

**TENDER DOCUMENT
FOR EMPANELMENT OF TRAVEL AGENCY
FOR BOOKING OF AIR
(INTERNATIONAL/DOMESTIC)/TRAIN
TICKETS AND OTHER RELATED SERVICES**



**NATIONAL INSTITUTE OF OPEN SCHOOLING
A 24/25, INSTITUTIONAL AREA, SECTOR-62,
NOIDA-201309 (U.P.)**

Sl. No. _____

Date of issue _____
Cost of Rs. 500/- (Rupees Five Hundred Only) **(Non Refundable)** deposited at NIOS Cash Counter, A-24/25, Sector – 62, Noida – 201309
vide NIOS Receipt No. _____ dated _____

OR

Deposited through Bank Draft No. _____ dated _____ for Rs. _____ drawn on _____ (name of the Bank) in favour of the Secretary, NIOS, Payable at Noida (to be attached with the Technical bid form)

Tender Document to be put in the Tender Box kept in Maintenance Section, Room No. 204, 2nd Floor, NIOS, A 24/25, Sector-62, Noida

Last date and time for sale of Tender Form : Till **12.00 hours of 25.04.2013**

Last date and time for submission of Sealed Tender: **26.04.2013 upto 14.00 Hrs.**

Date & time for opening of the Technical bid: **26.04.2013 at 14.30 Hrs.**

Venue for opening Technical Bid(s):

**National Institute of Open Schooling
Maintenance Section, 2nd Floor,
A-24/25, Sector-62,
Noida-201309 (U.P.)**

National Institute of Open Schooling(NIOS)

(An Autonomous Organisation of the Ministry of Human Resource Development, Govt of India)

A-24/25, Sector – 62, Noida – 201309 (U.P)

TENDER FOR EMPANELMENT OF TRAVEL AGENCY FOR BOOKING OF AIR (INTERNATIONAL/DOMESTIC)/TRAIN TICKETS AND OTHER RELATED SERVICES

National Institute of Open Schooling (NIOS) is an autonomous organization of the Deptt. of School Education & Literacy, Ministry of Human Resource Development (MHRD), Govt. of India. It provides education opportunities for Secondary and Senior Secondary levels and also for Vocational courses to persons who wish to study further and qualify for a better tomorrow. The mission of NIOS is to provide education to all with special concern for girls and women, rural youths, working men and women, SC and ST, persons with disability and other disadvantaged persons who for one or the other reason could not continue their education with the formal system. NIOS operates through a network of Fifteen (15) Regional Centres and Two (2) Sub-Regional Centres and about three thousand Accredited Institutions (AIs) commonly known as Study Centres in India. **NIOS is the largest open schooling system in the World**

01 INSTRUCTIONS TO BIDDERS

- (i) National Institute of Open Schooling invites sealed tenders from the established, reputed and International Air Transport Association (IATA) approved travel agencies and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) Registered reputed travel agencies for providing Air (International/Domestic)/Train

tickets & other related services to the NIOS IN TWO BID SYSTEM (TECHNICAL AND FINANCIAL BID) for a period of two years which can be extended for a further period of two more years on mutual consent. The anticipated annual business will be around Rs. 25 lacs approx. The tender document comprising of Technical and Financial Bid can be obtained from the Section Officer(Maintenance), Room No. 204, 2nd Floor, National Institute of Open Schooling, A-24/25, Institutional Area, Sector-62, Noida-201309 (U.P) on payment of Rs. 500/- (Rupees five hundred only) by way of a Demand Draft drawn in favour of the Secretary, NIOS payable at Noida.

- (ii) The tender document can also be downloaded from the website of NIOS as well as from Central Public Procurement Portal i.e. www.nios.ac.in shall be valid for participating in the tender process if EMD and cost of tender document is enclosed.
- (iii) The proposal must to be submitted in two separate envelopes, first one envelop should contain "Technical Bid" along with EMD of Rs. 62,500/- (Rupees sixty two thousand five hundred only) and cost of the tender document of Rs. 500/- (Rupees five hundred only) in the shape of Demand Draft of any Nationalized Bank in favour of the Secretary, NIOS payable at Noida and second one envelop should contain "Financial Bid" after quoting the rates in Annexure-II. Both the envelopes should be sealed properly and submitted in a single cover superscribed "Empanelment of Travel Agency (Air (International/domestic)/Train Tickets and other related services)". The tender document shall be opened at given date and time. No interest shall be paid on EMD.
- (iv) The successful tenderer shall be required to submit security deposit/performance guarantee of Rs. 1,25,000/- (Rupees one lakh twenty five thousand only) performance guarantee by way of Demand Draft drawn in favour of "Secretary, National Institute of Open Schooling, Noida" immediately after execution of the agreement as interest free security deposit for ensuring good performance and for security purposes which shall be released at the time of expiry / non-renewable of the contract. On receipt of security deposit, EMD of the successful tenderer shall be returned without any interest.
- (v) The intending tenderers are advised that the Financial Bids of only those tenderers shall be opened whose Technical Bids are found meeting the eligibility criteria. The Technical Bids of only those tenderers who have deposited the requisite Earnest Money in an acceptable form i.e. by way of Demand Draft in favour of the Secretary, NIOS, Noida shall be opened.

02 SCOPE OF WORK:

NIOS has its Offices located at (i) A-24/25, Sector-62, Noida, (ii) Regional Officer, Delhi at A31, Sector-62, Noida and at Material Distribution Deptt., C/O CWC, Rana Pratap Bagh, G.T. Karnal Road, Delhi. Since, NIOS is an educational Institute and its Regional Centres are located all over India, it needs the facility of booking of air(International/national) /train tickets for its Officers almost on day to day or regular basis.

03 ELIGIBILITY CRITERIA:

- (i) Agency should be registered with International Air Transport Association(IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC).
- (ii) Agency must have at least 5 years relevant experience in providing travel related services for various reputed organizations /Department of Government of India/ Public Sector Undertakings /Statutory bodies/MNCs.
- (iii) Agency must have minimum average Annual Billing (Turnover) of Rupee Three Crore per year during the last 3 years (enclose Turnover Certificate from a Chartered Accountant).
- (iv) Agency must be registered with Sales Tax/Service Tax and other required Authorities/ Departments, as applicable for the trade.
- (v) Agency should have filed IT returns for the last three Assessment Years.

04 TERMS & CONDITIONS OF THE CONTRACT:

- (1) The tender document containing Terms & Conditions” must be returned to us after signing each and every page as a token of acceptance of the terms & conditions of the contract along with the Technical Bid.
- (2) All offers in the prescribed formats should be submitted before date and time fixed for the receipt of offers as laid down in the tender document. Offers received after the stipulated date and time shall be summarily rejected.
- (3) The technical bid of the tender should be accompanied by an Earnest Money Deposit(EMD) of Rs. 62,500/- (Rupees Sixty two thousand five hundred only) by way of a Demand Draft drawn in favour of “Secretary, National Institute of Open Schooling, Noida” failing which tender shall automatically be treated as cancelled. The EMD to the unsuccessful tenderer will be refunded without any interest. In case, the performance of the bidder is not found satisfactory or fails to provide services during the period of contract, or causes any damage, in such circumstances the entire amount of Security Deposit or part of it, as the case may be, shall be decided by the Arbitrator (to be appointed by NIOS) shall be forfeited. If the successful bidder withdraws or alters its bid during the bid validity period, the EMD will be forfeited. If the Travel Agency after its selection fails or refuse to accept the offer of the NIOS for providing Air/Train Tickets and other related services, the Earnest Money Deposit will be forfeited.
- (4) The successful tenderer shall be required to submit security deposit/performance guarantee of Rs. 1,25,000/- (Rupees one lakh twenty five thousand only) performance guarantee by way of Demand Draft drawn in favour of “Secretary, National Institute of Open Schooling, Noida” immediately after execution of the agreement as interest free security deposit for ensuring good performance and for security purposes which shall be released at the time of expiry / non-renewable of the contract. On receipt of security deposit, EMD of the successful tenderer shall be returned without any interest.
- (5) The term of contract will be initially for a period of two years which can be further extended for two more years by mutual consent. The contract can be terminated by either side by giving two month’s advance notice but this will be the liberty of

NIOS. In case of unsatisfactory service/serious complaint, the contract can also be terminated by the NIOS immediately without assigning any reason.

- (6) The selected Tenderer will have to provide the following services:
- (a) Timely delivery of tickets, Visa service, Passport service and any other related services.
 - (b) The agency will ensure that Visa, Transit Visa or any other formalities required for international visits are fulfilled.
 - (c) Sometimes tickets and other related service will be required on a very short notice (2-3 hours) and also on holidays by the Chairman, HoDs and other Senior Officers of NIOS.
 - (d) The agency will provide 24 hours help line service number so that in case of any emergency NIOS/Traveller may contact the Agency. **The tenders of agencies who do not have 24 hours helpline facility will not be considered.**
 - (e) The agency will inform the Traveller about the cancellation/rescheduling of Flight by the Airlines.
 - (f) In case the tickets are delivered after the scheduled date and time, the agency will be solely responsible for the same and no payment will be made for it.
 - (g) Payment will be made by cheque only against submission of monthly bills.
 - (h) The agency will extend discounts/benefits, if any, on tickets offered by the airlines to NIOS.
 - (i) The agency will ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at Institute's campus during working hours/holidays/ after office hours (at the expense of the agency), collection of tickets for cancellation, getting visa, passports, confirmation/cancellation, up gradation/revalidation of tickets, delivery of tickets, documents.
 - (j) Booking and issuing of International/Domestic air ticket(s) including pre paid tickets.
 - (k) Booking and arranging of domestic railway tickets /foreign (including European railway tickets).
 - (l) Assistance for issue/obtaining new passport/ renewal and miscellaneous passport related services.
 - (m) Assistance for obtaining visa and submitting passport at the embassies.
 - (n) Issuance of foreign exchange as per RBI guidelines.

- (o) Obtaining travel related insurance including overseas medical insurance.
 - (p) The agency will be available at all times for booking /cancellation of both air and railway tickets.
 - (q) The agency will depute one employee /Executive to the Institute to look after the travel related work of the Institute in coordination with the concerned Officers/Officials of the Institute.
 - (r) The agency will pass on to NIOS all concessions /facilities extended by the airlines to the passenger on air journeys booked by NIOS.
 - (s) Submission of a formatted monthly statement of bills raised showing discount provided to the Institute. In addition to the above, the statement should also include the cost of ticket of airline / railway.
 - (t) Ensuring receipts of proper statement from airlines on points gained on deal codes secured by the Institute and ensuring proper utilization thereof.
 - (u) Assisting Institute's representatives in getting enrolled in frequent flyer programmes.
- (7) In case of any dispute, parties shall resolve the dispute by mutual discussions within a period of 30 days failing which regular courts at Delhi only will have the jurisdiction to adjudicate upon the matter.
- (8) All prices, taxes and other information like discounts, etc. having a bearing on the price shall be written both in figures and words in the prescribed form. Where there is a difference between amounts quoted in words and figures, the amounts quoted in words shall prevail. The Excise Duty, Sales Tax, WCT or any other Govt. duties etc. as applicable should be quoted separately, failing which, NIOS shall have no liability to pay these charges and the liability shall be that of the tenderer.
- (9) Each page of the offer shall be numbered and bear the signature of the tenderer at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any corrections should be properly authenticated.
- (10) A copy of Income Tax Return filed with Income Tax Office for the last three assessment years along with technical bid form should be attached.
- (11) The details of current /previous clients are to be submitted as per the following format:
- (a) Details of Major Current clients**
 - (i) Name of the company /organization /office
 - (ii) Contact person with telephone number and Email IDs
 - (iii) Contract Period
 - (iv) Copy of contract/agreement/experience certificate to be enclosed
 - (b) Details of Major Previous clients**
 - (i) Name of the company /organization /office
 - (ii) Contact person with telephone number and Email IDs

(iii) Contract Period

(iv) Copy of contract/agreement/experience certificate to be enclosed

- (12) The travel agency will be responsible for compliance with all Central and State laws as per rules/regulations/byelaws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.
- (13) The travel agency shall not assign the contract or any part thereof without the prior written consent /approval of the Institute. The travel agency shall also not sublet the work or part of the work except with the written consent of the Institute and such consent even if provided shall not relieve the travel agent from any liability or any obligation under the contract.
- (14) Acceptance of tender will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of the Institute. The successful tenderer is required to execute the agreement on a non judicial stamp paper within the time specified in the LOI.
- (15) The offer shall be valid for a minimum period of three months from the date of opening of technical bid.
- (16) The quoted rates should be inclusive of all taxes (including service tax) related to the above mentioned scope of work.
- (17) If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stands cancelled.
- (18) The losses to the Institute which are directly attributable to the agency shall be deducted from the bills /adjusted from the security deposit.
- (19) The travel agency should have Computer Reservation Ticketing facility of all airlines for domestic and international travel and providing on line booking facility for the same to the Institute.
- (20) The travel agency will have to submit a formatted monthly statement of bills raised showing discount provided to the Institute. In addition to the above, the statement should also include the amount of expenses on ticket booking airline wise/ domestic/international /railway.
- (21) NIOS reserves the right to reject or accept any or all application(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many tenderers/bidders are received satisfying the eligibility criteria.

The envelope superscribing “Technical Bid” should contain the following documents:

- Technical Bid Form(Annexure –I)
- Earnest Money Deposit(EMD)’s Demand Draft.
- Tender document having terms & conditions duly signed by the authorized person of the agency.

- Copy of International Air Transport Association(IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) registration of the agency.
- Copy of experience certificates of at least 5 years for providing travel related services for various reputed organizations /Department of Government of India/ Public Sector Undertakings /statutory bodies/MNCs.
- Copy of Annual Billing (Turnover) of Rupees Three Crore per year during the last 3 years.
- Copy of registration with Sales Tax/Service Tax and other required Authorities/ Departments, as applicable for the trade.
- Copy of IT returns for the last three Assessment Years.
- Any other documents required which the agency thinks important to submit.
- **The envelope superscribing “Financial Bid” should contain the following documents:**
- Annexure-II Financial Bid Form.

NIOS will have no binding as any conditions put forth by the tenderer on the “Technical Bid” or the “Financial Bid”. The technically qualified bidders will be informed about the date of opening of financial bid at a later date by the Institute.

EVALUATION OF OFFER

Tenderers will be short listed by a duly constituted Committee and if considered necessary, the duly constituted Committee may decide to visit and inspect the service providing facilities. The shortlisted bidders may be called for detailed discussions at a specified date, time and venue, if needed.

The Financial Bids shall be opened only for the technically short-listed vendors as decided by the duly constituted Committee and will be informed to tenderers accordingly.

NIOS reserves the right to accept or reject any or all tender without assigning any reason. The decision of the NIOS arrived at as above shall be final and representation of any kind shall not be entertained on the above.

LOCAL CONDITIONS:

It will be imperative on each tenderer to duly acquaint oneself with the entire local conditions and factors which would have impact on the performance of the contract and cost. NIOS shall not entertain any request for clarifications from the tenderer regarding local conditions. No request for the enhancement in price shall be entertained after the bidder has submitted the offer.

The tenders complete in all respects should reach the Section Officer (Maint.) Room No. 204, 2nd Floor, A-24/25, Sector-62, Noida-201309 (U.P.) on or before the stipulated date and time given in the tender document. The tenders received will be opened on the same day at specified time in the presence of the tenderers or their representatives. Late tenders will not be entertained at all.

5. PRICE SCHEDULE (TO BE UTILIZED BY THE BIDDERS FOR QUOTING THEIR LOWEST RATES)

The Bidder must quote their lowest rates in the Financial bid proforma appended at Annexure-II.

Secretary

TECHNICAL BID

Tender for providing Air(International/Domestic)/Train Tickets & other related services to NIOS.

Details of Earnest Money Deposit(EMD) of Rs. 62,500/-

Demand Draft No. _____ Dated _____

Issuing Bank

Address _____

(Please attach the Demand Draft with this Form)

Demand Draft must be in favour of the "Secretary, National Institute of Open Schooling, Noida"

Sl.No.	Items	Information/Inputs to be filled in by the tenderer
1.	Name and address of the agency/company, telephone number, fax mobile number, email address	
2.	Type of organization (Whether Proprietorship, partnership, private proprietor/partners	
3.	Name and address of the Directors/Proprietor/Partners	
4.	Year of formation of the agency/company	
5.	Nature of business carried out by the agency/company	
6.	Branches in other cities in India and abroad	
7.	Is the Agency registered with International Air Transport Association(IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) ? Please indicate details and attach a copy thereof.	
8.	Banker's name and address (Bank solvency certificate to be attached)	
9.	Total no. of employees of the agency. (Please attach details)	
10.	Income tax Returns for the last three financial years (please provide copies of IT returns)	

11.	Total turnover of the travel agency during last three financial years (please enclose Turnover Certificate from a Chartered Accountant) (Minimum turnover must be Three Crore per year during the last three years)	
12.	Online booking facility available or not?	Yes/No
13.	24 Hours helpline No.(s) available or not? If so, indicate the helpline no.	Yes/No
14.	Whether willing to depute one employee/Executive to the Institute to look after the travel related work of the Institute.	Yes/No
15.	Sales Tax/Service tax number/certificate and PAN number (Agency must be registered with Sales Tax/Service Tax and other required Authorities/Departments, as applicable for the trade	
16.	Details of current/previous Clients of at least 5 with contact person name & phone no. (if required separate sheet may be attached)	
17.	Total Experience (must have at least 5 years relevant experience in providing travel related services for various reputed organizations/Department of Government of India/Public Sector Undertakings /Statutory bodies/MNCs)	

UNDERTAKING

I have read the terms and conditions of the tender document and understand that in case of any of the statement furnished by the undersigned is found to be false OR if any / all the terms and conditions are not complied with, the tender is liable to be cancelled and the earnest money deposited shall be forfeited by NIOS. I agree that the decision of the NIOS in this regard would be final and binding on the tenderer.

I also certify that, I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Date :

Place :

Signature of the authorized signatory of the agency
with official seal/ stamp

FINANCIAL BID

RATES FOR PROVIDING AIR/TRAIN TICKETS & OTHER RELATED SERVICES

SL.NO.	ITEM	UNIT	RATE FOR SERVICE CHARGES IN %AGE
A.	AIR TRAVEL		
1.	For booking of domestic air tickets in all classes	Percentage of discount	
(a)	Jet Airways		
(b)	Indian Airlines		
(c)	Kingfisher		
(d)	Spicejet		
(e)	Go-Air		
(f)	Indigo		
(g)	Any other		
2.	For cancellation of domestic air tickets in all classes	Cancellation charges	
(a)	Jet Airways		
(b)	Indian Airlines		
(c)	Kingfisher		
(d)	Spicejet		
(e)	Go-Air		
(f)	Indigo		
(g)	Any other		
3.	For booking of International air tickets in all classes	Percentage of discount	
(a)	Air India		
(b)	Other Airlines		
4.	For cancellation charges of International air tickets in all classes	Cancellation charges	
(a)	Air India		
(b)	Other Airlines		

SL.NO.	ITEM	UNIT	RATE FOR SERVICE CHARGES IN %AGE
B.	Railway tickets		
1.	Train tickets booking charges	Service Charges for tickets	
(a)	Indian Railways		
(b)	Foreign Railways		
2.	Train tickets cancellation charges	Service Charges for tickets	
(a)	Indian Railways		
(b)	Foreign Railways		
C.	Other Services		
1.	Visa service charges		
2.	Passport service charges		
3.	Any other related services		
4.	Service Tax (if any)		

I / We have gone through the contents of the application form carefully. The information supplied by me /us is/are true to the best of my/our knowledge and belief and nothing has been concealed there from. I/We shall abide by the terms and conditions of the NIOS.

Date : _____

Place: _____

Signature of the authorized person of the Agency
with official seal/stamp