

## CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor, Chanderlok Building,  
36, Janpath, New Delhi – 110 001

No. 1/19/2017/Gen Adm/CERC

Dated, the 11 Aug, 2017

### **Sub: Notice Inviting Tenders (NIT) for Empanelment of Travel Agents for Domestic and international Air Tickets and Railway Tickets Booking.**

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

#### 1. **SCOPE OF WORK:-**

- (i) To provide international and domestic air tickets and railway tickets for CERC Officers and functionaries.
- (ii) Making itinerary of travel of the official, at the most cost effective rates as well as suitable to the CERC.
- (iii) Providing protocol service's at Airports (as and when required).
- (iv) To arrange hotels (as and when required)

#### 2. **QUALIFICATIONS FOR BIDDERS:** The tendering Service Provider Companies/ Firms/Agencies should fulfill the following technical specifications:-

2.1 The Travel Agency should have been approved by International Air Transport Association and should have been registered with Indian Railway Catering and Tourism Corporation.

2.2 The Travel Agency should be located within the radius of ten kms 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 for which it should provide a copy of the Registration Certificate.

2.4 Travel Agency should have GST No. and PAN No. etc., as the case may be.

2.5 The agency must have an annual turn-over of at least ₹ 15.00 crore per annum in the last three Financial Years. (2014-15, 2015-16 and 2016-17). It should provide a copy of the audited annual accounts for the same. The Agency shall also provide solvency certificate (not earlier than 31 Mar 2017) from banker.

2.6 The travel agency should be equipped with the requisite infrastructure in the form of Airline Computerised Reservation Systems (CRS), electronic mail and other modern communication systems, as may be required.

2.7 The agency should have been providing domestic / international ticket booking services, Railway Ticket Booking to reputed institutional customers like Central Government/State Governments/PSUs/Banks etc for at least three years.

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 Governments / any PSUs.

3. Attested copy of certificates indicating satisfactory quality of service from the office(s) in which the travel Agency is providing similar services has to be enclosed separately.

4. The travel Agency 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 of the statutory provisions/ taxation liabilities 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, as the case may be.

7. **Earnest Money Deposit:**

(i) The bidder shall submit (along with the technical bid) an Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousands only) in the form of demand draft/Bankers Cheque drawn in favour of Central Electricity Regulatory Commission, New Delhi.

(ii) If the bidder claims exemption from payment of EMD, necessary documentary proof needs to be submitted along with bid.

(iii) In case of failure to provide EMD in the form of DD/Bankers cheque or failing to provide the necessary documentary proof for exemption from EMD, the bid will not be considered valid.

(iv) EMD of the unsuccessful bidder shall be returned. EMD of the successful bidder shall be adjusted against the security deposit.

8. **SECURITY DEPOSIT:-** The successful bidder shall be required to deposit security deposit of Rs. 1,00,000/- (Rupees One Lakh only) in the form of Demand Draft / Bankers Cheque drawn in favour of Central Electricity Regulatory Commission payable at New Delhi. No interest shall be paid on the security deposit.

9. **EVALUATION OF BIDS:** Bids will be evaluated on Technical and Financial criteria. 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. Selection of agency would be based on maximum discount offered by the agency in the financial bid.

## Technical Bid Parameters:-

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

### 10. **TENURE OF CONTRACT:-**

(i) The tenure of the contract shall be one year as draft agreement placed at Annexure-IV . However, the competent authority of CERC, may in its discretion, allow extension of the contract, up to two spells of one year each, subject to satisfactory services of the bidder.

(ii) The competent authority however reserves the right to terminate the contract at any time before completion of the contract, in case the services of the bidder are found unsatisfactory or in violation of the terms of the contract.

(iii) CERC also reserves the right to cancel the contract without assigning any reasons what so ever.

11. **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.

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

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

14. **PAYMENT** – The payment shall be released on submission of invoices. A credit period of five weeks shall be allowed by the travel agent.

15. **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.

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

(i) Attested photocopies of PAN No., GST 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 and conditions of CERC contained in the present NIT in the format given in Annexure-III.

(v) An affidavit on a ₹ 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.

15.2 **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**”.

15.3 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 travel agency**”.

16. **Last Date:** The tender complete in all respects should reach the Assistant Secretary, CERC by **Friday, the 01 Sep, 2017(up to 3.00 P.M.)**.

17. **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.

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

19 CERC shall reserve the right to relax any of the conditions mentioned above in deserving cases.

Sd/- xxxxxxxx  
(P. Ramamoorthy)  
Assistant Secretary (P&A)

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

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be filled by the Agency</b>
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	GST No. (Attach copy of goods & Service tax registration 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. <b>(Attach copy of Orders / 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/ Transaction charges/service fees/other charges if any	
13	Whether the agency has achieved annual sales turnover of <b>Rs. 15.00 crore</b> in any of the last three financial years i.e. FY 2014-15/ 2015-16 / 2016-17 <b>(Attach copy of P&amp;L A/c of relevant year)</b>	YES/NO .... Turnover for :- FY 2014-15 Rs ..... Cr FY 2015-16 Rs ..... Cr FY 2016-17 Rs ..... Cr
14	Whether the travel agency 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	Kindly 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	Length of service in years with Agency	Contact number	Any other 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:

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**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	
			* The percentage is to be applied on gross amount of ticket excluding GST and inclusive of all other taxes and levies, if any.
1.	Kindly 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 (if any)	.....% .....% .....%
2.	Kindly 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  
Name  
Seal

Date:  
Place:

**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 Departments /Public Sector  
Undertakings for engaging a travel agency;

Signature of authorized signatory  
Name  
Seal

Date:  
Place:



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**Sub: Empanelment of Travel Agency for Domestic and International Air Tickets and Railway Tickets Booking.**

With reference to the tender dated \_\_\_\_\_, 2017 on the above subject, I am directed to convey the approval of the competent authority to award the contract for Domestic and International Air Tickets and Railway Tickets booking of CERC's officials. CERC is pleased to empanel you to provide travel related services for a period of one year with effect from \_\_\_\_\_ with the discretion, to allow extension of the tenure of contract, up to two spells of one year each subject to satisfactory services of the firm, as per the defined and agreed scope of the tender terms and conditions.

2.0 As per your quote, CERC shall be receiving the discount on air/rail tickets and there shall be no Agency Services Charges/administrative charge/transaction charge or any other charge, over and above the Airlines charge/IRCTC charges, for providing the Air Tickets/Rail Services under Normal and Tatkal services, the details are as under:-

- (a) Discount on basic fare of Air travel (domestic & international) - ....%
- (b) Discount on booking on rail services under normal/tatkal category - .....  
(per person/per sector)
- (c) Any levy i.e. service charge/administrative charge/transaction charge or any other charge from CERC. -

2.1 The agency shall provide experienced staff/officials for liaisoning with our office on day-to-day basis. The names of concerned persons and their contact numbers (landline as well as mobile nos.) may kindly be furnished.

2.2 The agency shall make adequate arrangements to facilitate booking round-the clock on all working days including holidays and Sundays.

2.3 The agency shall be required to arrange booking at short notice in case the circumstances so warrant on need basis. The firm/agency shall not appoint any sub-contractor for this work under any circumstances.

2.4 The agency shall provide discount as mentioned above on all airlines/rail tickets with five weeks credit facility.

2.5 The undersigned would be coordinating with the firm for air/rail tickets booking from CERC.

2.6 **Terms of Payment:** The bills along with certificate regarding booking of ticket on cheapest rate will be submitted on fortnightly basis and the payment as applicable, will be made within five weeks from the date of receipt of the bills, which is otherwise complete in all respects.

## 2.7 Scope of Work

(a) **Booking of Airline Tickets:** Booking for domestic/international, including cancellation & re-scheduling, if required, shall be made immediately but not later than 12 hours of the intimation to the travel agency OR as directed by the officer authorized by CERC and also ensuring timely delivery of the tickets directly to the individual. For international tickets, Travel Agency shall also assist in preparation of itineraries and also arrange/assist in providing related services. CERC will prefer purchase of air tickets at most economical rates available so as to derive maximum benefit on air travel. Given the choice of the timings and the airline based on functional requirements and economy, the travel agency shall provide the most economical ticket and shall also maintain the record in this regard at least for period of six months from the date of billing thereof. CERC or its authorized person shall have right to inspect such record.

Provided that the ticket booked shall be in conformity with the parameters specified by the CERC at the time of making request..

(b) **Booking of Railway Tickets:** Booking and cancellation of rail tickets for CERC officials for their official tour shall be made immediately but not later than 12 hours of the intimation to the travel agency OR as directed by the officer authorized by CERC and also ensuring timely delivery of tickets directly to the individual.

(i) Arrange excursion tickets for international travel at short notice.

(ii) **Passport & Visa:** Submission and processing of our applications to the Passport Office and Embassies for obtaining passports and visas including collection of documents from the respective offices, arranging interviews and arranging medical insurance, **if required**, and handing over to us. No separate charges for the same shall be paid by CERC. However, the actual charges paid for passport, visa fees and medical insurance will be reimbursed by CERC.

(iii) Protocol: Protocol services by trained staff on departure and arrival at Delhi to the senior officials of CERC while going on foreign trips and occasionally for non-CERC dignitaries, as per the requirements conveyed from time to time, for which the charges would be mutually agreed.

2.8 In case, the agency books a ticket at a higher rate or otherwise cause any damage to CERC, the agency shall indemnify the CERC for the same.

2.9 CERC reserves the right to purchase air tickets and get the booking done through any other agency(s) depending upon the quality of their services. In case your services are not found satisfactory, action as deemed fit by the undersigned or any other officer authorized by the Secretary, CERC will be intimated.

2.10 All other terms and conditions of this contract shall be as per our NIT issued vide letter No. 1/19/2017/Gen Adm/CERC dated ..... 2017.

3.0 Kindly acknowledge the receipt of the letter. You are requested to sign and return the attached duplicate copy of this letter as a token of your acceptance of the above terms and conditions.

(P. Ramamoorthy)  
Assistant Secretary (P&A)  
Tel: 2375 3921