

REQUEST FOR PROPOSAL
EMBASSY OF INDIA, DJIBOUTI

Invitation of Bids for providing
Chandelling Services to Indian Naval/Coast Guard Ships and
Ground Handling and Turnaround Services to Indian Government Aircrafts
Visiting Djibouti

Request for Proposal (RFP) [No. DW/Tender/Ships/01/2026 dated 10 Mar 2026](#)

1. Bids in sealed cover are invited from reputed companies/ agencies for providing chandelling service to Indian Naval/Coast Guard Ships and ground handling and turnaround service to Indian Government aircraft visiting Djibouti.
2. The logistics, technical and administrative services are to be provided during regular visits of Indian Naval/ Coast Guard Ships and Indian Government aircraft to Djibouti Ports and Airports. The Embassy shall sign rate contract valid for two years extendable up to three years with the successful bidder for providing the services as per the enclosed scope of work.
3. General Information about the Tender: -

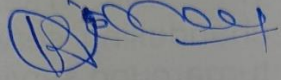
Ser	Event	Date	Address & Contact
(a)	Tender Publish Date	10 Mar 26	The Head of Chancery, Embassy of India Lootah Village Complex Haramous, B.P. 1947 Djibouti Tel: +253 21349008 Mail: hoc.djibouti@mea.gov.in
(b)	Document Download Start Date	10 Mar 26	
(c)	Last Date of Bid Submission	10 Apr 26	
(d)	Opening of Technical Bids	12 Apr 26	
(e)	Opening of Commercial Bids	15 Apr 26	

4. The bids should be submitted in **single stage two bid system – Technical and Commercial bids**. The following details are enclosed with the enquiry for assisting bidders in preparation of their technical and commercial offer: -

Ser	Document	Remarks
(a)	General Instructions	Enclosure I
(b)	Schedule of Requirements	Enclosure II
(c)	Standard Conditions of RFP	Enclosure III
(d)	Special Conditions of RFP	Enclosure IV
(e)	Guidelines for Technical Bid	Enclosure V
(f)	Performa for Technical Bid	Annexure A
(g)	Guidelines for Commercial Bid	Enclosure VI
(h)	Performa for Commercial Bid	Annexure B
(j)	Tentative list of provisions	Enclosure VII

5. Please super scribe the above-mentioned **Title, RFP number and date of opening of the Bids** on the sealed cover to avoid the Bid being declared invalid.
6. **Conditions under Which RFP is Issued.** This RFP is being issued with no financial commitment and the Embassy of India, Djibouti reserves the right to change or vary any part thereof or withdraw it, should it become necessary at any stage. The Embassy of India, Djibouti also reserves the right to accept or reject any or all of the tenders without assigning any reason.
7. Please acknowledge receipt.

Thanking you



Yours faithfully

Ram Parsad Meena
Second Secretary (HOC)
Embassy of India
Djibouti

Enclosure I**General Information**

1. **Last Date and Time for Depositing the Bids.** Last date and time for receipt of Tender is **1700 Hrs on 10 Apr 26**. Bids in sealed covers superscripting the Tender Enquiry reference and Tender Opening Date are to reach by the due date and time. The sealed Bids **both technical and commercial** *should be sealed separately with clear indication and then both are to be put in one sealed envelope superscripting the Tender No and Due Date of opening and reach the Head of Chancery, Embassy of India, Djibouti by the due date and time. The responsibility to ensure this lies with the Bidder.*
2. **Manner of Submitting the Bids.** Sealed Bids should be handed over to Embassy of India, Djibouti, or sent by registered post at the address given so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.
3. **Time and Date for Opening of Bids.** Technical Bids shall be opened at **1200 h on 12 Apr 26. The Technically Qualified Commercial Bids shall be opened on 15 Apr 26.** (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/ time, as intimated by the Client).
4. **Place of Opening of the Bids.** Bids shall be opened in the conference room at Embassy of India, Djibouti in the presence of a Board of Officers. The Bidders may depute their representative, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to absence of a representative.
5. **Forwarding of Bids.** Bids should be forwarded by Bidders under their original memo / letter pad with complete postal and e-mail address of their office.
6. **Clarification Regarding Contents of the RFP.** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the embassy in writing about the clarifications sought.
7. **Validity of Bids.** The Bids should remain valid till **180 Days** from the last date of submission of the Bids.
8. **Earnest Money Deposit (EMD).** Bidders are required to submit Earnest Money Deposit (EMD) for amount of USD 1000/- (One thousand US Dollar only) along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business. EMD is to remain valid for a period of forty-five days beyond the final bid

validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

9. **Withdrawal of Bids.** A bidder may withdraw his bid after submission if the embassy receives the written notice of withdrawal prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but a signed confirmation copy to be sent by post should follow. No bid shall be modified after the submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified above.

10. **Clarification Regarding Contents of the Bids.** During evaluation and comparison of bids, the embassy may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

11. **Rejection of Bids.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection of the tenders.

12. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows:

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.

(b) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder on sum total of services. The embassy reserves the right to determine the qualification of a firm on this account.

(c) The Bidders are required to spell out the rates of Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Excise Duty / VAT is intended as extra, over the quoted prices, the Bidder must specifically say so.

(d) Services for which the Bidder is dependent on a third party, margins or additional costs over and above the third-party invoice if any being levied are to be mentioned clearly.

(e) **Loading of Cost for Items 'Not Quoted'.** The bidder is to quote for all the sections/ sub sections mentioned in the Schedule of Requirements (SOR). Any omissions/deviations to the SOR are to be recorded in the Record of Deviations and submitted along with the Technical Bid. In case a bidder fails to quote for a certain item, their bid will be loaded by the amount quoted by the

highest bidder for that particular item and this loading will be considered for determining the L1. The embassy reserves the right to determine qualification of a firm on this account.

Enclosure II**Schedule of Requirements**

1. The schedule of requirements is as follows:

(a) **Scope of Work.** The Consolidated list of services required to be provided to the visiting ***IN/CG*** ships and Indian Government aircraft are as follows.

S No	Description	Remarks
Port Logistics		
(i)	Pontoons	Of different dimensions
(ii)	Fenders – Yokohama Type	
(iii)	Submarine Fenders	
(iv)	Garbage and Trash Bins Removal & Disposal	
(v)	Tug Port Provided (PT)	
(vi)	Pilot (In/Out)	
(vii)	Pilot Motor Launch (in/Out)	
(viii)	Port Dues	
(ix)	Port Dues – Buoys & Light Dues	
(x)	Wharfage	
(xi)	Wharfage Cleaning	
(xii)	Berthing and Unberthing	
(xiii)	Line handlers	
(xiv)	Forklift With Driver	
(xv)	Crane mobile - per hrs for brow, fender placement/ removal	
(xvi)	Crane mobile – per hour for loading/unloading provisions/stores	
(xvii)	Gangways /Brow – Large	
(xviii)	Gangways /Brow – Medium	
(xix)	Fresh Water including associated charges if any	
(xx)	Connection & Disconnection of water	
(xxi)	Marine Charges	
(xxii)	Transportation of Marine equipment	
(xxiii)	Passenger Crews surcharge	
(xxiv)	Port Conservancy	
(xxv)	Sewage/Sullage - Pier Side and Anchorage. Removal by Barge/ Tanker, Barge \Tanker charges	

S No	Description	Remarks
	as per capacity. Any additional or associated charges for barge/ tanker removal be mentioned separately.	
(xxvi)	Mobile Toilets inclusive of cleaning services	
(xxvii)	Oily Waste and aggregate water removal and disposal (Est)	
(xxviii)	Anchorage Berth	
(xxix)	Pollution control charges by port	
(xxx)	Diving clearance	
(xxxi)	Port Security Guards	
(xxxii)	Mobilisation/ Demobilisation of equipment (Brow/ Fender)	
(xxxiii)	Laissez-passer for water tank	
(xxxiv)	Port indemnity fees	
(xxxv)	Pilotage fee	
<u>Airport Logistics</u>		
(xxxvi)	Ground Handling and support Equipment	
(xxxvii)	Refuelling	
(xxxviii)	Cleaning	
(xxxix)	Stand/Hanger	
(xl)	Lounge access	
(xli)	Catering	
<u>Communication</u>		
(xlii)	Mobile hand phone with charger & accessories	
(xliii)	Prepaid SIM cards	
(xliv)	Pre-paid start up kit	
(xlv)	Pre-paid recharge coupons	
(xlvi)	Internet connection (Modem required)	
(xlvii)	Internet connection – Wi-Fi Router	
(xlviii)	English News Paper/ English periodicals	
<u>Transportation</u>		
(xlix)	15 PAX Van AC with Driver and fuel	(aa) For movement of personnel ashore (ab) Within City/ Outside City
(l)	Car Sedan AC with Driver and fuel	
(li)	Car SUV AC with Driver and fuel	
(lii)	Bus 40- 50 PAX AC with driver and fuel	
(liii)	Bus 20- 25 PAX AC with Driver and fuel	

S No	Description	Remarks
(liv)	Boat 20 personnel	For transit of personnel from anchorage if required
(lv)	Boat 100 personnel	
Fuel		
(lvi)	Marine Gas Oil (LSHSD) (i) By Barge (ii) By Tanker	(a) Necessary fuel sample test certificate is required to be produced before embarking fuel onboard the ship.
(lvii)	AVCAT (i) By Barge (ii) By Tanker	(b) Fuel quote from oil company to be provided. (c) Service may be required at pier or anchorage.
(lviii)	Fuel/ AVCAT Sample testing and certification	For samples provided by ship
(lix)	JET A1/ JP 8	For government aircraft as required
Misc		
(lx)	Formalities relating to Immigration & Repatriation Charges of Ships/ a/c Crew (excluding the cost of air tickets)	
(lxi)	Minor Repairs/ Welding Work/ Emergency Maintenance Work	
(lxii)	Security/ custom Clearance of items taken in/ out of port/ airport for various ships/ aircraft activities	
(lxiii)	Collection/ Despatch post Custom clearance for spares ex India/ other country.	
(lxiv)	Medical Assistance	
(lxv)	Administrative support for hosting reception/ events onboard (aa) Tents/Awning (ab) Tables/Chairs (ac) Lighting (ad) Fans/Coolers (ae) Seating arrangement (af) Liaison with press (ag) Stage (ah) Audio system (aj) Banners (ak) Portable generator	

S No	Description	Remarks
(lxvi)	Interpreter services	
Provisions		
(lxvii)	Provisions	As per tentative list at Encl VII

(b) The company/agency should provide all services to **Indian Navy/ Coast Guard** ships and Indian Government Aircraft visiting Djibouti in specified time and deal with all port/ airport formalities in accordance with port/ airport authorities' requirements and other local orders, during entry/ arrival and exit/departure of **Indian Navy/Indian Coast Guard** ships and Indian Government Aircraft.

(c) **The company/agency should provide necessary assistance for customs and immigration clearance to ships, aircraft and their crew.**

(d) The company/agency should provide per unit cost for each of the services indicated. The final cost will be calculated at actuals as per the usage for each individual services by the ships/aircraft.

(e) The company/agency has to obtain from the Commanding Officer/ Captain of the ships/ aircraft, in written form duly signed in all the Invoices and the Delivery Acceptance Certificate for all the supplied services by the company/agency.

(f) **Supply of Fuel (LSHSD)/AVCAT.** The ship chandler should indicate in the technical bid that they will be able to supply the fuel (LSHSD) as per Bureau of Indian Standards (BIS) specification "**IS 1460-2017**" or as per GOST-305-82, AVCAT specification and certification as per BIS **IS 1571-2018** and Jet A1/JP 8 fuel for the aircrafts.

(g) **Transportation.** The complete responsibility of safe movement of the ship's/ aircraft crew into and out of the port/ airport premises/ from anchorage during the period of ship's/aircraft stay at Djibouti will lie with the company/ agency.

(h) **Inspection/Acceptance/Rejection.** The Commanding Officer of IN Ship/ICG Ship and Captain of aircraft being the end user, will be the final inspecting authority and will have all right to reject the services if found unsuitable/different from the initially agreed upon between the Embassy of India and the company/ agency.

(j) **Delivery period.** The tentative time of arrival of **Indian Navy/Coast Guard** ships and Indian Government aircraft 's and duration of stay will be intimated by the Embassy. All efforts will be made to provide such intimation well in time. However, there could be occasions where services would be required at short notice. Any change in ship's/aircraft's programme will be intimated by the embassy without any delay. **All services contracted should be provided during the period of the ship's/aircraft's stay.**

(k) **Dynamic Schedule of Ship/Aircraft**. The schedule of ships/aircraft is dynamic and may change at short notice. The change in schedule may require cancellation of orders once placed. The company/ agency should provide/arrange for non-fixed services ie fuel, provisions etc judiciously so as to avoid any penalty in case of cancellation.

(k) In case of unsatisfactory service, the Embassy of India reserves the right to withhold payments either part or in full.

Enclosure III**Standard Conditions of RFP**

1. The Bidder is required to give confirmation of his acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Company in the Contract) as selected by the Client (Embassy of India, Djibouti). Failure to do so may result in rejection of the Bid submitted by the Bidder.
2. **Effective Date of the Contract.** The rate contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract.
3. **Period of Contract.** The period of rate contract will be two years effective from the date of contract extendable up to three years.
4. **Arbitration.**
 - (a) All disputes or differences arising out of or in connection with the Contract or performance shall be settled by mutual discussions between the two parties under contract (ie the Company in contract and the Embassy of India, Djibouti).
 - (b) Any dispute, disagreement or question arising out of or relating to this contract or relating to performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within sixty (60) days from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to the Arbitration Tribunal consisting of three arbitrators.
 - (c) Within sixty (60) days of the receipt of the said notice, one arbitrator shall be nominated in writing by the company in contract and one arbitrator shall be nominated by the Embassy of India.
 - (d) The third arbitrator will be the Ambassador of India to Djibouti.
 - (e) The arbitration tribunal shall have its seat in Embassy of India Djibouti.
 - (f) The decision of the tribunal shall be final and binding on the parties to the contract.
5. **Penalty for Use of Undue Influence.** The Company undertakes that it has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the

Client or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Company or any one employed by it or acting on it's behalf (whether with or without the knowledge of the Company) shall entitle the Embassy of India to cancel the contract and all or any other contracts with the Company and recover from the Company the amount of any loss arising from such cancellation. A decision of the Embassy or it's nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Company. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Company towards any officer/employee of the Embassy or to any other person in a position to influence any officer/employee of the Embassy for showing any favour in relation to this or any other contract, shall render the Company to such liability/ penalty as the Embassy may deem proper, including but not limited to termination of the contract, imposition of penal damages, and forfeiture of refunds of the amounts paid by the Company.

6. **Agents / Agency Commission.** The Company confirms and declares to the Embassy of India that the Company is the original provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Company; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Company agrees that if it is established at any time to the satisfaction of the Embassy that the present declaration is in any way incorrect or if at a later stage it is discovered by the Embassy that the Company has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Company will be liable to refund that amount to the Embassy. The Company will also be debarred from entering into any supply Contract with the Embassy of India for a minimum period of five years. The Client will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Company who shall in such an event be liable to refund all payments made by the Embassy in terms of the Contract along with interest at the rate of 2% per annum above LIBOR rate. The Embassy of India will also have the right to recover any such amount from any contracts concluded earlier.

7. **Access to Books of Accounts.** In case it is found to the satisfaction of the Client that the Company has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Company, on a specific request of the Embassy of India, shall provide necessary information/ inspection of the relevant financial documents/ information.

8. **Non-disclosure of Contract Documents.** The logistic services provided to Indian Naval/Coast Guard Ships and the Indian Government aircrafts and the terms and conditions agreed upon are confidential and should not be disclosed to any third

party without the consent of the Embassy of India. Except with the written consent of the Embassy, the bidder shall not disclose the contract or any provision, specification, plan, design, pattern, sample, document or information thereof to any third party.

9. **Termination of Contract**. The Embassy shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The delivery of the services is delayed for causes not attributable to Force Majeure beyond the period of ship's/ aircraft's stay in port/airport.
- (b) If the company repeatedly (atleast two times) provides unsatisfactory service resulting in operational delays to the ship's/aircraft's movement.
- (c) The Company is declared bankrupt or becomes insolvent.
- (d) The Embassy has noticed that the Company has utilised the services any Indian/Foreign agent in getting this contract and paid commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.

10. **Notices**. Any notice required or permitted by the contract shall be written in English and may be delivered personally or may be sent by Email, addressed to the last known address of the party to whom it is sent.

11. **Amendments**. No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

12. **Sub-Contracting**. The contractor may subcontract any part of Schedule of Requirements (SOR) on mutual agreement with the Embassy of India. The contractor can under no circumstance sub-contract the complete SOR to a Third Party. The contractor would be entirely responsible for quality / standard and timely execution of the sub-contracted work.

Enclosure IV**Special Conditions of RFP**

1. The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Company in the Contract) as selected by the Client. Failure to do so may result in rejection of Bid submitted by the Bidder.

2. **Performance Bank Guarantee (PBG)**. The successful bidder has to deposit Performance Bank Guarantee which will be a sum of **USD 2000/- (Two Thousand US Dollar only)** in favour of 'Embassy of India, Djibouti' payable at Djibouti in the form of Demand draft/pay order/Bank Guarantee within 7 days of signing of agreement.

(a) PBG should remain valid for the period of validity of agreement. In case the contract is further extended beyond the initial period, the PBG will have to be renewed accordingly by the bidder. No interest shall be paid on PBG.

(b) The Performance Security will be forfeited by order of the Competent Authority in Mission in the event of any breach or negligence or non-observance of any terms and conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the Performance Security, as may be deemed fit by the Mission sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of Supplier's bill has been received and examined.

(c) If the Contractor fails to provide the Performance Security within seven days of the signing of agreement, such failure shall constitute a breach of the contract and the Mission shall be free to make other arrangements at the risk, cost and expense of the Contractor.

(d) On due performance and completion of the work in all respects, the Performance Security will be returned to the bidder without any interest on presentation of an absolute 'No Demand Certificate' from the bidder.

3. **Fall Clause**.

(a) The price charged for the stores supplied under the contract by the Contractor shall in no event exceed the lowest prices at which the contractor sells the stores or offers to sell stores of identical description to any persons/Organisation including the purchaser or any department of the Djibouti government agencies or any other foreign diplomatic missions as the case may be, during the period till performance of all supply Orders placed during the currency of the rate contract is completed.

(b) The seller shall furnish the following certificate to the Paying Authority along **with each bill** for payment for services/ supplies made against the rate

contract – “We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Embassy of India under the contract herein and such stores have not been offered/sold by me/us to any persons/Organisation including the purchaser or any department of the Djibouti government agencies or any other foreign diplomatic missions at a price lower than the price chargeable under the contract.”

4. **Payment Terms.** The applicable payment terms are indicated below:

- (a) The payment will be made in US \$ by Bank Transfer.
- (b) The payment will be made at actual based on the services provided and signing of the Delivery Acceptance Certificate by the Commanding Officer of *IN/CG* Ships and Captain of Indian government aircraft, within 45 business days from the date receipt of the Original Invoices at the Embassy of India, Djibouti.

5. **Force Majeure Clause.**

- (a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- (b) On the occurrence of a Force Majeure Event, the affected Party shall notify the other party as soon as practicable. The information shall include details of the Force Majeure Event, including evidence of its effect on the obligation of the affected party and any action proposed to mitigate its effect. The notification will be referenced to orders regarding the Force Majeure event issued by relevant Government (i.e. the Government of India or the Govt of Djibouti have jurisdiction over the location of the force Majeure event and facilitate the continued performance of either party's obligations under this Agreement).
- (c) As soon as practicable following such notification, the parties shall consult with each other in good faith and use their respective reasonable endeavours to agree appropriate terms to mitigate effects of the Force Majeure Event and facilitate the continued performance of this agreement.
- (d) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- (e) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately,

but in any case, not later than **05 (five) days** from the moment of their beginning.

6. **Specification.** The Specification clause will form part of the contract placed on successful Bidder - The ship handling agency guarantees to meet the specifications as per SOR of the RFP.
7. **Inspection Authority.** The Commanding Officer of Indian Navy/Indian Coast Guard ships and Captain of Indian government aircrafts being the end user, will be the final inspecting authority and will have all right to reject the services if found unsuitable/different from the initially agreed upon terms and conditions between the Embassy and the company/agency.
8. **Customer Feedback.** A form on customer feedback on the services provided is required to be collected from the commanding officer/Captain/Authorised representative of the ship/aircraft regarding quality of services provided. The form is to be duly submitted to the Embassy along with the invoices.

Enclosure V

Guidelines for Technical Bid

1. **Pre-qualification Requirements.** The reputation, capacity and credibility shall be evaluated before finalising the bid and signing of contract with the bidder. The bidder should have adequate experience and financial capacity to provide **ship Chandler services** to warships and Ground handling and turnaround services to aircraft in the past and **must provide the supporting documents as a part of the bid.**

2. **Technical Capability Criteria.** The following are the technical capability criteria: -

(a) The bidder must be a registered Company/firm/agency. The details of the company/Agency to be submitted along with the company brochure.

(b) Should be able to provide **ship chandelling services at Djibouti port, Djibouti** at alongside berth or anchorage and Ground handling and turnaround services at **Djibouti Airport.**

(c) Minimum **three years** of experience in providing ship chandelling services to Warships and should have experience for providing ground handling and turnaround service to aircrafts.

(d) Should have its **own /arrange to provide** ship chandelling equipment and preferably located at the port/in near vicinity.

(e) Should have own /arrange to provide transport required to be provided during the ship/ aircraft visit.

(f) Should be able to sign rate contract with the Indian Embassy for providing the services being promised.

(g) Financially capable to do advance payments for all arrangements including fuel and logistics etc. and subsequently raise the invoices for settlement with Embassy of India within a period of 45 days. Provide copies of last three years financial reports including Profit and Loss Account, Balance Sheet, Tax Statements etc.

(h) Must be registered with the Port Authorities and Airport Authorities in Djibouti and have good liaison with the Port/ Airport Authorities to facilitate administrative arrangements. Proof of registrations to be provided.

(j) Adequate and well-trained manpower for providing ship chandelling services/ Aircraft Ground handling and turnaround services. Provide proof of number of manpower held to handle minimum three ships at one time and requisite training of the manpower being employed by the company.

(k) Capability to provide services for all types of sail ships, warships, submarines, aircraft carrier including helicopter onboard ships and aircrafts.

(l) Capability to provide security services to the visiting ship/ships.

(m) In addition, the company/agency should also be able to provide under mentioned additional services: -

(i) Medical assistance.

(ii) Repairs of equipment onboard.

(iii) Collection/dispatch of spare parts ex India/or any other country from the Customs in Djibouti on behalf of the Embassy of India/Ship.

(iv) Obtaining VISAs and clearances from customs to facilitate arrival/departure of personnel onboard.

(v) Administrative arrangements to organise receptions on board the ship.

(vi) Arrangement of Interpreters on as required basis.

(n) Besides the above, additional services that the company/agency can provide from their side will be given due consideration.

(p) Capability to provide/ arrange services at short notice and cancel the order if timely notice is provided for change in ships schedule.

3. **Details to be included in Technical Bid.** The following technical details are to be included with the bid: -

(a) Executive Summary.

(b) Service Price including VAT (Refer para 12(d) of General Information).

(c) Costing Process.

(d) Organisation Profile

(i) Overview.

(ii) Full legal name.

(iii) Registration Number and details. Copies of certificates/Licenses [Trade Licenses, Membership from Chamber of Commerce & Industry, Other Licenses, If Any]

- (iv) Ownership details of the Company
 - (v) Summary of services or product and capabilities.
 - (vi) Contact Person (Name & Designation)
 - (vii) Employee profile. Number of Employees [Contract & Permanent Staff and nationality]
 - (viii) Complete Address, including Registered Office/Corporate Office/Head Office Company.
 - (ix) Company Brochure
 - (x) Website address of the Company which give details of the Company including outsourcing activities.
- (e) Past experience of executing similar types of Ship Chandelling services to Indian Missions/Djibouti Govt agencies/ other foreign diplomatic missions in Djibouti.
- (f) Copies of the contracts executed with GOI establishments/ Indian missions/Djibouti Govt agencies/other foreign diplomatic missions in Djibouti, if any, in the past.
- (g) Experience in providing Ship Agency Services to Warships (to include Sail Ship, warship, Submarines and Aircraft Carrier)
- (h) Provide details of the countries to which ship chandelling services/ aircraft ground support services being provided currently with details of number and type of ships/ aircraft handled in last three years.
- (i) Organization chart, Company Headquarters and its Head Office in Djibouti.
- (j) Organization chart of Company's division across Djibouti with details technical personnel for handling
- (k) Company's resources (Facility and Transport Equipment)
- (l) Djibouti Bank details
- (m) Financial information with copies of last 3 (three) audited financial statements and declaration that no arbitration and /or litigation with client of supplier (s) exist.
- (n) Company's HSE policy and procedure

- (o) Specify Company's HSE training program
 - (p) Formal Method of incident reporting
 - (q) Company to submit HSE statistics of incidents during last five years including their Sub-Contractors
 - (r) Professional Indemnity Insurance
 - (s) Third Party Liability Insurance.
 - (t) Claim History for past 3 year
 - (u) Minimum notice required for satisfactory provision of all services.
 - (v) Minimum notice required for cancellation of service once ordered to avoid penalty.
4. Technical Bid is required to be submitted as per the Proforma at **Appendix A**.

Appendix A**TECHNICAL BID PROFORMA**

1.	Name of the Firm	
2.	Address of the Registered Office	
3.	Correspondence Address & E-mail	
4.	Registration Number and details (with proof of registration)	
5.	Contact Person (Name & designation)	
6.	Telephone & mobile No. of the contact person	
7.	Website address of the company	
8.	Brief Introduction of the Company	
9.	Technical details as per para 3 of Enclosure V of RFP.	
10.	Whether registered with Djibouti Port and Airport? If Yes, Registration details.	Yes/No
11.	Familiarity with Djibouti Port and Airport authority regulations and ability to handle all port/ airport formalities during arrival, stay and departure of ships/aircraft.	Yes/No
12.	Ship Chandler's ability and consent to provide service for all arrangements including fuel and logistics for subsequent payment in a time period not exceeding 45 days.	Yes/No
13.	Ability to sign contract with Embassy of India.	Yes/No
14.	Ability to provide services for all types of ships and aircraft.	Yes/No
15.	Ability to provide security services to the visiting ship/ships.	Yes/No
16.	Ability to provide/ arrange additional services mentioned at para 2(m) of Encl V of RFP.	Yes/No
17.	Ability to provide service at short notice.	Yes/No
18.	Ability to cancel order in case of change in schedule of ship/aircraft without penalty.	Yes/No
19.	Any other point, the bidder would like to mention	

Undertaking

It is certified that the information given in the table above is correct to the best of my knowledge. It is also certified that M/s... (Name of the company) is capable of providing services to Ships/aircraft at the Djibouti Port/Airport at a short notice.

Date: (Seal & Signature of the authorized Representatives of the Company)

Enclosure VI**Guidelines for Commercial Bid**

1. **Scope of Work.** The Consolidated list of services required to be provided to the visiting ***IN/CG*** ships and Indian Government Aircraft are indicated at SOR. **All items in the enclosure are to be quoted in US \$ indicating clearly the unit cost including VAT (if applicable) (i.e. per hour/per kg/per cubic metre/per tons etc).**
2. The bidder should provide per unit cost for each of the services indicated. The final cost will be calculated at actuals as per the usage for each individual services by the ***Indian Navy/Indian Coast Guard*** ships and Indian Government Aircraft.
3. The agency fee will be the fee agreed upon in the Commercial Offer.
4. The legal address and the bank details of the company/agency are to be quoted clearly in the Commercial Offer.
5. **Port/ Airport Logistics.** If bidder mentions Rate as Port/ Airport Charges/As per Bill etc, then the bidder will also provide bill of Port/supplier/service provider along with their own bill. Ship Chandler will not charge additional service charges on these services.
6. Additional charges/ Agency Fees including VAT are to be reflected. These figures will also be reflected in the final contract.
7. Services for which the Bidder is dependent on a third party, margins or additional costs over and above the third-party invoice if any being levied are to be mentioned clearly.
8. **Fuel Supply.** Fuel being a non-fixed priced commodity the agent is required to facilitate procurement at economical and cost competitive rates. Towards this the agency is required to provide the following commitments which shall also form part of the contract. Inability to provide such commitments must be clearly specified in the bid.
 - (a) Ship Chandler will provide quotation from authorised supplier along with specifications of fuel supplied.
 - (b) Company profile, registration and ownership details of the fuel supplier are to be provided by the agent to the client.
 - (c) Ship Chandler will also specify service charges including transportation charges of fuel and certification charges if any.
 - (d) Capability to make advance payment for fuel provisioning to the supplier must clearly be indicated in the bid.

- (e) No additional charges will be entertained after finalization of contract.

9. **Provisions Supply**. Since provisions at Djibouti are generally imported and prices are not fixed the agent is required to facilitate procurement at economical and cost competitive rates. Towards this the agency is required to provide the following commitments which shall also form part of the contract. Inability to provide such commitments must be clearly specified in the bid.

- (a) Ship Chandler will provide quotation from authorised supplier.
- (b) Company profile, registration and ownership details of the supplier are to be provided by the agent to the client.
- (c) Ship Chandler will also specify service charges including transportation charges.
- (d) Capability to make advance payment for provisions to the supplier must clearly be indicated in the bid.
- (e) No additional charges will be entertained after finalization of contract.

10. Commercial bid is required to be submitted in proforma at **Annexure B**.

Annexure B**FORMAT OF COMMERCIAL BID**

S No	Description	Est Qty	Unit	Rate in US \$	VAT in US \$	Total in US \$	Remarks
1.	Agency Fees	01	LOT				In case more than one ship coming kindly indicate whether additional charges will be accrued.
PORT LOGISTICS							
2.	Pontoons	01	DAY				- Separate cost for different Dimensions may be indicated if applicable - In location charges to be indicated.
3.	Fenders – Yokohama Type	01	DAY				
4.	Submarine Fenders						
5.	Garbage and Trash Bins Removal & Disposal	01	SER				
6.	Tug Port Provided (PT) – per Tug/ per hrs	01	SER				
7.	Pilot (In/Out)	01	SER				
8.	Pilot Motor Launch (in/Out)	01	SER				
9.	Port Dues	01	LOT				
10.	Port Dues – Buoys & Light Dues	01	LOT				
11.	Wharfage	01	DAY				
12.	Wharfage Cleaning	01	SER				
13.	Berthing and Unberthing	01	SER				
14.	Line handlers	01	SER				
15.	Forklift With Driver	01	HR				
16.	Crane Mobile - per hrs for brow/ fender positioning and removal	01	HR				
17.	Crane – per hour for provisions/ stores loading/ unloading	01	HR				
18.	Gangways /Brow – Large	01	DAY				
19.	Gangways /Brow – Medium	01	DAY				

S No	Description	Est Qty	Unit	Rate in US \$	VAT in US \$	Total in US \$	Remarks
20.	Fresh Water including associated charges if any	01	TON				
21.	Connection & Disconnection of water	01	SER				
22.	Marine Charges	01	SER				
23.	Transportation of Marine equipment	01	LOT				
24.	Passenger Crews surcharge	01	PERS				
25.	Port Conservancy	01	SER				
26.	Pollution Control Charges by port	01	LOT				
27.	Anchorage berth	01	LOT				
28.	Diving clearance	01	SER				
29.	Berth Security Guard per day	01	PERSON				
30.	Mobilisation/ Demobilisation of equipment (Brow/ Fender)	01	LOT				
31.	Laissez-passer for water tank	01	LOT				
32.	Port indemnity fees	01	LOT				
33.	Pilotage fee	01	LOT				
SEWAGE REMOVAL AND DISPOSAL							
34.	Pier Side and Anchorage Removal by Truck/Barge	01	TON				
35.	Mobile Toilets inclusive of cleaning services	01	NOS				
36.	Oily Waste and aggregate water removal and disposal (Est)	01	TON				
AIRPORT LOGISTICS							
37.	Ground handling and support equipment	01	SER				
38.	Refuelling	01	SER				
39.	Cleaning	01	SER				
40.	Stand/ Hanger	01	LOT				

S No	Description	Est Qty	Unit	Rate in US \$	VAT in US \$	Total in US \$	Remarks
41.	Lounge Access	01	PERSON				
42.	Catering	01	PERSON				
COMMUNICATION							
43.	Mobile hand phone with charger & accessories	01	DAY				
44.	Prepaid SIM	01	NOS				
45.	Pre-paid start up kit	01	CARD				
46.	Pre-paid recharge coupons	01	CARD				
47.	Internet connection (Modem required)	01	SER				
48.	Internet connection – Wi-Fi Router	01	SER				
49.	Supply of News Paper/ English periodicals	01	SER				As required.
TRANSPORTATION							
50.	15 PAX Van AC with Driver/ fuel	01	DAY				- Details of overtime to be mentioned - Hrs per day to be specified - Within City/ Outside City rates be mentioned separately
51.	Car Sedan AC with Driver/fuel	01	DAY				
52.	Car SUV AC with Driver/fuel	01	DAY				
53.	Bus 40- 50 PAX AC with driver/fuel	01	DAY				
54.	Bus 20- 25 PAX AC with Driver/fuel	01	DAY				
55.	Boat – 20 persons	01	HR				
56.	Boat – 100 persons	01	HR				
FUEL							
57.	Marine Gas Oil (LSHSD) (A) By Barge (B) By Tanker	01	TON				(a) Necessary fuel sample test certificate is required to be produced before embarking fuel onboard the ship. (b) Fuel quote from oil company to be provided. (c) Service charges including certification charge

S No	Description	Est Qty	Unit	Rate in US \$	VAT in US \$	Total in US \$	Remarks
							is to be indicated separately.
58.	AVCAT (A) By Barge (B) By Tanker	01	LTRS				(a) Necessary fuel sample test certificate is required to be produced before embarking fuel onboard the ship. (b) Fuel quote from oil company to be provided. (c) Service charges including certification charge is to be indicated separately.
59.	Fuel/AVCAT sample test and certification	01	SER				For samples provided by ship
60.	JET A1/JP 18	01	LTRS				
PROVISIONS							
61.	Provisions						As per attached tentative list at Encl VII
MISC							
62.	Formalities relating to Immigration & Repatriation Charges of Ships/AC Crew (excluding the cost of air tickets)	01	SER				
63.	Minor Repairs/ Welding Work/ Maintenance Work	01	SER				Equipment charges, port permission, Assessment, Insitu or workshop repair charges to be indicated separately
64.	Security/ custom Clearance of items taken in/ out of port/airport for various activities	01	SER				
65.	Collection/ Despatch post Custom clearance	01	SER				

S No	Description	Est Qty	Unit	Rate in US \$	VAT in US \$	Total in US \$	Remarks
	for spares ex India/ other country.						
66.	Medical Assistance	01	SER				Charges in addition to actual cost of service by hospital
67.	Administrative support for hosting reception/ events onboard (a) Tents/Awning (b) Tables/Chairs (c) Lighting (d) Fans/Coolers (e) Seating Sofa arrangement (f) Liaison with press (g) Stage (h) Audio system (j) Banners (k) Portable generator	 01 01 01 01 01 01 01 01 01 01	 Sq mtr Nos Mtr Nos Nos Ser Sq m Nos Sq m Day/Hrs				Audio system for press conference - Min 3 mic with stand - 3 speakers - 01 Amplifier/mixer
68.	Interpreter services	01	Hrs				
69.	Cancellation Penalty if any - Fuel - Avcat - Jet A1/JP8 - Provisions						Percentage/ Time factors be indicated if applicable

Enclosure VII**TENTATIVE LIST OF PROVISIONS**

(It may please be indicated whether the agency would be able to supply the provision as per quoted Price during the tenure of the contract)

Ser	Description of provisions	Unit
1	Cauliflower	Kgs
2	Cabbage	Kgs
3	Tomato Red	Kgs
4	Capsicum (Green / Red/ Yellow)	Kgs
5	Carrot	Kgs
6	Brinjal/ Egg plant	Kgs
7	Lime/ Lemon	Kgs
8	Cucumber	Kgs
9	Green Chilly	Kgs
10	Ginger	Kgs
11	Bottle Gourd	Kgs
12	Lady Finger	Kgs
13	Fresh Beans	Kgs
14	Green Peas	Kgs
15	Beet Root	Kgs
16	Mushroom	Kgs
17	Potato Fresh	Kgs
18	Zucchini	Kgs
19	Onion	Kgs
20	Garlic	Kgs
21	Broccoli	Kgs
22	Iceberg	Kgs
23	Coriander	Kgs
24	Spinach	Kgs
25	Curry Leaves	Kgs
26	Spring Onion	Kgs
27	Mint Fresh	Kgs
28	Pumpkin	Kgs
29	Radish	Kgs
30	Apple Red	Kgs
31	Grapes	Kgs
32	Papaya	Kgs
33	Pears	Kgs
34	Kiwi	Kgs
35	Pomegranate	Kgs
36	Orange	Kgs
37	Guava	Kgs
38	Watermelon	Kgs

39	Musk Melon	Kgs
40	Banana	Kgs
41	Dragon Fruit	Kgs
42	Avocado	Kgs
43	Strawberry	Kgs
44	Mosambi	Kgs
45	Plum	Kgs
46	Mango	Kgs
47	Lemon	Kgs
48	Pineapple	Kgs
49	Butter Fresh Salted	Kgs
50	Milk Tetra	Ltrs
51	Refined Flour (Maida)	Kgs
52	Wheat Flour (Atta)	Kgs
53	Gram Flour (Besan)	Kgs
54	Semolina Suji	Kgs
55	Basmati Rice	Kgs
56	Sugar	Kgs
57	Poha	Kgs
58	Chicken Frozen	Kgs
59	Mutton	Kgs
60	Eggs	Nos
61	Fish Fresh (Surmai/ Pamphlet/ King)	Kgs
62	Fish Prawns/ Tiger Prawns	Kgs
63	Panner	Kgs
64	Mustard Oil	Ltrs
65	Coconut Oil	Ltrs
66	Refined Oil	Ltrs
67	Pav	Kgs
68	Bread White	Kgs
69	Bread Brown	Kgs
71	Moong Dal	Kgs
72	Dal Chana	Kgs
73	Kala Chana	Kgs
74	Masoor	Kgs
75	Masoor Whole	Kgs
76	Gram Whole	Kgs
77	Ani seed	Kgs
78	Cumin seed	Kgs
79	Baking Soda	Kgs
80	Chilli Powder	Kgs
81	Kashmiri Chilli Powder	Kgs
82	Pizza Base	Nos
83	Pizza Sauce	Kgs
84	Jam	Btl
85	Orange Crush	Btl
86	Burger Buns	Pkt

87	Cookies	Kgs
88	Muesli	Kgs
89	Chocos	Kgs
90	Corn Flour	Kgs
91	Coconut Powder Pasta	Kgs
92	Mixed Fruit juice Tetra pack 200 ML	Nos
93	Cold Coffee Tetra Pack 200 ML	Nos
94	Manago Juice Tetra Pack 200 ML	Nos
95	Mango Juice 1 Ltr	Nos
96	Orange Juice 1 Ltr	Nos
97	Chocolate Snickers	Kgs
98	Papad	Kgs
99	Maggi Veg 500 gm	Pkt
100	Maggi Non-Veg 500 gm	Pkt
101	Pickle	Kgs
102	Mayonnaise	Kgs
103	Dates	Kgs
104	Dry Dates	Kgs
105	Coconut Dry	Nos
106	Roohafzah	Ltr
107	Veg Pattie	Nos
108	Chicken Pattie	Nos
109	Cheese Mozzarella whole	Kgs
110	Chocolate Compound Block	Kgs
111	Green Tea	Kgs
112	Tea	Kgs
113	Coffee Beans	Kgs
114	Mixed Chocolate	Kgs
115	Chicken Lollypop	Kgs
116	Muffins plain vanilla essence/ chocolate	Nos
117	Ice Cream	ltrs
118	Milk Powder	Kgs
119	Biscuits Parle – G	Kgs
120	Cashew Nuts	Kgs
121	Almonds	Kgs
122	Masala (Biryani/ Chicken/ Meat)	Kgs