

File No. 1/19/2012-Gem Adm/CERC

Dated : 14.12.2012

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

Sealed quotation in the form of techno commercial bids are invited for Empanelment of travel agencies for domestic and international air tickets and railway ticket booking. The scope of work and other terms & conditions are mentioned here under:-

TERMS AND CONDITIONS

1. **SCOPE OF WORK** :-

- (a) Providing of international and domestic air tickets and railway tickets for CERC staff and functionaries.
- (b) Making of itinerary of travel of the user which is the most cost effective as well as the best suitable to the user.
- (c) Providing Protocol service at airport (on requirement basis).

2. **QUALIFICATIONS OF BIDDERS** : The tendering Service Provider Company/Firm/Agency should fulfill the following technical specification:-

- 2.1 The Travel Agent should be approved by IATA and should be registered with IRCTC.
- 2.2 The Travel Agent should be located within the radius of five km from the present office of CERC at Chanderlok Building, Janpath, New Delhi.
- 2.3 The Travel Agency may be a sole proprietary concern, partnership firm or a company and should be registered with Registrar of Firms/Companies, whichever is applicable.
- 2.4 Travel Agency should have Service Tax Registration Number and PAN Number.
- 2.5 The agency must have an annual turn-over of at least Rs. 15.00 crore per annum in the last three Financial Years. (2009-10, 2010-11 & 2011-12).
- 2.6 The travel agent should be equipped with the requisite infrastructure in the form of Airline Computerised Reservation Systems(CRS), electronic mail and other modern communication systems.
- 2.7 The agency should have been providing domestic / international ticket booking services, Railway Ticket Booking to reputed institutional customers like Central Government/State Government/PSU/Bank etc.
- 2.8 The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is/ has not been black listed by Central Government / State Government / any PSU.

3. Attested copy of satisfaction certificate from the present office(s) in which the Service Provider Company / Firm / Agency is providing similar services has to be enclosed separately.

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

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

6. In case, the tendering agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof CERC is put to any obligation, monetary or otherwise, CERC 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.

7. **EMD** : An Earnest Money Deposit (EMD) of Rs. 5,000/- (Rupees Five thousand only) in the form of Demand Draft or Bankers Cheque drawn in favour of Central Electricity Regulatory Commission (CERC) payable at New Delhi is required to be attached with the technical bid.

8. The EMD shall be returned after completion of tendering process without any interest.

9. **EVALUATION OF BIDS** : Bids will be evaluated on Technical and Financial criteria. 60% weightage will be given to Technical bid and 40% to financial bid. A minimum score of 60 (out of 100) is required for qualifying in technical bid evaluation. Financial bids of only those bidders would be opened who score this minimum score in technical evaluation.

Technical Bid Parameters :-

Sl. No.	Parameters	Marks
1.	Length of experience of providing similar service	20
2.	Client profile – Number of Government organizations/PSUs presently serving (list of clients to be enclosed with the technical bid)	20
3.	Client profile – Number of private organizations presently serving (list of clients to be enclosed with the technical bid)	10
4.	Available infrastructure for providing service	20
5.	Level of client satisfaction (certificate from client organization to be attached)	20
6.	Sound financial standing of the tendering firm in terms of annual turn over during the last three years.	10

10. **PANEL** : Based on the combined score on technical and financial parameters CERC may, at its discretion, prepare a panel containing up to three travel agents for obtaining service.

11. **TENURE OF CONTRACT** : The tenure of the contract shall ordinarily be one year. However, the competent authority in CERC, may at his discretion, allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm.

12. **SATISFACTORY SERVICES** – The decisions of Assistant Secretary (P&A), CERC or any other officer authorized by the Secretary, CERC, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.

13. **PROHIBITION OF SUB CONTRACT** – The firm / agency shall not appoint any sub-contract for this work under any circumstances.

14. **RESOLUTION OF DISPUTE** – In case of dispute the decisions of Secretary, CERC shall be final.

15. **PAYMENT** – The payment shall be released on submission of invoices by cheque / ECS transfer. A credit period of five weeks shall be allowed by the travel agent.

16. **SUBMISSION OF TENDER** – The tender must be submitted in the prescribed pro-forma provided in Annexure – I and Annexure – II. Tenders not in the prescribed pro-forma are liable to be rejected.

16.1 **Technical Bid** – The Technical bid, in the pro-forma prescribed at Annexure – I, alongwith the under-mentioned documents may be kept in a sealed cover and super scribed as “**Technical Bids**”.

16.1 (i) Attested photocopies of PAN No., Service Tax Registration No. and Registration Certificate of the firm.

16.1 (ii) Attested photocopies of documents in support of possession of requisite experience by the firm.

16.1 (iii) Earnest money deposit as required above (para 7).

16.1 (iv) An undertaking to the effect that the said firm is willing to abide by the terms and conditions of CERC contained in the present NIT in the format given in Annexure-III.

16.1 (v) An affidavit on a Rs. 10/- stamp paper duly attested by a Notary Public 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.

16.2 **Financial Bid** – The Financial bid may be furnished in the prescribed pro-forma given in Annexure-II and kept in a sealed cover super scribed as “**Financial Bid**”.

16.3 Two separate sealed covers containing the Technical Bid and Financial Bid may be kept in another sealed cover and addressed to the Assistant Secretary, CERC. The cover should be super scribed as “**Tender for engaging a travel agency**”.

17. **Last Date** : The tender complete in all respects should reach the Assistant Secretary, CERC by **04th January 2013 (up to 3.00 P.M.)**.

18. **Opening of Tender** – The Technical Bids shall be opened at 4.00 P.M. on the last day of receipt of tender. The Financial Bids of those bidders whose technical bid is found valid shall be opened on a date to be notified later.

19. CERC reserves the right to reject any or all of the tenders without assigning any reason.

Copy to :-

1. Website of CERC

Sd/- xxxxxxxx
(Ramanuj Dey)
Assistant Secretary (P&A)

CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor (Front side), Chanderlok Building, 36, Janpath, New Delhi – 110 001

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
1	Name of the Firm / Agency	
2	Registered office/business address of the agency	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution of the Firm/Agency	
6	Income Tax - PAN No. (Attach copy of PAN)	
7	Service Tax/ VAT No. (Attach copy of Service tax registration No./VAT No.)	
8	Whether registered with Registrar of Firms/Companies. Date of Registration (Attach copy of Registration)	
9	Customer Profile (Attach copy of orders/proof)	
10	<u>Infrastructure details</u> 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 where the agency is empanelled/providing such services. (Attach copy of Orders / proof)	
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/Transaction charges/service fees/other charges if any	
13	Whether the agency has achieved annual sales turnover of Rs. 15.00 crore in any of the last three financial years i.e. FY 2009-10/ 2010-11 / 2011-12 (Attach copy of P&L A/c of relevant year)	YES/NO Turnover for :- FY 2009-10 Rs Cr FY 2010-11 Rs Cr FY 2011-12 Rs Cr
14	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerised Reservation System (CRS), electronic mail and other modern communication systems.	
15	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days also, if so required by the Bank	
16	Please indicate whether the agency is prepared to offer five weeks credit	

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. Any other relevant information :

20. **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 CERC if it deems fit.

Signature of authorized signatory
Name
Seal

Date :
Place :

CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor (Front side), Chanderlok Building, 36, Janpath, New Delhi – 110 001

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

1. Name and address of tendering Service :
Provider Company / Firm / Agency

2. **Financial Bid** :

Sl. No.	Particulars	Details to be filled by the Agency
1.	Please indicate the percentage of discount that can be provided by the travel agent on air/rail tickets.	Air Ticket (International)% Air Ticket (Domestic)% Train Ticket%
2.	Please indicate if the travel agent desires to levy any service charge/administrative charge/transaction charge or any other charge from CERC.	Percentage of charges to be levied from CERC%

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 _____ Proprietor / Partner / Director, a 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 arises on CERC on this account, the Company / Agency / Firm shall bear the same;

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

Signature of authorized signatory
Full Name :
Seal :

Date :

Place :