



भारतीय प्रबंध संस्थान रायपुर

INDIAN INSTITUTE OF MANAGEMENT RAIPUR

GEC Campus ,Old Dhamtari Road ,Sejbahar ,Raipur 492015 ,India

Phone: 0771-2474700/703/705

Website : www.iimraipur.ac.in

RFP for Hiring of IATA/IRCTC approved Travel OEM Agency/Firm.

File No. IIMR/2016-17/TENDER/12

Date: 12th Feb 2017.

Sub: Request for Proposal for Hiring of IATA/IRCTC approved Travel Agency OEM Firm for booking of Domestic/International Air Tickets /Hotel Booking services.

Dear Sir,

IIM Raipur invites sealed quotations for hiring of IATA/IRCTC approved Travel Agency OEM Firm for booking of Domestic/International Air Tickets/Hotel Booking Services.

Detailed Tender Documents are available on the website of the IIM Raipur (www.iimraipur.ac.in).

You are hereby requested to send your offer along with terms and conditions (as per annexure attached) to Indian Institute of Management Raipur, GEC Campus ,Old Dhamtari Road ,Sejbahar ,Raipur 492015, in a sealed cover addressed to the **Chief Administrative Officer** on or before 06th March, 2017.

Please be noted, The Tender document can be downloaded from the Institute website i.e. www.iimraipur.ac.in. Please refer Tender Section on the Home Page of the Website. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.

Thanking you,

Chief Administrative Officer

To,
The Service Provider

Dear Sir,

Sub: Tender Notice for Hiring of Travel Agency for booking Air Tickets / Hotel bookings Services from OEM Vendor.

Indian Institute of Management Raipur (IIM Raipur) intends to avail the services of a reputed Travel Agency/firm having IATA membership/ IRCTC Agency and serving at least 1 Govt. offices / PSUs etc. The agency should have an annual turnover of minimum of Rs. 50 Lacs (Rupees Fifty Lacs) for booking of air ticket / during the last 03 financial years.The following documents form a part of the 'Tender Notice:-

1.	Eligibility Criteria	Annexure -I
2.	General terms and conditions	Annexure -II
3.	Pre-qualification requirements for award of Contract for supply of air ticket / hotel bookings (Technical Bid)	Annexure- III
4.	Performa for quoting rates (Financial Bid)	Annexure - IV

In case you are interested you may submit the offer in Annexure I, II and III (Technical Bid) duly filled in and signed for having accepted the Eligibility Criteria, General terms and conditions and (Technical Bid) Pre-qualification in one envelope and Annexure-IV (Financial Bid) in another envelope. (Please mention on first envelop - TECHNICAL BID and on second envelope - FINANCIAL BID). Both the sealed envelopes be placed in another sealed cover super scribing

"QUOTATION/RATES FOR HIRING OF TRAVEL AGENCY OEM Firm FOR BOOKING OF AIR TICKETS / HOTEL BOOKINGS" and the same may be sent to Chief Administrative Officer, Indian Institute of Management Raipur ,GEC Campus ,Old Dhamtari Road ,Sejbahar ,Raipur 492015 , so as to reach on/before 06th March, 2017 (up to 15.00 Hrs).

Date and Time for Opening of Technical Bid : 06th March,2017 @ 16:00 Hrs.
Earnest Money Deposit (EMD) is to be enclosed along with the filled up tender document (with TECHNICAL BID) by way of DD of **Rs. 50,000/- (Rupees Fifty Thousand only)** in favour of "INDIAN INSTITUTE OF MANAGEMENT RAIPUR" payable at RAIPUR along **with Rs 1000 Processing Fees** in favour of "INDIAN INSTITUTE OF MANAGEMENT RAIPUR" payable at RAIPUR

It may please be noted that Agencies/firms who do not fulfill the Pre-qualification requirement will not be considered. Tenders of only those agencies will be opened who fulfill the eligibility Criteria, terms and conditions (Annexure -I , II & III) of pre-qualification.

IIM Raipur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever

Date : 12th Feb,2017

Eligibility Criteria

- i) The Agency / firm should have IATA (International Air Transport Association) membership or IRCTC agency. Only the Vendor who are originally OEM (Original Equipment Manufacturer) are to be considered. Any non OEM Vendors application shall not be considered. (Proof for the same to be enclosed along with technical bid or self -declaration letter must be attached along with technical bid). We prefer OEM keeping in mind the vision of Digital India is a campaign launched by the GOI to ensure that Govt. Services are made available to citizens electronically by improved online infrastructure and by increasing Internet connectivity or by making the country digitally empowered in the field of technology.
- ii) The agency should have an annual turnover of minimum of **Rs.50** Lacs for booking of air ticket / during the last 03 financial years.
- iii) The Agency should have satisfactory service record with other reputed Organizations, which should include at least one reputed Public Sector Undertaking/Department of the Govt. of India.(A valid certificate as of proof of above should an essential enclosure in the proposal).
- iv) The agency should have Valid Service Tax Registration and PAN Number.
- v) The agency should have Tie-up with major Hotels for special rates in Metro/Major cities.
- vi) The agency should have Tie-up with major Tourist Car Operators in Metro/Major cities.
- vii) **Travel agency must have an office at Raipur or should give an undertaking to establish one within two month.**

Note: Registration certificates / Evidence documents are mandatory in the technical proposal.

Evaluation Criteria:

The bidder quoting the highest discount on basic fare in all domestic and International Air Line booking will be treated as the L-1 after qualifying the technical evaluation. The lowest Bidder shall match the L-1 Rate received for Other Categories.

or

Evaluation will be carried out separately for each category. Firm offering the lowest rates for Air Travel will be declared overall L1 and will be required to match the L1 rates in other categories received from other bidders as per the GOI rules.

TERMS AND CONDITIONS

1. The financial bids of technically qualified tender will be opened on the day intimated over phone or through web site or through letter. The qualified tenderer may attend the opening of financial bids either on their own or through an authorized representative on the notified date and time.
2. EMD of unsuccessful tenderers will be returned without interest. EMD of successful tenderer will be retained and will be converted into security deposit (10 % of total order value) and shall remain with IIM Raipur during the tenure of contract.
3. The EMD of successful tenderer will be **forfeited** in case he fails to accept the Order.
4. The Agency/Firm should have the OEM authorised Agency and should be serving at least 1 or 2 Govt./ PSUs offices (proof should be attached). Agency should have annual turnover of minimum Rs. 50 Lacs (Fifty Lacs) for supply of air ticket /hotel bookings during the last 3 financial years .
5. The agency would ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets mainly at IIM Raipur office 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.

The scope of work of the agency in brief is as under:

- i) Booking and issuing of international/domestic air ticket including pre paid tickets.
 - ii) Assistance for issue/obtaining new passport/ renewal and miscellaneous passport related services.
 - iii) Assistance for obtaining visa and submitting passport at the embassies.
 - iv) Issuance of foreign exchange as per RBI guidelines.
 - v) Obtaining travel related insurance including overseas medical insurance.
 - vi) The agency will be available at all times for booking /cancellation of both air and hotel booking.
 - vii) Submission of a formatted monthly statement of bills raised showing discount provided to the IIM Raipur. In addition to the above, the statement should also include the cost of ticket and service charge incurred of airline / hotel.
 - viii) Ensuring receipts of proper statement from airlines on points gained on deal codes secured by the IIM Raipur and ensuring proper utilization thereof.
 - x) Assisting the IIM Raipur in securing deal codes with other airlines.
 - xi) Assisting travellers in getting enrolled in frequent flyer programmes.
 - xii) One registered office must be established in Raipur city.
6. The selected tenderers (herein after referred as Agency) will have to ensure fast and timely hand delivery of tickets by hand in IIM, Raipur office. At times the ticket and other related service will also be required at very short notice (1-3 hour).

7. The Agency shall invariably explore the possibility of Economy / Promotional apex fare(s) at the first instance for making the Air-booking.
8. No advance payment will be made for any kind of booking. However, IIM will arrange for expeditious payment on submission of monthly bills along with proof of receipt of ticket. The Agency will also be required to submit proof of actual fare paid/payable to the Airline.
9. The Agency will inform the Traveller about cancellation/ rescheduling of flights by the Airlines.
10. The Agency will also be required to arrange Visa, Transit Visa or any other formalities required for international visits.
11. In case the tickets are not delivered within time the Agency will be solely responsible for the same and no payment will be made. In that case the Agency may be liable to Penalty Clause mentioned hereinafter.
12. PENALTY CLAUSE : In case the agency is not able to supply tickets on time, the penalty will be as under:
 - a) 5% in case of individual air ticket booking.

Note: These conditions will come into force only where the Agency is at fault and not under unforeseen circumstances.

13. No revision of rates will be permitted during the period of the contract. The contract will be valid for one year from the date of award of contract. The contract can be extended further on year to year basis for a maximum period of 02 years on mutually agreed terms and conditions.
14. In case of unsatisfactory services i.e. non-booking of the Air / Railway tickets/Hotel Bookings timely as per requirement of IIM Raipur etc. the contract shall be terminated by giving notice of one month.
15. In addition to discounts mentioned in rates quoted, the Agency shall intimate and transfer all additional discounts that are given by authorities/airline to IIM Raipur.
16. In case of cancellation, the proof of actual cancellation charge, charged by Airline/Hotels shall have to be provided and IIM Raipur will pay the actual cancellation charges only.
17. The legal jurisdiction will be the Courts of Raipur only.
18. In case of any dispute the decision of the Director, Raipur will be final.
19. IIM Raipur has the right to accept or reject any tender without assigning any reason thereof.

20. Until an agreement is signed and executed, this Bid together with the written acceptance thereof for notification of award shall constitute a binding contract between the successful Agency and IIM Raipur.

21. It may be noted that Agencies who do not fulfill the Pre-qualification requirement will not be considered. Financial bids of only those Agencies who fulfill the eligibility and terms and conditions (Annexure-I & II) of pre-qualification requirement will be opened.

22. Incomplete Bid will be rejected or not consider for any course of action.

23. IIM raipur reserves the right to terminate the contract without assigning any reason by giving the contractor one calendar month notice of its intention to do so.

24. Hypothetical / Conditional Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the RFP.

25. Decision of Competent Authority of the Department regarding acceptance or rejection of a tender will be final and binding.

AUTHORIZED SIGNATORY (FULL NAME WITH RUBBER STAMP OF THE TENDERER)
Seal

Technical Bid**1. ABOUT THE AGENCY:**

(a) Name and address of the Agency:

(b) Year of establishment:

(c) Name of the proprietor:

(d) Contact person:

(e) Telephone no. / Mobile no. (Office & residence):

(f) Fax no. and e-mail:

(g) Whether Govt. Undertaking / Private Limited / MNC / Cooperative agency

2. Previous experience in travel related services, if any (attach documentary proof):-**3. Current List of clients:**

		Period		Nature and Volume of Booking		
		From	To	Air	Railway	Hotel
a)	Govt. Deptt. / Ministries					
b)	M.N.C.					
c)	Public Sector Undertaking					
d)	Private Sector					
e)	Any other					

4. Details of turnover of the Agency for the last three FY:**(Enclose copy of Audited Accounts)****(Enclose copy of Service Tax, PAN, Bank Details, and Registration etc.)**

Year	Total Amount (Rs.)
FY-	
FY-	
FY-	

5. Registration Number of the Firm with IATA/IRCTC:**(Enclose a copy of IATA registration/IRCTC authorisation letter.**

6. Details of Information's to be provided by the tenderer

S.NO.	ITEMS	Information/Inputs to be filled by the Tenderer
1.	Name and address of the agency, telephone number, fax, mobile number, email address	
2.	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3.	Name and address of the directors/ proprietor /partners	
4.	Year of formation of the company/ experience as a travel agency	
5.	Nature of business carried by the company	
6.	Branches in other cities in India and abroad	
7.	Any sister concerns and their address	
8.	IATA registration (copy of registration to be enclosed)	
9.	Banker's name and address (Bank solvency certificate to be attached)	
10.	Total number of employees of the firm	
11.	24 hour helpline numbers	
12.	Income tax return for the last three financial years (to be enclosed)	
13.	Total turnover of the travel agency during last three financial years (Minimum average turnover should be 1crore)	
14.	On line booking facility	
15.	Service tax number/ certificate and PAN number (copy to be enclosed)	

7. Whether the Agency can provide round the clock service for booking Air tickets: **Yes/No**

If no, the service timings may be indicated.

8. Other Service, if required:

- | | |
|--|---------------|
| a) Hotel booking facility at the place of tour | Yes/No |
| b) Hiring of vehicle at the place of tour | Yes/No |
| c) Airport Transfer facility | Yes/No |
| d) Other facilities | Yes/No |

9. Whether the Agency will be providing a 24X7 help line/emergency service numbers/help desk so that IIM Raipur can contact in case of any urgency.

Yes/No

10. Any other information:

11. Earnest money of Rs. 50000/- (Rupees Fifty Thousand only) in favour of **Indian Institute of Management Raipur payable at Raipur.**

Pay Order/ Demand Draft no. _____ dated _____ & Issuing Bank _____.

Undertaking:

I hereby certify that all the information's furnished above are true to the best of my knowledge and belief. I have no objection to IIM Raipur verifying any or all the information furnished in this document with the concerned authorities, if necessary.

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

**Authorized signatory
of the agency
Official seal/
stamp**

Date:
Place:

Financial Bid**Air Ticket****A. Domestic Tickets & International Tickets:-**

Discount offered on Basic Air Fare in all Domestic /International Air tickets (In percentage).

	For Domestic	For International
Air India / Jet Airways	%	%
Low Cost Airline (Indigo/Spice/Go Air etc.)	%	%

- Service Charge Per Ticket (Rs.)

	For International
All Airlines	

- Service Charge per Ticket (Rs.)

B. Hotel Bookings:

Minimum discount on Rack Rates (In percentage)

Budget or Below 3-Star	3-Star	4-Star	5-Star	Remarks

C. Other Services (Optional):

S. No.	Scope of work	Service charge	Remarks
1	Visa & Passport related assistance	Rs. Per Application	
2	Insurance Policy Comprehensive Domestic & International Air tickets		

UNDERTAKING :

I hereby certify that all the information furnished above is true to my knowledge.

I have no objection to IIM Raipur verifying any or all the information furnished in this document with the concerned authorities, if necessary.

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:

**Authorized Signatory (With full name and designation)
Seal**

