



विद्या परं दैवतम्

# IIM

भारतीय प्रबंध संस्थान विशाखपट्टणम

Indian Institute of Management Visakhapatnam

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**Ref: Tender No.: IIMV/Admin/Tender/Air tickets/2018-19/001dated June 19, 2018**

## **Empanelment of Travel Agents with IIM Visakhapatnam for Booking of Domestic and International Air Tickets**

Indian Institute of Management Visakhapatnam, having its office at Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003, invites applications from reputed Visakhapatnam based Authorised Travel Agencies dealing in Domestic and International air tickets for the purpose of empanelment for Two years, renewable at the Institute discretion for one more year based on Agency's performance and subject to terms and conditions given below.

1	Ref: Tender No.: IIMV/Admin/Tender/Air tickets/2018-19/001 dated June 19, 2018			
2	Name of the Tender	Invitation of tender for Empanelment of Travel Agents		
3	Type of Tender	Tender fee in INR	EMD in INR	Period
	<b>Item Rate</b>	<b>1,000/-</b>	<b>1,30,000/- (Rupees One Lakh, Thirty Thousand only)</b>	<b>Two years</b>
4.	Payments such as Tender Fee, EMD are to be made online through credit card / debit card / net banking in the e-procurement portal as per details provided in e-tender notice document.			
5	Last Date for Submission of Tender (technical and financial bids separately) and for payment of Tender Fee and EMD	Tuesday, June 26, 2018 1500 hrs		
6	Date and time of opening of technical bids	Tuesday, June 26, 2018 1530 hrs		
7	Tender Documents	The tender documents can be downloaded from the website <a href="http://www.tenderwizard.com/IIMV">www.tenderwizard.com/IIMV</a> or <a href="http://www.iimv.ac.in/tender-notice.html">http://www.iimv.ac.in/tender-notice.html</a>		

8	Place of submission	Submission through e portal only: <a href="http://www.tenderwizard.com/iimv">www.tenderwizard.com/iimv</a>	
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The Tenders received will be scrutinised by a Committee constituted for the empanelment. Incomplete Tenders are liable to be rejected. No further correspondence will be entertained from rejected Tenders.

The authorized representative of the applicants may attend the opening of Technical Bid & Financial Bid, if they so desire. The lowest rates in each category will be determined from the quotations received from technically qualified bidders. The Agencies, not exceeding three, willing to extend their services at the determined rates will be issued offer for enlistment. The offer based on the lowest bid price in each category or any other price to be decided by Institute would need to be accepted within seven working days from the date of issue of the offer. Failure to accept the offer within this period will automatically result in cancellation of the offer. If the last date of opening of the tender coincides with a holiday, then the next working day shall be the receiving/opening date. Any corrigenda or amendments will be posted on the Institute's website only and the bidders are advised to keep visiting the Institute's website regularly for updates/changes.

**A. Contract Period:**

1. The contract shall be for a period of two years from the date of award. IIM Visakhapatnam reserves the right to extend the contract for a period of one more year, at the same rates, terms & conditions, subject to performance review of the Agency done by IIM Visakhapatnam at the end of the term herein mentioned.
2. For any deficient services, the Institute reserves the right to terminate the contract and initiate such further penal / legal action as deemed fit.
3. Exit clause: The contract can be terminated by giving 60 days' notice by either party. However, IIM Visakhapatnam shall be free to terminate the contract by giving notice for a lesser period, without any implications or liability of whatever nature to IIM Visakhapatnam. Further, unless and until renewal is done beyond the duration period of this contract (i.e., two years), the contract shall stand automatically terminated.
4. Mode of Issue of notice: Any notice sent by Speed post only by either party to the addresses recorded in the contract shall be deemed to have been properly served for any of the purposes mentioned herein.

**B. Scope of Work:**

The scope of work of the enlisted Agency is summarized hereunder

1. Booking and issuing of international and domestic air and other tickets.
2. Assistance for issuing/obtaining new passport/ renewal and miscellaneous passport related services.

3. Assistance for obtaining visa to facilitate international travel and for that purpose submitting and collecting passport at the embassies.
4. Issuance of foreign exchange as per RBI guidelines.
5. Obtaining Travel related insurance including overseas medical insurance.
6. Ensuring receipts of proper statement from airlines on discounts gained on deal codes secured by the Institute and ensuring proper utilization thereof.
7. Assisting the Institute in securing deal codes with other airlines.
8. Facilitating the Hotel Accommodation.
9. The agency will be available at all times for booking /cancellation of both air and hotel booking.
10. Assisting institute's travellers in getting enrolled in frequent flyer programmes.

**C. Eligibility Criteria and Documents Submission:**

1. The Travel Agency should have a Visakhapatnam based office with staff available for personal assistance to IIMV.
2. The Travel Agency can be a sole proprietor concern/ partnership firm/ company and should be registered with Registrar of Firms / Companies, wherever applicable.
3. The Travel Agency should have registered for GST Registration Certificate and PAN Card IATA Registration (Self-attested copy of the same to be submitted with the bid).
4. A declaration to the effect that the Agency has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm/agency.
5. The following documents must be submitted along with tender:
  - A. Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years.
  - B. Income tax returns of latest three years.
6. Average financial turnover for the last three years ending 31<sup>st</sup> March 2018 should be at least Rs 1 crore – enclose audited balance sheet, profit and loss statement or certificate issued by a Chartered Accountant.
7. The Travel Agent should be approved by IATA and / or as applicable and Central Government authorities for overseas air ticket bookings.
8. 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.
9. The Agency should have been providing domestic / international air ticket booking services, to at least one reputed Government institutional customers like Educational institutions / PSUs/MNCs/ Public Sector Banks/ Large Corporates during each of the last three financial years ended 2017-18.
10. The Travel Agent should be prepared to deliver the requisite services on Sundays / Holidays also, if so required by the Institute.
11. The Travel Agency should be a direct agent of major airlines.

Documentary evidence should be provided in support of compliance of each criteria, failing which the bids will be rejected.

Note: Bids without the two following documents will be rejected.

(i) An undertaking on the letter head of the bidder that all the terms and Conditions as given in the tender document are acceptable.

(ii) This tender document must be duly signed by Authorized signatory with bidders Agency seal and initial as an acceptance on each page of the tender document and all other required documents.

**D. General conditions /instructions for submission of bids/tenders:**

1. The details of inputs /information required to be submitted by the Agency is as per Annexure-I of Technical Bid.
2. The Agency must quote the most competitive rates of Service Charges (inclusive of GST) in the Performa enclosed in Financial Bid. The Institute will open Financial Bids of only those who have technically qualified as per prequalification criteria. Date & time of opening of Financial Bids shall be intimated to shortlisted Agencies separately.
3. The document should also indicate the estimated time in number of days that will be required by the bidder to start providing services to the institute in case they secure the work order.
4. The lowest rates in each category will be determined from the offers received from technically qualified bidders. The Agencies, willing to extend their services at the determined rates will be issued offer for enlistment. The offer based on the lowest bid price in each category or any other price to be decided by Institute would need to be accepted within seven working days from the date of issue of the offer. Failure to accept the offer within this period will automatically result in cancellation of the offer.
5. The Agency will be available 24\*7\*365 days for booking /cancellation of both domestic & international air tickets.
6. The Travel Agency will be responsible for compliance with all central and state laws as per rules/regulations / bye-laws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.
7. The Travel Agency shall not assign the contract or any part thereof to any other Agency/party without the prior written consent /approval of the Institute. The Travel Agency shall also not sub-let the work or part thereof except with the prior written consent of the Bank and such consent, even if provided, shall not relieve the Travel agent from any liability or any obligation under the contract.
8. **Tender Fee and Earnest Money Deposit (EMD)**
  - i. Interested bidders are required to pay a non-refundable Tender fee of Rs. 1,000/- (Rupees One Thousand Only) through on-line mode only.
  - ii. In addition, interested bidders are required to pay a refundable amount of Rs.1, 30,000/- (Rupees One Lakh, Thirty Thousand only) towards EMD and it should remain valid for a period of 90 days beyond the final tender validity period. The EMDs of the unsuccessful bidders will be refunded without any

interest. The EMD of the successful bidder would be converted into an interest-free Security Deposit and shall not carry any interest and would be refunded at the time of end of the contract period.

- iii. The EMD shall be forfeited by the Institute in case:
- The Bidder withdraws his bid during the bid validity period; or
  - The Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
  - The Successful Bidder fails to sign the contract or furnish performance security and other guarantee(s)/security in the form and manner to the satisfaction of Institute, as mentioned in the Bid Documents.
9. The offer should be valid for a minimum period of three months from the date of opening of technical bid.
  10. The contract will be initially valid for a period of Two years and extendable for one more year entirely at the Institute discretion, subject to the satisfactory performance of the Agency.
  11. If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the Agency will automatically stand cancelled.
  12. The Institute reserves the right to cancel the agreement by giving one month's notice in writing without assigning any reason whatsoever.
  13. The bills complete in all respect should be presented to Institute on fortnightly basis and payment of the bills will be made after scrutinizing and verifying the bills within a period of Fifteen working days from the date of receipt of the bill.
  14. The Travel agent will have to provide prescribed travel related services in time. If the Agent fails to provide tickets and other Travel related services within the scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.
  15. The losses to the Institute which are directly attributable to the Agency shall be deducted from the bills /adjusted from the performance guarantee.
  16. The Travel Agency will have to submit monthly statement of bills raised showing the amount of expenses on ticket booking airline wise/sector wise/booking type/domestic/international/sector-wise.
  17. Applicable taxes will be deducted at source at the time of settlement of bills unless the bidder produces a certificate to the contrary from the Income Tax authorities. TDS certificate will be issued by IIM Visakhapatnam.
  18. The Travel Agency should be in a position to provide credit limit for a period of four weeks, as the Institute requires time for processing the bills.
  19. The tender document may be downloaded from our website: [www.iimv.ac.in](http://www.iimv.ac.in)
  20. The last date of receipt of offer in a sealed envelope as mentioned above is on or before 1500 hrs on June 26, 2018. The tender are to be submitted in the sealed tender box kept at the Ground Floor of Administration Department, IIM Visakhapatnam, Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003

21. All the pages/documents of the Tender documents should bear the signature and date of the tenderer. All the entries by the tenderer should be in one ink & legibly written. Any over- writing, corrections & cuttings should bear initials and date of the tenderer. Corrections should be made by “writing-again” instead of “shaping or over-writing”. Conditional/incomplete/ late Tender application form will be immediately rejected.
22. Rates of service charges should be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final.
23. Bidder must ensure to quote service charge of each item. However, if a bidder quotes zero/nil/blank against service charges of each item in price bid format, the tender shall be treated as invalid and will not be considered as lowest bidder.
24. The Institute reserves the right to reject or accept any or all tenders 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 basic eligibility criteria.

#### **E Evaluation Criteria:**

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.

#### **F. Bid submission:**

All required documents for technical evaluation, Financial Bids and payments (Tender fee and EMD) are to be submitted online through the e-procurement (KEONICS) portal only, by the bidders as per the timelines specified under the “Tender Details Section” in this document, failing which the quotation shall be treated as invalid.

For bid forms and other details, please visit [www.tenderwizard.com/IIMV](http://www.tenderwizard.com/IIMV) or <http://www.iimv.ac.in/tender-notices.html>. For further details, please contact the Head-Academic Programmes and Administration on +91 891 282 4453 / Executive – Administration on +91 891 282 4469.

### Annexure-I

#### Details of Information to be provided by the tenderer

S.No	Items	Information to be filled by the tenderer
1.	<b>Name and address of the Agency</b> , telephone number, fax, mobile number, email address	
2.	<b>Type of organization</b> (Whether proprietorship, partnership, private limited, public limited company)	
3.	<b>Name, address and contact details</b> of The directors/proprietor partners and contact person	
4.	Year of Incorporation/Constitution	
5.	<b>Nature of business</b> carried by the company	
6.	<b>Branches</b> in other cities in India and abroad	
7.	Any <b>sister concerns</b> and their address	
8.	<b>IATA registration</b> (copy of registration to be enclosed)	
9.	Banker's name and address (Bank solvency certificate to be attached)	
10.	Total number of <b>employees</b> of the firm	
11.	24 hour helpline numbers	
12.	On line booking facility	
13.	Income Tax - PAN No. (Attach copy of PAN)	
14.	GST registration (Attach copy of GST registration No.)	
15.	PF/ESI No. (Attach copy)	

16.	Whether registered with Registrar of Firms/Companies. Date of Registration (Attach copy of Registration)	
17.	Whether the Agency is providing domestic / International ticket booking services to reputed Government institutional customers like Educational Institutions/Public Sector Banks/ PSUs/MNCs/ Large Corporates. Give names of institutions and representatives where the Agency is empaneled/providing such services. ( <b>Attach copy of Orders / proof for last three financial years ending on March 31, 2018</b> )	
18.	Whether the Agency has achieved annual sales turnover of <b>Rs. 1 crore</b> in at least one of the last three financial years i.e. FY 2014-15, 2015-16, 2016-17 and net profit in earlier three financial years. <b>(Attach copy of P&amp;L A/c of relevant year)</b>	YES/NO .... <b>Turnover for :-</b> FY 2017-18 Rs..... FY 2016-17 Rs..... FY 2015-16 Rs..... <b>Net Profit For:-</b> FY 2017-18 Rs..... FY 2016-17 Rs..... FY 2015-16 Rs.....
19.	Whether the Agency is an income tax assessee with valid PAN number and having filed its Income tax return for the last three assessment years i.e. 2015-16, 2016-17, 2017-18 ( <b>Attach copy of Income Tax returns for all the three assessment years</b> ).	
20.	Whether the Travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems.	
21.	Whether the Agency is prepared to provide The services on Sundays / Holidays besides normal working days also, if so required by the Bank at no additional charge i.e. 365*24*7 service.	



22.	Any other relevant information	
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**Undertaking:**

I hereby certify that all the information furnished above are true to the best of my knowledge and belief. I have no objection to IIM Visakhapatnam 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 and unconditionally.

Date  
Place

Signature of the authorized signatory of the Agency  
Official seal/ stamp

**FINANCIAL BID**

<b>S.No.</b>	<b>Scope of Work</b>	<b>Service Charges INR (inclusive of GST)</b>	<b>Remarks (if any)</b>
<b>(i) Air Tickets</b>			
1	Domestic Economy Class Air Tickets	Rs...../- (Rupees.....)	
2	Domestic Business Class Air Tickets	Rs...../- (Rupees.....)	
3	International Economy Class Air Tickets	Rs...../- (Rupees.....)	
4	International Business Class Air Tickets	Rs...../- (Rupees.....)	
5	Date Change & Reissue	Rs...../- (Rupees.....)	
6	Cancellation	Rs...../- (Rupees.....)	
<b>(ii) VISA Services</b>			
1	Local Visa's Visakhapatnam Submission	Rs...../- (Rupees.....)	
2	Out Station Visa's Submission	Rs...../- (Rupees.....)	

3	DD Issued for Visa's	Rs...../-  (Rupees.....)	
<b>(iii) Other Services</b>			
1	Overseas Travel Insurance	Rs...../-  (Rupees.....)	
2	Hotel reservations	Rs...../-  (Rupees.....)	

Date

Place

Signature of the authorized signatory of the Agency  
Official seal/ stamp

**Note:** The lowest rates in each category will be determined from the quotations received from technically qualified bidders. The Agencies, not exceeding three, willing to extend their services at the determined rates will be issued offer for enlistment. The offer based on the lowest bid price (inclusive of GST) in each category or any other price to be decided by Institute would need to be accepted within seven working days from the date of issue of the offer. Failure to accept the offer within this period will result in automatic cancellation of the offer.