



REQUEST FOR PROPOSAL (RFP)

Provision of Transportation Services (Taxi/Chauffeur Driven Contract Car)

Ref PROC/458/23/GM

23rd SEPTEMBER 2023

1. Introduction

Air Mauritius Ltd (MK) is hereby inviting bids from duly registered Service Providers with proven track record and experience for the provision of transportation services through taxi services or chauffeur driven contract cars for employees of Air Mauritius Ltd, employees of its sister companies and any other designated persons as requested by the company as from 01 November 2023.

This Request for Proposal (RFP) document details the specifications and requirements for the transport services requested.

About Air Mauritius Ltd

Air Mauritius is the national carrier of the Republic of Mauritius. Created in 1967, the airline's network today covers several destinations in Europe, Asia, Africa, Australia and in the Indian Ocean. It operates a fleet of 4 Airbus A350-900, 2 Airbus A330-900(NEO), 1 A330-200 and 3 ATR 72-500. One Airbus A330-200 and one ATR 72-600 are also expected to be added to the fleet in the coming weeks. The company has achieved the four Star Skytrax rating and has been a ten times winner of the airline of the year award for the Indian Ocean region at the World Travel Awards. More information can be accessed via its website: www.airmauritius.com

2. RFP Objectives

This Request for Proposal (RFP) exercise aims at selecting a Service Provider(s) with **at least three years proven track record and experience** in meeting the specific needs with regards to the provision of a safe, punctual, efficient, reliable and quality transport service to Air Mauritius Ltd and its subsidiary companies as per our requirements and exigencies.

This is part of a **competitive procurement process** which helps Air Mauritius select the best Service Provider both in financial and qualitative terms. At the same time, it provides Service Providers with a fair opportunity for their product and services to be considered. With this structured tender process in place, Air Mauritius aims at obtaining the best value from Service Providers.

For ease of reference, each potential Service Provider of the specified products and services receiving this RFP is referred to as a "Service Provider" and the Service Provider selected to provide the products and services to Air Mauritius Ltd is referred to as the "selected Service Provider".

3. Scope of Services

It is the intent of Air Mauritius Ltd to enter into an agreement with the selected Service Provider(s) for the provision of transport services through taxi services or chauffeur driven contract cars to employees of Air Mauritius Ltd, employees of its sister companies as well as any other designated persons as requested by the company. The transportation service shall be on a door-to-door and 24 hour basis over seven days a week. The contract period shall be for a one-year period.

The routings are described in **Attachment 1**.

4. Evaluation and Selection

Air Mauritius Ltd will evaluate proposals and select the Service Provider(s) on the basis of the following criteria:

1	Bidders shall have a minimum of 3 years' experience in the public transport service
2	Bidders shall be holder of valid Public Service Vehicle Licence – Taxi or Contract Car License
3	Service provider to put at the disposal of Air Mauritius, Vehicles meeting the following requirement: maximum of 7 years of age during the contract term - equipped with air conditioning system - equipped with seat belts
4	Safety and Security: - Accident record register of the current fleet of vehicle of the Service Provider
5	Adherence/Compliance with the proposed contract with emphasis on the obligations of the Service Provider
6	Any other areas or factors relevant to the service provider's capacity and willingness to achieve the obligations of this RFP

5. Commercial Information

The Service Provider's proposal must contain all information as outlined in this RFP document including but not limited to the following:

- The financial proposal inclusive of VAT and based on the template in **Attachment 2** enclosed which is on a one-way trip basis. The rates shall be denominated in Mauritian Rupees (MUR).

- The payment terms
- The following information wherever applicable should be submitted duly completed and signed as per the following annexes:
- Financial Proposal Template

The following documents are to be submitted in case your proposal is selected prior to the start of operations:

- List of Drivers
- Birth Certificates
- Identity Cards
- Driving Licences
- Clean and unqualified Medical Certificates
- Clean and unqualified Certificates of Character
- Insurance
- Valid PSVL or contract car license

All the above information should be submitted in a sealed envelope.

6. Submission of Proposal

Service Providers wishing to be considered should submit their bid with reference “**RFP Transportation Services – Taxi/Chauffeur Driven Contract Cars – Ref PROC/458/23/GM**” written on it, as well as the name of the bidder and should be submitted in the **Tender box** situated at the following address:

**Air Mauritius Procurement Office,
18th Floor, Air Mauritius Centre
President John Kennedy Street
Port Louis**

The closing date for the submission of proposal is **09th October 2023 at 13h00 hours local MRU time**. Proposals received after the closing date and time will not be considered.

Proposals must be signed by duly authorised person(s) and submitted in English language.

Each proposal under sealed envelope must include all information as outlined in this RFP document.

Important Notes:

- The proposal submitted by each Service Provider shall constitute an offer which will remain open and irrevocable for a period of **180 days** from the deadline date for submitting proposals.
- Failure to submit the required information / documents may entail the Service Provider's elimination from the selection process.
- **Each Service Provider must include in its proposal all requirements, best terms and any conditions, and should not assume that another opportunity will be available to add any such information after the proposal is submitted.**
- Any deviations from the specifications, terms and conditions of this RFP and/or alternative proposals must be distinctly pointed out by the Service Provider.

7. Communication

All queries concerning this RFP should be addressed in writing to the following contact person by latest **03rd October 2023**:

Mrs A Chelumbrun
Senior Procurement Officer
Air Mauritius Ltd
Tel (O): (230) 207 7313
Email: achelumbrun@airmauriti.us.com

Air Mauritius Ltd shall, as far as possible, reply to all queries at least 3 working days before the deadline date for the submission of proposals.

Potential Service Providers shall notify Air Mauritius Ltd in writing for clarification of any inconsistency, discrepancy or conflict within the content thereof or any figures and wording, or any ambiguity regarding any part of this RFP document.

8. Anti-Bribery and Corruption / Anti-Money Laundering Provision

Both MK and the service provider (each "a party" or together "the parties") are fully committed to acting professionally, fairly and with integrity in all of its business dealings and relationships wherever it operates to counter bribery, corruption and money laundering. As such, each party represents and warrants to the other that neither it, nor its directors, employees or other persons authorised to act on its behalf shall offer, give, solicit or accept any

bribe or form of bribe such as fee, commission, payment, gift or other consideration during the course of its engagement with the other party either in connection with this RFP or any further agreement pursuant to this RFP that contravenes any applicable anti-bribery or anti-corruption or anti-money laundering legislation, rules and regulations as may be imposed by the relevant authorities and/or internal policies.

In the event that either party is aware or suspect any person from the other party in its dealings with the first party who had or may be in breach of the anti-bribery or anti-corruption or anti-money laundering legislations as may be imposed by the relevant authorities and/or internal policies, it shall inform the other party immediately which shall be entitled to take any such action as it may deem fit including termination of any agreement between the parties.

9. Rights of Air Mauritius

- Air Mauritius Ltd reserves the right to accept, split or reject any or all proposals received or cancel the tendering exercise without incurring any liability towards any Service Provider and/or any obligation to inform any Service Provider of the grounds of its action.
- Non-acceptance of a Service Provider's proposal will mean that other proposal(s) were deemed more advantageous to Air Mauritius or that all proposals were rejected. Service Providers, whose proposals are not accepted, will be notified after the issuance of a letter of offer to the selected Service Provider and its acceptance thereof or in the event Air Mauritius Ltd rejects all proposals.

10. Conditions

All proposals submitted are subject to the following conditions:

- Air Mauritius Ltd, its directors, employees or other representatives will not be liable for any cost or expenses incurred by any bidder in the preparation and submission of a proposal nor shall Air Mauritius Ltd, its directors, employees or other representatives be liable for any damage, loss or cost (including legal costs) incurred or suffered by any bidder in connection with this RFP process.
- Service Providers, their employees, subcontractors and agents (if any) shall keep all information concerning Air Mauritius Ltd and any of their business activities acquired as a result of this RFP strictly confidential.

- Joint Venture: A tender submitted by a joint venture of two or more firms must be accompanied by the document of formation of the joint venture duly registered and authenticated by a Notary Public or other official deputed to witness sworn statements in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the address for correspondence, the participation of several firms forming the joint venture and any other information necessary to permit a full appraisal of its functioning including a clause to the effect that the members of the joint venture are jointly and severally bound. One of the partners of the joint venture shall be nominated as being in charge, authorised to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture. The execution of the entire contract, including payment, shall be done exclusively with the partner in charge.
- Any canvassing or attempt to cause undue influence to obtain the contract will lead to disqualification from the selection exercise.

11. Governing Law

This RFP is governed by the Laws of the Republic of Mauritius and the Mauritian Courts shall have exclusive jurisdiction on all matters relating to this RFP.

ATTACHMENT 1 – ROUTINGS

Table 1 below provides an indicative weekly trip configuration pattern to/from SSR Airport:

	TO/FROM AIRPORT
1	STE CROIX – PORT LOUIS/ POINTE AUX SABLES /BOULEVARD RIVALT/ TERRE ROUGE/ TOMBEAU BAY
2	GRANDE RIVIERE / COROMANDEL / BEAU BASSIN / ROSE HILL/ MOKA/QUATRE BORNES/ Q.MILITAIRE/ SAINT PIERRE/ VERDUN/ ROSE HILL
3	VACOAS/ST PAUL/ PHOENIX/ CAMP FOUQUERAUX/HIGHLANDS/QUATRE SOEURS/G R S E
4	FOREST SIDE/ CUREPIPE/ EAU COULEE/ CASTEL/ MESNIL/ FLOREAL/MIDLANDS/CHEMIN GRENIER/ SURINAM/ANSE JONCHEE
5	RIVIERE NOIRE/ CAP MALHEUREUX/ TROU DEAU DOUCE/ SOUILLAC/ LE MORNE/ POINTE AUX PIMENTS/ TROU AUX BICHES/ GRAND BAIE/ PEREYBERE/ ROCHES NOIRES/ GRAND GAUBE/ RIAMBEL/ POSTE LA FAYETTE/FLACQ/PITON/ MORCELLEMENT ST ANDRE/TRIOLET/LONG MOUNTAIN/LALLMATIE/MONTAGNE BLANCHE/BELLE VUE MAUREL/ D'EPINAY/CAMP DE MASQUE/ GOODLANDS/ PAMPLEMOUSSES/ ECROIGNARD/ CAMP ITHIER/FLIC EN FLAC/TAMARIN
6	NOUVELLE FRANCE/ UNION PARK/ ROSE BELLE/ NEW GROVE/ MAHEBOURG/ POINTE DESNY/GRAND BEL AIR/PLAINE MAGNIEN/MARE TABAC/L'ESCALIER/OLD GRAND PORT/PETIT BEL AIR/UNION VALE/ST. HUBERT/GRAND BOIS/RIVIERE DES CREOLES/BOIS DES AMOURETTES/CAMP DIABLE/TROIS BOUTIQUES/EAU BLEU/RIVIERE DU POSTE/RIVIERE DES ANGUILLES/RICHE EN EAU/SAVANNE/BOIS CHERI/TYACK
7	HOLIDAY INN HOTEL (AIRPORT)

DEFINITION OF TRIP

A trip means the distance travelled ONE WAY by the vehicle of the service provider from one point to its final destination for the purpose of transporting Air Mauritius Ltd employees and employees of its subsidiary companies as well as any other designated persons as requested by the company and includes any waiting time not exceeding one hour.

In between stoppages during the trip are not considered as a trip. For example a trip from Ste Croix to the airport for pick up and dropping employees passing through Port-Louis, Pointe aux Sables, Coromandel, Beau Bassin, Moka, Quatre-Bornes, Rose-Hill, Vacoas, Curepipe, Nouvelle France, Rose Belle, Plaine Magnien is considered as one trip.

For transfer of crew, driver will have to transit for a few minutes through Operations Office within airport premises for briefing/de-briefing on the way to/from the New Terminal building. Drivers should ensure that crew are dropped at the New Terminal Building, otherwise trips will be considered as incomplete and penalty will apply.

Note: Air Mauritius Ltd reserves the right to modify a trip without notice resulting from the addition and/or deletion of names of employees and changes in departure/arrival timings, due to the exigencies of the operations which would imply a modification of the initial routing/timings. The Service provider has an obligation to accommodate any such changes. The Service provider is not allowed to combine trips or modify trips which have been allocated by Air Mauritius without the prior consent of appointed employees of the Transport department.

ATTACHMENT 2: Cost per trip in MUR

Table 1

	TO/FROM AIRPORT	COST PER TRIP
1	STE CROIX – PORT LOUIS/ POINTE AUX SABLES /BOULEVARD RIVALT/ TERRE ROUGE/ TOMBEAU BAY	
2	GRANDE RIVIERE / COROMANDEL / BEAU BASSIN / ROSE HILL/ MOKA/QUATRE BORNES/ Q.MILITAIRE/ SAINT PIERRE / VERDUN/ROSE HILL	
3	VACOAS/ST PAUL/ PHOENIX/ CAMP FOUQUERAUX/HIGHLANDS/QUATRE SOEURS/G R S E	
4	FOREST SIDE/ CUREPIPE/ EAU COULEE/ CASTEL/ MESNIL/ FLOREAL/MIDLANDS/CHEMIN GRENIER/ SURINAM/ANSE JONCHEE	
5	RIVIERE NOIRE/ CAP MALHEUREUX/ TROU DEAU DOUCE/ SOUILLAC/ LE MORNE/ POINTE AUX PIMENTS/ TROU AUX BICHES/ GRAND BAIE/ PEREYBERE/ ROCHES NOIRES/ GRAND GAUBE/RIAMBEL/POSTE LA FAYETTE/FLACQ/PITON/ MORCELLEMENT ST ANDRE/TRIOLET/LONG MOUNTAIN/ LALLMATIE/MONTAGNE BLANCHE/BELLE VUE MAUREL/ D'EPINAY/CAMP DE MASQUE/ GOODLANDS/ PAMPLEMOUSSES/ ECROIGNARD/CAMP ITHIER/FLIC EN FLAC/TAMARIN	
6	NOUVELLE FRANCE/ UNION PARK/ ROSE BELLE/ NEW GROVE/ MAHEBOURG/ POINTE DESNY/GRAND BEL AIR/PLAINE MAGNIEN/MARE TABAC/L'ESCALIER/OLD GRAND PORT/PETIT BEL AIR/UNION VALE/ST. HUBERT/GRAND BOIS/RIVIERE DES CREOLES/BOIS DES AMOURETTES/CAMP DIABLE/TROIS BOUTIQUES/EAU BLEU/RIVIERE DU POSTE/RIVIERE DES ANGUILLES/RICHE EN EAU/SAVANNE/BOIS CHERI/TYACK	
7	HOLIDAY INN HOTEL (AIRPORT)	

ALL OTHER CITY PAIRS NOT MENTIONED IN ABOVE TABLES (cost per km based on distance between any region to/from Airport and any other 2 regions in Mauritius and based on Google Map)

Table 2

	COST PER KM
Between any 2 points (one way) in Mauritius not included in above tables	

*Note: The above prices are **inclusive of VAT.***