

Corrigendum No.4

Name of Work: Operating and Managing Pre – Paid Taxi Services at Kannur International Airport

Tender No : KIAL/BDM/22/2023

Clause No 15 of the NIT stands amended as follows;

The required infrastructure (Hardware & Software) shall be arranged by the Licensee. The software system used for prepaid taxi services operation at Kannur International Airport shall have the following features.

1. Provision for capturing the following;
 - 1.1 Vehicle Registration
 - 1.2 Vehicle document and validity updation and renewal
 - 1.3 Driver Registration
 - 1.4 Driver License and PCC validity and updation
 - 1.5 Vehicle - Driver mapping – with mobile number linked to each taxi
 - 1.6 Destination Master with Kilometer – Should have destination master, provision to add nearby extra kilometers from a particular destination, should have the provision to automatically add new locations
 - 1.7 Vehicle Rate setting - Differential rate based on different type (engine capacity) taxi, auto etc.
 - 1.8 Registration of reporting vehicle (at counter/through mobile app with geo fencing)
 - 1.9 Employee counter wise login
 - 1.10 Call/SMS/Message alert for drivers up on billing at the Counter
 - 1.11 Counter wise billing history and consolidated billing history
 - 1.12 Bill delete / Cancellation history
 - 1.13 Billing Report Period wise
 - 1.14 Tax Report
 - 1.15 Future provision for return taxi billing
 - 1.16 Provision for SOS alert in the vehicle
 - 1.17 Mapping/tracking of GPS system installed in the taxis
 - 1.18 Facility for integration of data with call centre - future requirement
 - 1.19 Provision for receiving complaints and forwarding to KIAL and the taxi operator.
2. Should have 24 Hour support for upkeeping and maintenance of the software system.
3. Rate setting/updation will be applied only after taking prior approval from Super Admin (KIAL) through the system, and KIAL IT Team shall be the nodal department on matters related to the software.
4. Periodic Training to staff at the Prepaid taxi counters
5. Billing and Report related enhancements – as per request of KIAL
6. Passenger receipts generated by the system shall contain the following details:
 - 6.1 Date and time of booking
 - 6.2 Destination Name and distance

- 6.3 Rate per km
- 6.4 GST
- 6.5 Driver Name and mobile number
- 6.6 Vehicle Registration number
- 6.7 Duty manager mobile no.
- 6.8 Call Centre number/SOS Number
- 6.9 Email id/QR Code for feedbacks/complaints
- 6.10 Passenger name & Mobile number
- 6.11 GST details
- 6.12 Bill generated by (name of the counter staff and the counter number)
7. Ensure smooth maintenance and timely upgradation whenever necessary.
8. KIAL will have free access to the software and may inspect the transactions any time.
9. Admin access to the software and database will be available with KIAL, and KIAL will be given Super Admin rights.
10. Generation of Reports as per KIAL's requirement, including the following;
 - 10.1 Passenger Name and Contact Details (Mobile Number)
 - 10.2 Date & Time of Booking
 - 10.3 Destination name and Distance travelled
 - 10.4 Amount Collected with bifurcation details
 - 10.5 Rate per KM
 - 10.6 Vehicle Registration number
 - 10.7 Type of Vehicle
 - 10.8 Counter-wise and consolidated report
 - 10.9 Any other details as requested by KIAL
11. Facility to book pre-paid taxi through KIAL website/mobile App.
12. The agency shall keep back up data and should submit to KIAL as and when required
13. Monthly data back up to be submitted to KIAL.
- 15.1 Along with Technical Bid, the bidder is required to submit an Undertaking (Copy enclosed) on their letter head stating that, their software shall have all features/provisions as detailed in Clause No. 15 above and shall make all necessary arrangements in this regard.
- 15.2 The hardware and software should be approved by KIAL IT Department prior to commencement of operation. The Successful Bidder, prior to the commencement of operations shall give a demonstration of the software and its features as detailed in Clause No. 15, and if KIAL finds it not satisfactory, KIAL shall have the right to negotiate with the second lowest bidder and reserves the right to award the work to them if found acceptable.

All other terms and conditions of the NIT shall remain the same.

Sd/-
Managing Director

Undertaking for Deployment of Software
(To be submitted in the letter head of the bidder)

I/Wehereby declare that I/We..... shall provide the software and hardware for prepaid taxi services at Kannur International Airport, meeting all the requirements as per Clause 15 and other conditions in the Scope of Services of NIT.

Signature & Seal:

Name:

Designation:

Date: