Procurement Title	PROVISION OF STAFF TRANSPORT SERVICES
Procurement reference	MEL/ONB/TRANSERV/0635/26
Date:	24th November 2026
Subject	Addendum No 1

Addendum No 1

Dear Sir/Madam,

Please refer to our invitation for bid dated 14th November 2026 in respect of the above-mentioned procurement exercise.

Following Pre-Bid meeting held, we wish to inform you that page 16 and page 18 have been deleted and replaced by page 16R and page 18R respectively. The revised pages are at Annex 1 and Annex 2.

You are kindly requested to take note of these amendments and to submit your bid accordingly.

Thank you,

Yours Sincerely,

.....

Mrs R.Ramdial

Procurement & Supply Officer

Metro Express Ltd.

Annex I

2.3 Service Provider

2.3.1 Trips should be performed safely, comfortably, punctually and efficiently during the agreement. The contractor shall submit a comprehensive risk assessment on all the hazards which drivers, passengers and public will be exposed to.

2.3.2 The Service Provider should ensure that all vehicles are properly licensed and maintained in good running and serviceable conditions at all times.

2.3.3 The Service Provider shall be duly registered with relevant authorities.

2.3.4 The Service Provider shall ensure that Public Service Vehicle Licence (PSVL) are obtained for the transfer of employees of Client and any other designated persons as requested by the Client and any other relevant documents from the authorities. Copy of PSVL should be submitted before signature of contract or operations. The Service Provider should also ensure that all requirements with regards to PSVL such as variations for the carriage of employees with access to the depot are done **at the earliest possible** after award of contract. (NOT APPLICABLE)

2.3.5 The Service Provider must delegate a representative to monitor his operations in and out and on different shifts. The representative should be contactable 24/7 by any means of communication. The Service Provider must officially advise the name and contact details of the operational representatives. The representatives should be empowered to take operational decisions and to answer to operational queries. The representatives should be able to cater for any additional transport requests or changes from the Client's at short notice even for night trips.

2.3.6 The Service Provider will be allocated trips to perform on the eve of the day of operation in exceptional cases and nature of work. However, the Client may allocate trips at short notice the Service Provider should be able to perform same. In case of Force Majeure, allocation of trips will depend on operational constraints. The Client reserves the right to modify any trip at short notice, and this will not be considered as a cancellation.

2.3.7 After acceptance of a trip, it is the responsibility and obligation of the Service Provider to ensure that trips are performed on time and in accordance with this agreement. Refusal to perform any trip will be acceptable in extreme cases only and same should be fully justified and the Client informed in advance, otherwise the full cost of this trip will be charged to the Service Provider.

2.3.8 The Service Provider shall perform each trip as per the transport scheduled agreed. The Service Provider is not allowed to reshuffle passengers on different trips and/or combine trips without prior authorization of the Client. Moreover, any combination of trips and/or reshuffling of passengers resulting in the cancellation of one or more trips should be communicated to the Client and transport

Date..... Bidder's signature .....

Annex 2.

writing. Any additional costs arising solely from such requirement shall be subject to mutual agreement between the Parties.

2.3.11 In the event of any accident/incident, the Service Provider shall aid the employees of the Client as well as any other designated persons as requested by the Client and submit a report to the Client on any accident within 2 hours after the event. The Service Provider should also arrange for any injured persons during an accident to be sent to the nearest medical institution and any other necessary administrative arrangements pertaining to Road Traffic Act.

2.3.12 The Service Provider shall be solely liable and shall take full responsibility for any loss or damage resulting to any of the employees of the Client as well as any other designated persons as requested by the Client and/or his/their property from an act or omission of the Service Provider relating to the provision of transport services under the present agreement.

2.3.13 The Service Provider shall indemnify and hold the Client harmless against all actions, suits, claims, demands, costs, charges, judgments and expenses arising out of the performance of the transport services under this agreement including death and or injury of third parties and or loss and / or damage to property of third parties.

2.3.14 The Service Provider shall indemnify and hold harmless the Client from and against all liabilities, damages and losses to its vehicles, arising from or in connection with the performance of its obligations under the present agreement.

2.3.15 Any change in ownership of the Service Provider company whether through a merger or a takeover should not affect any obligations under the contract. However, prior to any change in ownership, the Client should be informed at least 30 days in advance by the Service Provider. The Service Provider should call a meeting between the Client and the prospective buyer whereby the latter is made aware of its obligations under the existing contract. The Client reserves its right to terminate the contract for any reasons including but not limited to it not being satisfied with the experience and credentials of the prospective buyer.

2.3.16 Within Thirty days (30) **calendar days** of receipt of the Letter of Award, the Service Provider shall furnish the Client with a **Performance Security** equivalent to 10%, in the form of a **Bank Guarantee** issued by a licensed bank and operating in Mauritius. The Performance Security shall remain valid for the entire duration of the Contract and shall continue to be valid for a period of **three (3) months** after the expiry or termination of the Contract. Failure to submit the Performance Security within the stipulated period may result in the withdrawal of the award, forfeiture of any bid security (where applicable), and any other remedies available to the Client under the Contract. (NOT APPLICABLE)

Date..... Bidder's signature .....