

**National Highways & Infrastructure Development Corporation Ltd.**  
**3<sup>rd</sup> Floor, PTI Building Bhawan, Parliament Street, New Delhi-110001**

Dated, the 9<sup>th</sup> March, 2018

**Subject: Notice Inviting Tenders (NIT) for Empanelment of Travel Agents for Booking of Tickets for Domestic and International Air and Railway Journey.**

Sealed quotations in the form of techno-commercial bids are invited from travel agents for empanelment of travel agencies for domestic and international air tickets and railway tickets booking. The scope of work and terms and conditions are as under:

**TERMS AND CONDITIONS**

**1. Scope of Work**

- (a) Providing International and Domestic air tickets and railway tickets for NHIDCL officers and functionaries.
- (b) Making of the itineraries of travel of the officials, based on fares that are most cost effective as well as the best suited to purposes of NHIDCL.
- (c) Providing Protocol services at Airports (on need basis).
- (d) Hotel bookings (on need basis)

**2. Qualification for bidders**

**2.1** The companies/ firms/agencies should fulfil the following technical specifications:

- a. The Travel agents should have been approved by International Air Transport Association (IATA) and should have been registered with IRCTC.
- b. The office of the travel agents should be based in Delhi for convenience of the office of NHIDCL presently located at PTI Building, 4 Parliament Street, New Delhi-110001.
- c. The Travel Agency may be a Sole proprietary concern, Partnership firm or a Company and should be registered with the Registrar of Firms/Companies in accordance with the Law, as applicable.
- d. The Travel Agency should have a GST Registration Number and PAN number during the entire contract period.

e. The agency should have at least 3 years' experience of providing domestic/ international ticket booking services, Railway Ticket Booking to reputed institutional customers like Central Government/State Government/PSU/Banks/ Corporates etc. and should have successfully executed the work with an average annual turn-over of at least 5 crore per annum during the last three Financial Years.

f. The travel agency must be registered under IATA and have Airline Computerised Reservation Systems (CRS), electronic mail, whatsapp and other modern communication systems (*Proof to the above must be attached with the Technical bid*).

g. The Service Provider Company / Firm / Agency shall submit affidavit of self-declaration stating that the agency is/ has not been black listed by Central Government / State Government / any PSU.

**2.2** The bidder should submit the duly attested documentary evidence in the form of satisfactory completion certificate issued by the firm/companies in which bidder had executed the similar work in support of the span of experience and satisfactory completion of work.

### **Other Terms & Conditions**

3. The Service provider shall be liable for depositing all taxes, levies, Cess etc. on account of services rendered by it to the NHIDCL to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

4. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Act, as amended from time to time and requisite certificate to this effect shall be provided to the Agency by NHIDCL.

5. In case, the tendering agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof NHIDCL is put to any obligation, monetary or otherwise, NHIDCL will be entitled to get itself reimbursed out of the outstanding bills or the security deposit of the Agency, to the extent of the loss or obligation in monetary terms.

6. The agency shall provide the tickets at the lowest available price for that day/instance and provide a certificate to this effect with each bill. The Agency shall also ensure that the required records are maintained to ascertain the lowest price of the day for a minimum period of two months after the bill cycle. In case of violation of aforesaid conditions, the company shall be liable to be black listed including forfeiture of Performance Guarantee without any further correspondence in the matter.

### **Earnest Money Deposit**

7. Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty Five thousand only) in the form of Demand Draft or Bankers Cheque drawn in favour of Managing Director, NHIDCL payable at New Delhi is required to be attached with the technical bid. The EMD shall be adjusted/ returned on submission of the Performance Guarantee in case of successful bidder while the same shall be returned to the unsuccessful bidders after completion of tendering process

### **Evaluation of bids**

8. A minimum score of 70 (out of 100) is required for qualifying in technical bid evaluation based on the following criteria:-

Sl.No.	Parameters	Marks
1.	Length of experience of providing similar service (a certificate of incorporation is to be attached)	Maximum 20 Marks 3 yrs = 05 marks (5 Marks for each completed year subject to maximum 20 marks )
2.	Client profile — Number of Government organizations/PSUs/Corporates presently serving (list of clients to be enclosed with the technical bid), alongwith client satisfaction (certificate from client organization to be attached).	5 marks for each client subject to maximum 20 marks
3.	<b>Available infrastructure for providing service:</b> The travel agency must be registered under IATA and have Airline Computerised Reservation Systems (CRS), electronic mail, other medium of modern communication systems ( <i>documentary evidence to the above must be attached with the Technical bid</i> ): Please note: Only direct Agents shall be considered and not the sub-agents.	20 (Essential qualification criteria, without this does not qualifies)
4.	Level of client satisfaction (certificate from client organization to be attached)	Based on grading in the client certificate, 5 marks for each Excellent/ Very Good grading, 3 marks for each Good grading, 2 marks for each Satisfactory grading, subject to maximum 20 marks. (Only first four of such certificates shall be evaluated)
5.	Sound financial standing of the tendering firm in terms of annual turnover, during the last three years. (CA's Certificate Only shall be accepted in this regards).	Maximum 20 Marks 1. 5 cr to -10 cr = 05 marks 2. Above 10 to 15 cr = 10 marks 3. Above 15 to 20 cr = 15 marks 4. Above 20 cr = 20 marks

9. Financial bids of technically qualified and eligible bidders would be considered for the financial evaluation.

10. NHIDCL may at the discretion, prepare a panel of three travel agencies for obtaining service(s). The Letter of award shall be issued to the successful bidder(s). In case of failure to submit acceptance of the LoA, the NHIDCL may, at its discretion, offer a Lol to the next successful bidder as per panel. In such event, the agency has to match the financial bid of L-1 bidder.

**11. Performance Guarantee:** The firm shall be required to submit Performance Security deposit/ bank guarantee of Rs.1.00 lakhs (Rupees One Lakh Only) in form of Fixed Deposit Receipt (FDR) made in the name of company / firm / agency and hypothecate the same in the name of Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi or Demand Draft in favour of Managing Director, National Highways & Infrastructure Development Corporation Limited. The bank guarantee/ FDR must be valid for two months over and above the contract period.

#### **Tenure of Contract**

12. The tenure of the contract shall initially be two years. However, the Competent Authority in NHIDCL, may at his discretion, allow extension of the tenure of contract, for another one year subject to satisfactory services of the firm and on the same terms & conditions.

#### **Satisfactory service**

13. The decisions of Competent Authority in NHIDCL, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

#### **Prohibition of sub-contract or transfer**

14. The firm / agency shall not be allowed to sub-contract this work under any circumstances.

#### **Resolution of dispute**

15. In case of dispute, the decision of the Competent Authority in NHIDCL shall be final and binding.

#### **Payment**

16. The payment shall be released on submission of invoices for each completed calendar month by ECS/ RTGS / NEFT transfer. However, in case of delay due to unforeseen circumstances, NHIDCL shall not pay any interest on such late payment.

## **Submission of bid**

17. The quotations/bids must be submitted in two envelopes in the prescribed pro-forma provided in Annexure – I (Technical Bid) and Annexure – II (Financial Bid). Bids not received in the prescribed pro-forma are liable to be rejected.

**17.1 Technical Bid:** The Technical bid should be submitted in envelope 1, in the pro-forma prescribed as at Annexure – I, along with the following documents and shall be submitted in a sealed cover and super scribed as "**Technical Bids**":

- (i) Attested photocopies of PAN No., GST Registration No. and Registration Certificate of the firm.
- (ii) Attested photocopies of documents in support of possession of requisite experience by the firm.
- (iii) Earnest money deposit as required above (Para 7).
- (iv) An undertaking to the effect that the said firm is willing to abide by the terms & conditions of NHIDCL contained in the NIT in the format given in Annexure-III.
- (v) An affidavit on a 10/- stamp paper duly attested by a Notary Public containing self-declaration to the effect that the agency is / has not been black listed by Central Government / State Government / any PSU in the format given in Annexure-III.
- (vi) Signed and stamped copy of the NIT, in proof of accepting all the tender conditions.
- (vii) The Bid document must be indexed and page numbered.
- (viii) Shortlisted agency is also required to ensure their service on Saturday/ Sunday and other holidays.

**17.2 Financial Bid:** The Financial bid may be furnished in envelope 2 in the prescribed pro-forma given in Annexure-II and kept in a sealed cover super scribed as "**Financial Bid**".

**17.3** Two separate sealed covers containing the Technical Bid and Financial Bid may be kept in another sealed cover and addressed to the GM (HR), NHIDCL. The cover should be super scribed as "Tender for Engaging a Travel Agency for NHIDCL".

**18. Last Date of submission:** The tender complete in all respects should reach GM (HR), NHIDCL by 02.04.2018 upto 15:00 hrs.

**19. Opening of Tender:** The Technical Bids shall be opened at 16:00 hrs on the last day of the receipt of tender, bidder are welcome to attend the same.

**20.** NHIDCL reserves the right to reject any or all of the tenders without assigning any reason.

GM(HR)

**Annexure-I**

**National Highways & Infrastructure Development Corporation Ltd.**  
**3<sup>rd</sup> Floor, PTI Building, Parliament Street, New Delhi-110001**

**Technical Bid for Empanelment of Travel Agency for booking of Domestic,  
International Air Tickets and Railway Tickets**

Sl. No	Particulars	Details to be filled by the Agency	Page No. of attachment
1.	Name of the Firm / Agency		
2.	Registered office/business address of the agency		
3.	Name of Contact Person		
4.	Address with telephone, Fax numbers, Email and name(s)		
5.	Year of Incorporation/ Constitution of the Firm/Agency (Attach Copy)		
6.	Income Tax - PAN No. (Attach copy)		
7.	GST No. (Attach copy.)		
8.	Whether registered with Registrar of Companies. Date of Registration (Attach copy of Registration Certificate)		
9.	Customer Profile (Attach copy(s)/ documentary proof)		
10.	Infrastructure details Whether the agency is providing domestic/ international ticket booking services and Railway ticket booking to reputed institutional customers like Central Government/State Government/any PSU etc. Give names of institutions /agencies empanelled/providing such services. <b>(Attach copy(s) of proof)</b>		
11.	Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other relevant details.		
12.	Additional facilities offered other than booking tickets along with transaction charges/ service fees/other charges if any		
13.	Whether the agency has achieved an average annual sales turnover	YES/NO	

Sl. No	Particulars	Details to be filled by the Agency	Page No. of attachment
	of Rs. 15.00 crore during the last three financial years i.e. FY 2014-15/ 2015-16 / 2016-17 (Attach certificate of CA and copy of P&L A/c of relevant year)	Turnover for :- FY 2014-15 Rs .....Cr FY 2015-16 Rs ..... Cr FY 2016-17 Rs ..... Cr	
14.	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerised Reservation System (CRS), Whatsapp, electronic mail and other modern communication systems.	YES/NO  (attach documentary proof)	
15.	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days.	YES/NO	
16.	Please indicate whether the agency is prepared to offer five weeks credit	YES/NO	

#### 17. Format for giving details of key personnel of the agency

Sl.No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

#### 18. Details of EMD

Demand Draft No.....Date of issue.....Name of issuing bank.....

**19. Verification** – The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection besides initiation of penal proceedings by NHIDCL if it deems fit.

Date:

Place:

Signature of authorized signatory (with Full Name and Seal)

**National Highways & Infrastructure Development Corporation Ltd.**  
**3<sup>rd</sup> Floor, PTI Building, Parliament Street, New Delhi-110001**

**Financial Bid for Empanelment of Travel Agency for booking of Domestic,**  
**International Air Tickets and Railway Tickets**

Name and address of tendering Service Provider Company / Firm / Agency

Sl. No.	Particulars	Details to be filled by the Agency
1.	Please indicate if the travel agent desires to levy any service charge/administrative charge/transaction charge or any other charge from NHIDCL for booking of tickets Air /Rail.	Amount in Rs. ____/- to be charged by the agency per person per ticket*.

- Zero(0)/ Nil Agency charges are also acceptable

Note:- In case of tie in the agency charges in Financial Bid, the agency which scores higher marks in technical evaluation will be selected and considered for award of contract. Further in case of tie in Technical score as well, the agency shall be selected or the award will be given to the agency by draw of lots in the office of M.D., NHIDCL, as per the established procedure in presence of authorised representative of both the bidders.

Signature of authorized signatory  
Full Name:  
Seal:



**DECLARATION (To be given on a stamp paper of Rs. 10/-)**

I, Mr. / Ms. / Dr. \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ / Partner / Director, an authorized signatory of the Company / Firm / Agency, namely M/s \_\_\_\_\_ is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;

4. I do hereby undertake that the Company / Agency / Firm shall comply with all statutory provisions relating to Service tax and any other taxes / Acts / Rules relevant to the matter and in case any liability to deposit any amount arises on NHIDCL, the Company / Agency / Firm shall bear the same;

5. It is also certified that the Company / Firm / Agency namely M/s \_\_\_\_\_ its registered office at \_\_\_\_\_ has not been black-listed by any Government Department / Public Sector Undertaking for engaging a travel agency;

signatory

Signature of authorized

Full Name:

Seal:

Date:

Place: