of 6 months, on the date of bidding.
 - e) Copies of currently valid C of A, C of R, Weight Schedule etc., issued by DGCA and other competent authorities, for the operation of the helicopters, will be furnished along with the Technical Bid. The Bidder will furnish the Registration Number of each of the Helicopter which shall operate on the permitted sector (s). All such helicopters must be endorsed on their NSOP.
 - f) The helicopters offered by the Bidder must comply with the mandatory modifications issued by its Manufacturers. Furthermore, the mandatory modifications prescribed by DGCA, and other modifications as are applicable, must be complied with.
 - g) The Bidder shall have to submit Annual Safety Audit Report for the last three years, conducted by a reputed and certified Safety Auditor, authorized as per norms prescribed under the BCAS / DGCA guidelines.
8. The Operator shall have to comply with the following requirements during its operations:
 - a) Loading of the helicopter at helipads prior to the flights shall be the responsibility of the Pilot-in-Command, who shall take the deciding call on satisfying himself on all accounts and on behalf of the Operator, for all kinds of safety 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 that of the Operator.
 - c) Safety briefing of the passengers prior to the flight shall be carried out by the trained and authorized personnel of the Operator. Embarkation/Disembarkation of the 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 from IAF, Srinagar, as well as MET information from the detachment based at the relevant station.
 - f) Spare forms for reporting the incidents/ occurrences must 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 the helicopter and a copy of the same shall be furnished in advance to the SASB.
 - h) An additional external battery is required to be carried on board on all the sorties to Panjtarni in case the helicopter is required to be switched off there.
 - i) Combined SOP approved by DGCA, shall be strictly adhered to, in letter and spirit. Deviation, if any, shall require the prior formal approval of DGCA.
 - j) Fuel at Helipad locations 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 thereunder.
 - k) For fueling of helicopters, proper fuel filters must be used. Sampling bottles should be of standard size.
 - l) Proper trestles will be used by the staff to carry out repairs / maintenance of the helicopters. Under no circumstances, filled fuel barrel should be used for this purpose.
 - m) The following facilities, duly coordinated with the SASB, shall be provided by the Operator(s):
 - i. Fire fighting equipments and arrangements relating to their operation, as per DGCA Guidelines.
 - ii. Marking of Helipads.
 - iii. Installation of Wind Socks.
 - iv. Escorting of passengers for emplaning / deplaning at all the landing spots.
 - v. Check-in counters and display boards.
 - vi. Tamper proof refueling arrangements.
 - vii. Co-ordinated VHF communication at Baltal / Pahalgam / Panjtarni
9. Each Bidder will deposit a Security Deposit of Rs. 20 Lakh (@ Rs. 10 lakh for each year of operation for each route) in favour of the Shri Amarnathji Shrine Board, along with the **Technical Bid**. The Security Deposit made by the Operator shall be retained and refunded/adjusted at the end of the license period.
10. The Operator for a particular route will pay a lump sum amount of Rs. 50,000/- on-account of landing and parking charges to SASB for each year of operation. This amount shall be payable to the SASB 14 days prior to the date of commencement of the Yatra in each year.
11. For the maintenance or service of the Helicopters, the SASB shall provide the services of hepta hanger at its Heliport at Baltal, on a monthly (30 days) charge of Rs. 50,000/- per Operator, payable to the SASB. This amount shall be payable to the SASB at least 14 days prior to the date of commencement of the Yatra, every year. However, for parking/maintenance at Nunwan (Pahalgam), the Operator shall make its own arrangements. The SASB may, if so required, provide suitable accommodation for 4 pilots and 8 technical/ground staff at Baltal Base Camp, in SASB prefab accommodation (with

attached toilets) @ Rs 800 per 4 bed hut, per day, and @ Rs 1000 per 8 bed hut, per day. Similar facility may be provided, at the same rates, in other Camps, subject to availability of accommodation.

12. The Operator shall be required to open its sub-Office, with the requisite staff, at Baltal and Pahalgam, as the case may be, one week ahead of the day of commencement of each year's Yatra and, interalia, display the approved passenger fare structure, the mode of refund in case of cancellation of flight, and other terms and conditions. The Operator shall also provide complete details of cancellation charges depending upon the time of cancellation on its website. The Operator will need to adequately notify and adhere to any other condition, which may be prescribed by SASB from time to time in regard to travel by heli-copters.
13. The number of seats which shall be available for '**Advance Booking**' shall be restricted to 50% of the total number of seats, per trip/ per day. The specific number of such seats, per trip/ day, shall be settled by the Board with the Operator, for each of the two routes. The remaining 50% of the total number of seats shall be available for '**Current Booking**'.

Advance Booking

(i) The Operator, in respect of each route, shall provide **on-line booking** facility for 50% i.e. half of the total number of seats available under the Advance Booking quota from a date to be notified by SASB, for each year's Yatra. These on-line bookings, via the website of the Operator, should enable the Yatri to generate the tickets on-line after making the required payment through a payment gateway of the Operator's website, strictly subject to specific conditions prescribed by SASB. The Operator shall intimate the SASB, at the end of each day, the number of tickets generated on-line on that day, with the names, addresses and telephone numbers of the passengers. The Operator shall also intimate details of any cancellation during the day.

(ii) The Operator shall nominate six agents registered with J&K State Tourism Department and book the balance 50% of the seats, available under the "Advance Booking" quota, through them from a date to be notified by SASB, for each year's Yatra. The number of nominated Agents shall be restricted to six, three each of whom shall be operating tour/ travel agencies from the Jammu Division and Kashmir Division, respectively, who will be allotted seats in equal proportion. The Operator shall suitably notify the full details of the aforesaid Agents through its website and other means, for the information of the general public, besides intimating the same to the SASB.

Note: The counterfoil of a confirmed ticket for travel by either of the helicopter services shall be treated as a valid Registration Permit. In other words the pilgrim who travels by helicopter would not require to also register for undertaking the Yatra. The counter foil of a confirmed ticket shall specifically indicate the following details in respect of the pilgrim:

- a) Full name.
- b) Age.
- c) Name of spouse/ father.
- d) Address.
- e) e-mail-id (if any).
- f) Contact Phone No.
- g) Intended date of Darshan.
- h) Full details of the nominee, for insurance claim.
- i) Amount of passenger fare: Rs. _____
- j) Self certification by the Passenger / Yatri: "I hereby declare that I am medically fit to walk upto an altitude of 13500 ft. above sea level for undertaking the Amarnathji Yatra".

(_____)
Date and signatures of Yatri/ Passenger.

Current Booking

14. The SASB shall notify the system which shall be followed, from time to time, for the allotment/ reservation/ booking of the seats which fall within the "Current Booking" quota. Any seats which remain unreserved up to a clear day prior to the date of travel shall be deemed to have been surrendered to the Operator for spot booking, as per the procedure prescribed by SASB separately.
15. **Any violation of the Terms and Conditions shall hold the Operator liable for the termination of its licence, forfeiture of the security deposit or further such other action as the Board may consider necessary.**
16. Serially numbered Boarding Passes shall be printed in 3 sections out of which one foil shall be issued to the passenger, the second foil to be retained by the Operator, and the third foil to be handed over to the representative of the SASB present on the spot. All these foils shall be printed distinctively with three different colour schemes depicting "For Passenger", "For Operator" and "For SASB".
17. All ticket sales at the counters shall be handled by the Operator's staff as per the procedure to be prescribed by SASB separately. The authorized personnel from the SASB 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 the Yatri / passenger or loss of revenue to the SASB. **The Boarding Passes shall be mandatorily checked by the SASB staff specially deputed for the purpose, before boarding of passenger. One foil of the Boarding Pass shall be retained by the SASB staff.**
18. During the Yatra period, the Operator will furnish the below stated daily statement, by 1900 hrs. every evening, indicating the volume of traffic for the day from all the sorties, to enable the SASB to regulate Darshans of the yatries traveling by helicopter:

Date	Ticket No.	Name of Passenger, Adult/Child	Boarding Pass No.	Travelling from _____ to _____	Amount charged Rs. _____	Remarks
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19. (i) The Operator shall allow all infants up to the age of two years **ABSOLUTELY FREE TRAVEL** in the lap of the parents / guardians / co-passengers. The Bidder shall quote rates of tariff / ticket prices per passenger (inclusive of all costs, insurance premium and taxes) for passengers in Adult-fare category. For the Child-fare category (more than two years but below 12 years of age), the fare shall be separately quoted. **The passenger fares (ordinarily) shall not be allowed to be increased during the period of license of two years.** However, the Operator, in the event of any sharp increase in the aviation fuel costs or any additional taxes imposed by the Government after the finalization of the license agreement, may apply for seeking an enhancement in the passenger fare, which may be considered and permitted only after proper evaluation of all such considerations and only to the extent which is adjudged by the SASB to be justified and such decision of the SASB shall be final and binding on the Operator(s).

- (ii) In the Financial Bid, the Bidder must indicate, separately, the specific component of the fare, relating to the expenditure on account of fuel consumption, for the purpose of calculating any hike in the passenger fares, to be considered by the SASB, in the event of fuel (ATF) price hike in the future. It should be noted that any hike in fare, if affected as a result of hike in ATF cost, will apply only to the ATF component of the helicopter fare and such enhancement shall be made only after due approval from the SASB. The Bidder shall specifically indicate, in the Financial Bid, the amount of refund/cancellation charges, if any, which shall be allowed in case cancellation of booking is requested by the passenger. The policy regarding cancellation shall be clearly made known to the passengers, at the time of booking.
- (iii) In the event of cancellation of any flight on a given day, first preference shall be given to the stranded passengers on the next day of operation provided that the affected passengers wish to avail of such a service. In other words, there shall be no fresh booking on the succeeding day unless and till such time that all the passengers who could not travel because of the cancellation of flight on the preceding day are fully accommodated. **On the cancellation of any flight, refund without levying the standard cancellation charges shall be made to the passengers at the place where they are stranded viz. Baltal/Pahalgam/Panjtarni, or at any other place as mutually convenient, to enable them to make alternative arrangements.**
- (iv) **The Operator shall pay an amount of 10% royalty on the sale of each ticket, as fixed royalty, for the authorized helicopter operations, from Baltal, Pahalgam and Panjtarni heliports. The royalty will be calculated on the rate of the tickets as decided in the contract Agreement, or as may be subsequently enhanced by the SASB as per the prescribed procedure. In the event of an increase in the rate of passenger fares, after due approval from the SASB, the amount of **Royalty will be enhanced proportionately, based on the amount of the revised tariff**. However in the event of a voluntary reduction in the rate of tickets, the amount of **royalty will not be reduced proportionately and will be** calculated as 10% of the original helicopter fare as decided in the contract Agreement or subsequently revised upward as indicated in para (i) above. **Royalty amount shall be calculated, at the close of each day's flying operations, and remitted to SASB daily. Refund on account of cancelled tickets as well as revenue received on account of advance booking shall also be duly reflected in the daily statements/ accounts and adjusted after accounting for sales from the SASB Office. The balance due to the Operator shall be handed over to it on every Sunday.****
- (v) **Each Operator shall provide one charter service from Srinagar to Panjtarni and back, at least two days each week on rotation basis, the fares for which will be settled by the SASB in consultation with the Operators. The Operator(s) will offer the charter services through advance booking, through its web-site or any other mode as may be considered practical by the Operator(s). The Operator shall pay an amount of 10% royalty on the fares of charter service settled by the SASB in consultation with the Operators.**
20. **The Operator shall be liable to pay the amount due along with an interest at the rate of 18% per annum to the SASB, in the case of payment is not made within 15 days of the due payment date; besides attracting any other penal consequence arising out of violation of any other clause of the Terms and Conditions of the Agreement.**
21. With a view to minimize stay/ waiting time at the Panjtarni Heliport, return journey from Panjtarni to Baltal shall be made on first-come–first-serve basis, regardless of the Operator a pilgrim had used for reaching the Panjtarni Heliport from Baltal. Mutual adjustments of amounts due among the two Operators as a result of swapping of passengers will be done and shall be intimated to the authorized representative of SASB every day at the close of the daily flying operations.

22. The SASB will make available the helipads and other specified infrastructure at specifically notified places. All other equipments for communication, meteorological, medical facilities, fire-fighting etc. shall be the sole responsibility of the Operator, who shall provide it as per norms prescribed by DGCA/other agencies. The Operator shall make its own arrangements, at its own cost, for establishing two-way communications to be provided at the helipads and also with the helicopter in operation for communicating the weather conditions, safety measures, etc. through modern and reliable communication systems. It shall also be the responsibility of the Operator to formulate a common SOP to co-ordinate its communication with the other Operators, if any permitted, as also with any Government run or other Helicopters in the area, for smooth, safe and hassle free operations.
23. **Minimum statutory insurance cover as prescribed by the Government in respect of the passengers and baggage shall have to be provided by the Operator and shall also be indicated separately in the Technical Bid.**
24. 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 SASB in co-ordination with the Government of J&K. Security related fee/ charges, if any, on this account, shall have to be borne by the Operator(s), in equal ratio.
25. The Operator(s) will need to settle with the SASB, the number of trips per day on Baltal – Panjtarni- Baltal and Pahalgam – Panjtarni- Pahalgam sectors, on the basis of pilgrim traffic and the authorized time available under the daily schedule, taking into account the weather conditions. However, all efforts shall be made by the Operator to accommodate maximum passenger traffic within the limits of DGCA regulations, flight safety and weather conditions. In the event of any dispute between the Operators, the schedule provided by the SASB shall be binding on the Operator(s).
26. Every Operator shall provide to SASB, free of cost, one seat per day per helicopter, on return journey basis, to be utilized at the discretion of the CEO/Additional CEO, SASB, or any other officer specifically authorized by CEO, in this behalf. **In the event of any such seat remaining unutilized on any day, the same may either be monetized at the prevailing full market rate or converted into flying minutes (minutes taken to fly to-&-fro on the specific route) and consolidated on every Sunday or any mutually agreed day, and credited into the account of the SASB. The Operator shall be under obligation to provide upto a maximum of 20 seats on a given day, against the un-utilized seats referred above, over a period of time, on a requisition by CEO or any other officer(s) authorized by him. The choice of conversion into flying minutes or money will be the prerogative of the SASB.** The SASB shall be free to use the helicopters in any other sector of J&K State either by utilizing its encashable / non-lapsable quota of free flying time at its disposal or on payment of the requisite fee to the Operator.
27. The Operator shall arrange transportation of seriously ailing pilgrims, physically challenged pilgrims, or officers on duty to (and fro) Baltal/ Pahalgam or Srinagar on the specific authorization of the CEO, SASB, at the expense of the SASB, at the rate of Rs. 60,000/- per flying hour. For conveyance of His Excellency the Governor of J&K, (Chairman, SASB) to any place in J&K, the rate shall be Rs. 70,000/- per flying hour on a twin-engine helicopter.
28. In case of any group booking through SASB, of 10 or more persons on a given date, the Operator shall give a discount of 7% - 10% **(to be mentioned separately in the Financial Bid)** on the applicable tariff to be remitted to the SASB or to the aforesaid group as per the direction received from the CEO/ Additional CEO, SASB.
29. Withdrawal of any helicopter on the grounds of reduced pilgrim traffic etc shall be allowed only after the Operator has obtained the specific approval of the CEO/ Additional CEO, SASB; failing which a penalty @ Rs. 20,000/- per day per Helicopter per Operator shall be liable to be imposed.

30. In the event of receipt of any complaint regarding inconvenience having been caused to the pilgrims possessing valid tickets, the matter shall be jointly investigated by the Operator and a representative of the CEO, SASB. 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 fare for the sector for which the passenger(s) holds a valid ticket. A report of the complaint(s), 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 CEO, SASB, and if the complaint is found to be genuine, the Operator shall take appropriate action as directed by the CEO, SASB.
31. The license shall be co-terminus with the expiry or afflux of the Yatra period and other conditions specified in the Agreement.
32. The license shall stand suspended due to any Force Majeure conditions such as a Government order/regulation, war, an accident creating a disturbed condition, terrorist activity, strikes/ riots, civil commotion etc. SASB shall not be liable for any damage or liability of any kind arising out of Force Majeure conditions and/ or any other cause beyond the reasonable control of SASB.
33. The SASB shall not be liable for what-so-ever 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 directly or indirectly out of its operations.
34. Any contact with the press about any matter connected with the current tender proceedings may lead to the disqualification of the Bidder.
35. **Separate Bids will have to be submitted for each route of operation.** The Bidder shall submit the Bid in the **Two-Bid format**: the first part in a sealed envelope superscribed "**TECHNICAL BID**" shall contain a) TECHNICAL BID, with all relevant technical details as per **Schedule - A** along with all the relevant supporting documents, background of the Company, specifications of the helicopters etc., and b) a security deposit in the form of a Bank Draft for **Rs. 20.00 Lakh in favour of the Shri Amarnathji Shrine Board**. The second part - 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 FROM TO PANJTARNI FOR THE SHRI AMARNATH JI YATRA 2012 AND 2013"

The offer, along with the terms and conditions duly signed, and enveloped as described above, must be dropped by hand in the sealed **Tender Box** (clearly marked "**TENDER BOX FOR HELI SERVICE – YATRA 2012 and 2013**") placed in the office of the **Shri Amarnathji Shrine Board, Chaitanya Ashram Talab Tillo, Jammu, by 2 PM on 12.02.2012**. Alternatively, the sealed Tenders may be sent by **Registered Post/ Speed Post/ Courier**, addressed to the **Chief Accounts Officer, Shri Amarnathji Shrine Board, Chaitanya Ashram, Talab Tillo, Jammu. The Tenders sent by post must also reach by 2 PM on 12th February, 2012, failing which they shall not be considered. The SASB shall not be responsible for any Postal Delay.** Any conditional tender OR tenders which are not appropriately sealed in the two-bid format, as explained above, OR tenders not appropriately dropped in the Tender Box as advised OR tenders received after the stipulated date and time, shall not be entertained. Any cutting or overwriting in the Tender Documents will also make the bid liable for rejection. The Technical Bids shall be opened by the Tender Committee, on 12th February, 2012 at 3.00 P.M., at Raj Bhavan, Jammu, in the presence of the bidders who may choose to be present. The date of opening of Financial Bids shall be intimated only to the bidders who qualify Technical Bid evaluation.

36. The Bidder must commit to his bid remaining valid for three months from the date of submission.
37. The Operator shall be under obligation to provide, within a reasonable time, all information/ details sought by the CEO, SASB, or any other officer authorized in this behalf from time to time. Failure to provide information within prescribed time will amount to the violation of the Terms and Conditions of the Contract.
38. The Operator shall have to accept the nomination of an Arbitrator by the Chairman, Shri Amarnathji Shrine Board (His Excellency the Governor, J&K), 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 relevant to the Agreement. The decision of the Arbitrator shall be final and binding on both the parties and shall not be called in question on any ground whatsoever.
39. All questions relating to the arbitration shall be determined in accordance with provisions of the J&K Conciliation and Arbitration Act, 1997, and the Competent Court in Jammu shall be the Principal Court for the purpose of jurisdiction.
40. CEO, SASB shall have absolute right to reject any bid or all the bids, without assigning any reason.

**Sd/-
Additional Chief Executive Officer**

SCHEDULE-A

FORMAT FOR TECHNICAL BID

COMPANY BACKGROUND AND HELICOPTER SPECIFICATIONS TO BE SUBMITTED ALONG WITH THE BID.

(Each of the three pages is to be signed separately)

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

1. Name of the owner of the Helicopter. :
If not registered in the Bidder's Name,
what is the legal nature of 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
Company 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. Detail of Security Deposit of Rs.20.00 lakh :
(No, date, etc.)
7. Duration of validity of bid :
8. Number and types of Helicopters offered :
 - a) Call Sign / Regn No. of the helicopter
 - b) Year of Manufacture
 - c) Manufacturer's Name
(Proof to be attached)
9. i) Passenger seats available in each :
helicopter (excluding Crew and
Attendant)
ii) No. of seats offered in each :
helicopter (excluding Crew and
Attendant)
10. Number of flying hours done :
on each helicopter

11. Number of available flying hours for next six months on 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 :
14. Down time per month (permitted down time 4 days per month) :
15. Copy of hull & crew insurance indicating insurance certificate Number and its validity :
16. Last major inspection date & 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
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 the helicopters at their credit (Proof to be attached) :

(b) Hill flying experience of each pilot (Proof to be attached) :
24. List of safety, navigation / communication equipments etc. available on board of the helicopter offered :
25. Fuel details :
 - Type of fuel in use :
 - Standard fuel cap on board (Kgs) :
 - Fuel consumption per hour (KG/ltrs both) :
26. Range without reserve (in Nautical Miles) :
27. Speed of the Helicopter in Knots with :
 - i) VNE
 - ii) Max Cruising Speed

28. Has any of the company's helicopters been involved in any fatal accident in past 5 years. If yes, please give brief details of the cause of accident. Details of any other significant accident / incident may also be provided. :
29. List of existing clientele :
30. Whether Terms & Conditions as per annexure A-I are fully acceptable. :
31. Confirmation regarding provision of the 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 out-sourced :
33. Confirmation that the Bidder shall abide by the requirements laid down by Civil Aviation Regulatory Authority in India. :

Signature _____
Name _____
Designation _____
Date _____

(Authorized Signatory)

SCHEDULE-B

FORMAT FOR FINANCIAL BID

1. Tariff

Sector	Tariff / Ticket Price (in Rs.) (For Yatra during 2012 and 2013)			
	Helicopter Fare (Adult)		Helicopter Fare (Child) (2-12 years)	
	Total Passenger Fare (Rs.)	ATF component of the total passenger fare (Rs.)	Total Passenger Fare (Rs.)	ATF component of the total passenger fare (Rs.)
Baltal to Panjtarni OR Panjtarni to Baltal (one-way)
Pahalgam to Panjtarni OR Panjtarni to Pahalgam (one way)

Note:

- | |
|--|
| <p>i) Baltal-Panjtarni-Baltal fare (Both way) shall be presumed to be double of the Baltal-Panjtarni fare.</p> <p>ii) Pahalgam-Panjtarni-Pahalgam (Both way) fare shall be presumed to be double of the Pahalgam to Panjtarni fare.</p> <p>iii) Infant upto two years age shall not be charged.</p> |
|--|

2. Cancellation Policy

Variable Cancellation Charges depending upon the time of Cancellation (Pl. enclose full details).

3. Insurance Policy

The company shall have the statutory insurance cover of Rs. _____ for each adult and Rs. _____ for each child passenger.

4. **Discount offered for Group Booking of 10 or more Persons through SASB ____%. (Please refer clause 28 of General Terms and Conditions)**

We unconditionally accept all the “General Terms and Conditions” in respect of Tender Notice No. _____.

Signature _____
Name _____
Designation _____
Date _____
(Authorized Signatory)