



REQUEST FOR PROPOSAL (RFP)

REPAIR OF DAMAGED LUGGAGE

Reference: PROC/264/23/GM

Date: 01 July 2023

1. Introduction

Air Mauritius Ltd (MK) is hereby inviting bids from established enterprises with proven track record and relevant experience in respect of repair of damaged luggage for its passengers and crew members.

About Air Mauritius

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. Air Mauritius currently has a fleet of 4 Airbus A350 XWB, 2 Airbus A330-NEO, 1 Airbus A330-200 & 3 ATR 72-500. Air Mauritius is a leading airline in the Indian Ocean and carries over 1.3 million passengers yearly. 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 capable to meet successfully the needs of Air Mauritius.

It is part of a **competitive procurement process** which helps Air Mauritius selects the best provider of services both in financial and qualitative terms. At the same time, it provides suppliers with a fair opportunity for their 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 bidder of the specified services receiving this RFP is referred to as a "service provider" and the bidder selected to provide the services to Air Mauritius is referred to as the "selected service provider".

3. Eligible Bidders

To be eligible to participate in this tender exercise, the service provider must:

- (a) have legal capacity to enter into a contract to execute the services;
- (b) have a minimum of three (3) years' experience in the repair of luggage.
- (c) not be insolvent, in receivership and in process of winding up;
- (d) not have a conflict of interest in relation to this procurement requirement.

4. Scope of Services

The service provider is expected to provide timely, efficient, reliable and quality service as per MK requirements and exigencies. The main specifications and requirements of Air Mauritius for this tender exercise are as follows:

- Quantity: Up to 200 repairs yearly
- Type of Repairs: Broken Handle, Lock, Hole, Torn, Foot guide, Zipper, Strap, Crushed Frame, Major Stains, Binding, Hinges, Major Dents, Wheels etc
- Spare parts: Bidders are requested to provide country of origin of proposed spare parts, as far as possible.
- Collection/Delivery: The service provider shall collect damaged baggage and deliver repaired baggage from/to Air Mauritius Head Office or any other Air Mauritius designated premises. On ad-hoc basis, the supplier may be requested to collect and/or deliver the baggage to passenger's place of residence.
- Reports: The selected Service provider shall provide a monthly report of repairs carried out on behalf of Air Mauritius.

It is the intent of Air Mauritius to enter into a contractual agreement with the selected service provider for a three (3) year period effective **01st August 2023** in respect of repair of damaged luggage for its passengers and crew members. The contract shall be for an initial period of one year and may be renewed for two additional years subject to satisfactory performance.

6. Evaluation and Selection

Air Mauritius will evaluate proposals and select the service provider(s) on the basis of the following:

1. The responsiveness of the proposal. That is, the level of conformity and compliance to the RFP requirements, especially to the eligibility criteria listed in section 3 above.
2. The proposal which is found to be most value adding to Air Mauritius.

7. Contents of Proposal

The service provider's proposal must contain all information required for evaluation and selection as outlined in this RFP document and include but not limited to the following:

Technical Proposal

- a) Profile of enterprise (Type of business engaged in, number of years in business, organisation structure, location of business and shareholders / directors' information).
- b) Copy of Certificate of Incorporation and/or Business Registration Card.
- c) List of executed contracts (client portfolio) during the last three (03) years in respect of repair of broken luggage.
- d) Proposed arrangements for collection and delivery of luggage.

Financial Proposal

Pricing proposal (exclusive of VAT) and escalation mechanism, if any, during the three (3)-year contract period.

All proposals received will be carefully evaluated. Air Mauritius may subsequently seek for clarifications regarding certain aspects of the proposal and will subsequently conduct negotiations and select the service provider which, in its assessment, has made the best proposal and will award the contract accordingly.

A letter of award will be issued to the selected service provider, subject to finalisation and signature of a written agreement by both parties. Unless or until a formal agreement is executed, the conditions of this RFP, the tender proposal together with the letter of offer and its acceptance thereof shall constitute a binding contract between Air Mauritius and the selected service provider.

8. Submission of Proposal

Proposals must be signed by duly authorized person(s) and submitted in English language. Each proposal must include all information as outlined in this RFP document and must be sent in PDF format **exclusively** to our secured electronic tender email address:

MKtender3@airmauritius.com by latest **16th July 2023 at 16:00** local MRU time. Proposals received after the closing date and time will not be considered.

The maximum receiving capacity of the mailbox is **10 MB** per e-mail. Should your proposal exceed this size limit, you are requested to send same in two or more parts.

Important Notes:

- The proposal shall constitute an offer by each service provider which will remain open and irrevocable for a period of **180 days** from the deadline for submitting proposal.
- Failure to submit the required information / documents will entail the service provider's elimination from the final 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 exist to add any such matter 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.

12. Communication

All queries concerning this RFP should be addressed in writing to email address Procurement_RFP_Admin@airmauritius.com by latest **07 July 2023**.

Air Mauritius Ltd shall, as far as possible, reply to all queries at least 02 working days prior to the deadline date for submission of proposals.

All communications and exchange of correspondences shall be formal from the date of issue of this Request for Proposal until a binding contractual agreement is agreed and signed with the selected service provider and the unsuccessful bidders have been notified.

13. General Conditions

All proposals submitted are subject to the following conditions:

- Air Mauritius Ltd reserves the right to accept, split or reject any or all proposals received without incurring any liability towards any service provider and/or have any obligation to inform any service provider on the grounds of its action.
- Non-acceptance of a service provider's proposal will mean that one or more proposals 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 award of the contract to the selected service provider and its acceptance thereof or in the event Air Mauritius Ltd rejects all proposals.

- Air Mauritius and its directors, employees or other representatives will not be liable for any cost or expenses incurred by any service provider in the preparation and submission of a proposal nor shall Air Mauritius, its directors, employees or other representatives be liable for any damage, loss or cost (including legal costs) incurred or suffered by any service provider in connection with this RFP process.
- Service providers, their employees, subcontractors and agents (if any) shall keep all information concerning Air Mauritius 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 deputised 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 trying to cause undue influence to obtain the contract will lead to disqualification from the selection exercise.

14. 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.

15. 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.