

राष्ट्रीय राजमार्ग एवं अवसंरचना विकास निगम लिमिटेड

सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार
तीसरी मंजिल, पीटीआई बिल्डिंग, 4-संसद मार्ग, नई दिल्ली-110 001

National Highways & Infrastructure Development Corporation Limited

Ministry of Road Transport & Highways, Govt. of India
3rd Floor, PTI Building, 4-Parliament Street, New Delhi-110001, +91 11 2346 1600, www.nhidcl.com



सार्वजनिक क्षेत्र का उपक्रम

A PUBLIC SECTOR UNDERTAKING

F.No. NHIDCL/HQ/ADMIN/TRAVELAGENCY/2022

Dated: 22.02.2022

TENDER FOR

Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff.

Important Facts & Dates

Annual cost of the tender document	Rs.60,00,000/-
Earnest Money Deposit	Rs.1,20,000/-
Performance Security Deposit	Rs.1,80,000/-
Submission of Pre-Bid Queries	28.02.2022 up to 3:00 PM
Pre-Bid Conference	28.02.2022 at 3:30 PM
Clarification on the Pre-Bid Queries, if any	03.03.2022 by 5:00 PM
Last date and time for submission of Bids	15.03.2022 by 4:30 PM
Date and time for opening of Technical Bids	16.03.2022 at 5:00 PM
Date and time for opening of Financial Bids	To be notified later on

The information provided by the bidders in response to this Tender Document will become the property of NHIDCL and will not be returned. NHIDCL reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

NB: Any addendum/corrigendum relating to this tender shall be notified on the website of NHIDCL.

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CIN: U45400DL2014GOI269062

सार्वजनिक क्षेत्र का उपक्रम

A PUBLIC SECTOR UNDERTAKING

Sub: Tender for Empanelment of agency for booking of Air Tickets for journey of NHIDCL Officers and staff.

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Section-1

National Highways & Infrastructure Development Corporation Limited

(A Public Sector Undertaking under the Ministry of Road Transport & Highways, Govt. of India)

3rd Floor, PTI Building,
4- Parliament Street
New Delhi-110001

F.No. NHIDCL/HQ/ADMIN/TRAVELAGENCY/2022

Dated: 22.02.2022

Request for Proposal (RFP)

For entering into Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff

1. National Highways & Infrastructure Development Corporation Limited is a Public Sector Undertaking fully owned by the Ministry of Road Transport and Highways, Government of India. National Highways & Infrastructure Development Corporation Ltd. is mandated to promote, survey, establish, design, build, operate, maintain and upgrade National Highways and Strategic Roads including interconnecting roads in parts of the Country which share international boundaries with neighboring countries. Further details about NHIDCL are available on NHIDCL's website www.nhidcl.com.
2. NHIDCL intends to empanel agency (ies) for the subject work and invites offers/bids from interested parties and this tender notice has accordingly been issued for this purpose.
3. National Highways & Infrastructure Development Corporation Limited invites e-tenders through CPP Portal under **Two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/ Firms/ Agencies (hereafter called Agency) for entering into **Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff.**
4. **The technical bids are to be submitted by both methods i.e. Online on CPP Portal as well as physical mode by prescribed timelines.** The physical sealed copy in respect of technical documents superscribed "Technical Bid for selection of agency for entering into **Annual Rate Contract for Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff**" should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3rd Floor, PTI Building, 4 – Parliament Street, New Delhi- 110001 on or before the prescribed time and date. **The financial bid should be submitted only through online process. Bids not given through CPP Portal will not be accepted.**
5. **MSME/NSIC agencies registered for doing similar work are exempted from payment of EMD, as per Government policy, subject to submission of valid registration certificate with the bid.**
6. The contract shall be initially for a period of two years from the date of award of the contract, which may be further extended up to two more years upon satisfactory performance and mutual agreement, on the same terms & conditions. It could be curtailed/ terminated at any time before expiry of contract period depending upon performance of agency/ requirement of NHIDCL.

7. The complete Tender Documents can be downloaded from the website of NHIDCL www.nhidcl.com
8. Interested Companies/ Firms/ Agencies may submit their bids complete in all respect along with **Earnest Money Deposit (EMD) of Rs.1,20,000/-** (Rupees One Lakh and Twenty Thousand only) (refundable without interest) in the form of Demand Draft/ Pay Order from any Indian Scheduled /Nationalized Bank drawn in favour of National Highways & Infrastructure Development Corporation Limited, New Delhi, payable at New Delhi or FDR made in the name of agency but hypothecated to MD, NHIDCL, New Delhi or Bank Guarantee issued in favour of MD, NHIDCL, New Delhi, valid for a period of 45 days from last date of submission of the bid, (FD/BG encashable from any branch in NCR drawn on an Indian scheduled/Nationalized bank only is acceptable), along with other **requisite documents on CPP Portal on or before last date and time as notified and also send a hard copy of the requisite documents uploaded on the CPP Portal along with the EMD (DD/Pay Order/FD/BG) to the Dy. GM (Admin), National Highways & Infrastructure Development Corporation Limited, 3rd Floor, PTI Building, 4-Parliament Street, New Delhi-110001. No bid shall be entertained after the given deadline, under any circumstance whatsoever.**
9. **The Technical Bids will be opened as per notified schedule and Financial Bids of only technically qualified bidders will be opened on a date to be notified later on,** in the presence of authorized representative of the Bidders who wish to be present.

N.B.- Approx. annual cost of the tender is Rs.60,00,000/- (Rupees Sixty Lakh), other things being equal if no restriction due to pandemic.
10. NHIDCL reserves the right to amend or withdraw any of the terms & conditions contained in the RFP document or to reject any or all bids without giving any notice or without assigning any reason thereof. The decision of the National Highways & Infrastructure Development Corporation Limited in this regard shall be final and binding on all the bidders.
11. Any amendment/ addendum/ corrigendum shall be notified only on the website of NHIDCL and CPP Portal.

(S.P. Sanwal)
Deputy General Manager (Admin)
NHIDCL, 3rd Floor, PTI
Building,
4, Parliament Street,
New Delhi-110001
Tel: 011-23461636
Email: spsanwalnhidcl@gmail.com

SECTION-II

GENERAL INSTRUCTIONS FOR BIDDERS

1. National Highways & Infrastructure Development Corporation Limited invites e-tenders through CPP Portal under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/ Firms/ Agencies (hereafter called Agency) for entering into **Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff**
2. The contract will be initially for a period of **Two years** from the date of award of contract which may be further extended up to a period of two years upon satisfactory performance on mutual consent. The period of contract shall be further extended on the same rates and terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.
3. The tenders are invited under two bid system i.e. Technical Bid and Financial Bid. **The Technical Bids** are to be submitted by both methods i.e. **Online as well as physical mode on** or before notified schedule. The physical sealed copy in respect of technical documents super scribed "Technical Bids for entering into Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff" should be dropped in the Tender Box kept for the purpose at reception of NHIDCL at 3rd Floor, PTI Building, 4 Parliament Street, New Delhi-110001 on or before the prescribed time and date along with Demand Draft/Pay Order/FD/BG on account of EMD. **The Technical Bid** must also be submitted **through online process at <https://eprocure.gov.in>**. In case of any assistance in this regard, please contact **Sh. Amit Saini on his mobile number #9667403278**.
4. **Bids not submitted online on CPP portal shall not be considered at all.**
5. **MSME registered/NSIC registered agencies for doing similar work are exempted from payment of EMD, as per Government policy, subject to submission of valid registration certificate with the bid as per the Government policy.**
6. **The Financial Bid** for entering into Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff should be **submitted only through online process at <https://eprocure.gov.in>** in the given BoQ format. **In case of assistance in this regard please contact Sh. Amit Saini on his mobile number #9667403278.**
7. Interested Companies/ Firms/ Agencies may submit their bids complete in all respect along with a scanned copy of the **Earnest Money Deposit (EMD) of Rs.1,20,000/-** (Rupees One Lakh and Twenty Thousand only), and other requisite documents as per notified schedule on CPP Portal and a hard copy of the technical bid along with the EMD to **DGM (A), National Highways & Infrastructure Development Corporation Limited, 3rd Floor, PTI Building, 4-Parliament Street, New Delhi-110001** failing which the tender shall be rejected summarily and a copy should be uploaded on CPP Portal with technical bid. Online bids should also be submitted by notified time and date. *No bid shall be entertained after the deadline under any circumstance whatsoever. The Technical Bids will be opened as per notified schedule and Financial Bids of only technically qualified bidders will be opened on a date to be notified later on.*

8. Interested bidders seeking any clarification about any aspect of the tender may participate in Pre-Bid meeting. The written reply, if any, to these clarifications shall be posted on the Company website www.nhidcl.com and CPP Portal as per schedule above. No communication/ request for clarification in this respect shall be entertained thereafter.
9. The earnest money shall be forfeited if the contractor does not accept the LoA for any reason, whatsoever and the agency would be liable to be blacklisted and debarred from future tendering in NHIDCL for three years.
10. The EMD of all the bidders shall be returned (without interest) immediately after the successful bidder submits the performance security as per the order. If the successful bidder fails to submit the performance security, the EMD of that bidder will be forfeited and the bidder shall be liable to be blacklisted and debarred from NHIDCL's tenders for three years.
11. Performance Security: Bidder to whom contract is awarded, will have to deposit Performance Security of **Rs.1,80,000/- (Rupees One Lakh and Eighty Thousand only) within ten (10) days** from the date of issue of LOA.
12. The Performance Security should be in the form of DD/Pay Order drawn on Indian Scheduled/Nationalized bank drawn in favor of NHIDCL payable at New Delhi or Fixed Deposit Receipt (FDR) made in the name of the Agency but hypothecated to the Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi or Bank Guarantee issued in favour of Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi covering two months in addition to the initial period of contract.
FD/BG encashable from any branch in NCR drawn on an Indian Scheduled/Nationalized bank only is acceptable.

On subsequent renewal/ extension of the contract, the FDR/ BG shall accordingly be renewed by the successful bidder for two months in addition to the extended contract period.
This deposit will be interest free and is refundable after the satisfactory execution/ completion of the contract and complete fulfillment of contractual obligations.
13. In case of breach of any of the terms and conditions attached to this contract, the Performance Security Deposit of the Agency will liable to be forfeited by the National Highways & Infrastructure Development Corporation Limited besides annulment of the contract and the agency become liable for blacklisting.
14. The tendering Agencies are required to enclose duly self-attested photocopies of all the required documents along with the Technical Bid, failing which their bids shall be summarily/ out-rightly be rejected and will not be considered for further evaluation. The originals documents may be asked for verification from the shortlisted firm after Technical evaluation of the bid(s).
15. The **Competent Authority** of the National Highways & Infrastructure Development Corporation Limited reserves the right to cancel any or all the bids without assigning any reason.
16. **Termination** of the Contract/Agreement: NHIDCL reserves the right to terminate the contract without assigning any reasons therefore. The NHIDCL and the agencies shall have the right to terminate the contract with a prior written notice of 30 (thirty) days. Such notices shall be served by the registered post or email or by hand at the respective address.
17. All entries in the tender form should be legible and filled clearly. If the space for furnishing the information is insufficient, a separate sheet duly signed by the authorized signatory may

be attached. **Non-adherence to this stipulation shall render the bid as non-responsive.**

18. Technical Bid must be submitted in bound form duly Indexed and page numbered.
19. All the pages of the tender document must be signed and duly affixed with the rubber-stamp of the firm as an acceptance of all the Terms & Conditions contained therein, by an authorized signatory.
20. In case the signatures are made by a person other than Proprietor or designated Official of the firm, an authority letter in his/ her name must be attached in original. In case the signatures are made by a person other than Proprietor or designated Official of the firm an authority letter or Board Resolution/Power of Attorney thereby in support of his authority to sign in his/her name must be attached in original or certified copy thereof.
21. Incomplete and/or Conditional bids shall not be considered and will be summarily rejected.

SECTION - III

INSTRUCTIONS FOR ONLINE BID SUBMISSION

2.1 **General Instructions:** The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e: <http://eprocure.gov.in/eprocure/app> using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

2.2 REGISTRATION:

- a. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by using the “Online Bidder Enrolment” option available on the home page. Enrolment on the CPP Portal is free of charge.
- b. During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through the email-id provided.
- c. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- d. For e-tendering, possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ SmartCard.
- e. Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- f. Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- g. Bidders can then log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

2.3 PREPARATION OF BIDS:

1. For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account corrigendum if any published before submitting their bids.
2. After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.
3. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid.
4. Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document.
5. Bidders can update well in advance, the documents such as experience certificates, annual report, PAN, EPF & other details etc., under “My Space/ Other Important Document” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

1. Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time.
2. Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BC/BG/ others physically sent should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
3. While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.
4. Bidders shall select the payment option as offline to pay the Tender Fee/ EMD and enter details of the DD/BC/BG/others.
5. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
6. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
7. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
8. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number, and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
9. Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
10. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

25 ASSISTANCE TO BIDDERS:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk.

Toll Free Number 1800-3070-2232 and **Sh. Amit Saini on his mobile number #9667403278.**

SECTION-IV

QUALIFYING/ELIGIBILITY CRITERIA

Technical requirements of the Agency/ Agencies to be eligible for Participation in the bidding process for Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff

An agency not meeting any one of the following criteria shall be summarily rejected and shall not be considered for evaluation. Documentary evidence in this regard should be given. Canvassing in any form will attract disqualification. The tendering Agency/ Agencies should fulfill the following technical specifications and furnish self-attested copies of documents along with the Technical Bid form:

1. Bidder should have been approved by International Air Transport Association (IATA) and should have been registered with IRCTC.
2. The Registered Office or one of the Branch Offices of the Bidder should be located in New Delhi/ Delhi.
3. Bidder may be a Sole proprietary concern, Partnership firm or a Company and should be registered with the Registrar of Firms/Companies in accordance with the Law, as applicable.
4. Bidder should have a GST Registration Number during the entire contract period. A certificate duly signed by Chartered Accountant shall be attached.
5. Bidder should have PAN number during the entire contract period. Bidder must possess and provide copy of PAN card either in the name of the firm of proprietor with copy attested by CA.
6. Bidder should have at least 3 years' experience of providing domestic/ international Air ticket booking services, to reputed institutional customers like Central Government/State Government/PSU/Banks/ Corporates etc.
7. Bidder should have successfully executed such work with an Average Annual Turn-Over of at least Rs. 60 Lakh per annum from such services during the last three Financial Years. Proof of Average Annual Turnover of the firm for the last 3 financial years (2018-19, 2019-20 and 2020-21) for such services duly certified by a Chartered Accountant must be enclosed. The CA Certificate must indicate UDIN No. of the CA signing the certificate. If the Audited Annual Turnover is not available for the year 2020-21, then the AAR for 3 years ending 2019-20 should be provided.
8. Bidder must be registered under IATA and should have Airline Computerized Reservation Systems (CRS), electronic mail, whatsapp and other modern communication systems (Proof to the above must be attached with the Technical bid).
9. Bidder shall submit affidavit of self-declaration stating that the agency is/ has not been black listed by Central Government / State Government / any PSU/Corporate during the last three years.

10. The agency must have successfully executed at least one similar work costing not less than 80% of the approx. annual cost of the tender or two similar works costing not less than 50% of the approx. annual cost of the tender or three similar works costing not less than 40% of the approx. annual cost of the tender during the last 07 years ending 31.01.2022 proof of which should be enclosed with the Technical Bid. The approx. annual cost of the tender is Rs.60 Lakh, under normal Public life functioning.
11. The bidder should submit the duly attested documentary evidence in the form of completion/performance certificate issued by the firm/companies in which bidder had executed the similar work in support of the span of experience and satisfactory completion of work.

Attested copies of the documents indicating compliance with the above requirements should be kept in a sealed envelope containing Technical Bids and dropped in the tender box along with EMD document and uploaded on CPP Portal.

Applications received without complete documents/ information shall not be considered. Incomplete bid document will not be accepted. The qualifying bids will be scrutinized by the Department to shortlist the eligible bidders. The rates of only the technically qualified bidders will be taken for consideration and further evaluation of the tender. Late submission of tenders will not be accepted.

NB: Relaxation in prior turnover and prior experience shall be given to Micro and Small Enterprises and Startups in terms of Government of India, Ministry of Finance OM No. F.20/2/2014-PPD (Pt.) dated: 25.07.2016, MSME Circular No.1 (2) (1) 2016- MA dated: 10.03.2016. More-over provisions of Public Procurement order No. P - 45021/2/2017- PP (BE-II) dated: 04.06.2020 (as amended vide Order No. P-45021/2017-PP (BE-II) dated: 16.09.2020) issued by Department for Promotion of Industry and Internal Trade, Government of India shall also be allowed.

SECTION-V

REQUIREMENT/ SCOPE OF WORK

- (a) Providing Domestic and International Air tickets and Railway tickets for official visits of NHIDCL officers and functionaries.
- (b) Making of the travel itineraries of the officials, based on fares that are most cost effective as well as the best suited to purposes of NHIDCL.
- (c) Providing Protocol services at Airports (on need basis).
- (d) Hotel and Cab bookings (on need basis).
- (e) Any other related requirement of Ticket booking.

The above requirement is tentative and is subject to actual requirement as may be decided by NHIDCL.

SECTION-VI

Terms and Conditions of Contract

General:

1. The Validity of the bid shall remain in force for 90 days from the day of opening of Financial Bids.
2. The contracting Agency shall not be allowed to transfer, assign, pledge or sub-contract the work under this contract to any other agency.
3. The contract will be initially for a period of **Two years** from the date of award of contract which may be further extended up to two more years, if satisfactory performance and on mutual consent. The period of contract shall be extended on the same rates and terms & conditions or curtailed/ terminated at any time before expiry of contract period depending upon requirement of NHIDCL.
4. The decision of Competent Authority in NHIDCL, shall be final and binding on the firm / agency for the purpose of determining satisfactory services.
5. Shortlisted agency is also required to provide their service on Saturday/ Sunday and other holidays, if so required.
6. The Technical bid should be accompanied with Earnest Money Deposit (EMD) failing which the tender shall be rejected out rightly. The EMD should be amount of Rs.1,20,000/- (Rupees One Lakh and Twenty Thousand only), in the form of Demand Draft/Pay Order drawn in favour of “National Highways & Infrastructure Development Corporation Limited, New Delhi” payable at New Delhi, drawn on Indian Scheduled/Nationalized bank or Fixed Deposit Receipt (FDR) made in the name of the Agency but hypothecated to the Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi or Bank Guarantee issued in favour of Managing Director, National Highways & Infrastructure Development Corporation Limited, New Delhi valid for a period of 45 days from last date of submission of bids . **FD/BG encashable from any branch in NCR drawn on an Indian Scheduled/Nationalized bank only is acceptable.**
7. Financial bids of technically qualified and eligible bidders would be considered for the financial evaluation. Please note that the work shall be awarded to the technically qualified agency which provides highest discount on ticketed fare.
8. The Letter of award shall be issued to the successful bidder(s) offering best rate i.e. least service charge. In case of failure to submit acceptance of the LoA, the NHIDCL may, at its discretion, offer LoI to the next successful bidder as per panel. In such event, the agency has to match the financial offer of L-1 bidder. In case if the rate offered by more than one agency is same i.e. in case of tie of rates, the contract shall awarded to the bidder with having higher Average Annual Turnover of three years i.e. 2018-19, 2019-20 and 2020-21.
9. The EMD of all the bidders shall be returned (without interest) immediately after the successful bidder submits the performance security as per the order. If the successful bidder fails to submit the performance security, the EMD of that bidder will be forfeited and the bidder shall be liable to be blacklisted and debarred from NHIDCL’s tenders for three years.

10. Performance Security : The successful bidder to whom LOA is issued shall submit a Performance Security of **Rs.1,80,000/- (Rupees One Lakh and Eighty Thousand only)** **within ten (10) days** from the date of issue of LOA.
11. The earnest money shall be forfeited if the contractor does not accept the LoA for any reason, whatsoever and the agency would be liable to be blacklisted and debarred from future tendering in NHIDCL for three years. NHIDCL reserves the right to forfeit the EMD of the defaulter and award the work to the next bidder providing lowest service charges till L-3 provided the agency agrees to match the quotes(s) of L-1.
12. The agency shall provide the tickets at the lowest available price for that day/instance (unless specifically advised otherwise) and provide a certificate to this effect with each bill. The Agency shall also ensure that the required records are maintained to ascertain the lowest price of the day for a minimum period of two months after the bill cycle. In case of violation of aforesaid conditions, the contract shall be liable to be terminated, including forfeiture of Performance Guarantee without any further correspondence in the matter.
13. The actual requirement of booking of tickets, etc. may vary (increase or decrease). The bidder(s) shall be bound by the rates quoted by them to the National Highways & Infrastructure Development Corporation Limited. In case, any document furnished by the bidder(s) is found to be false at any stage, it would be deemed to be breach of terms of Annual Rate Contract (ARC), making them liable for legal action besides of termination of contract.
14. The Agency shall also be liable for depositing all taxes, levies, Cess, GST etc., on account of services rendered by it to NHIDCL, so claimed in their bill(s) from National Highways & Infrastructure Development Corporation Limited to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
15. The Tax Deducted at Source (TDS) shall be deducted as per the provisions of the Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by the National Highways & Infrastructure Development Corporation Limited.
16. In case, the tendering agency fails to comply with any statutory provision/taxation liability under appropriate law and as a result thereof NHIDCL is put to any obligation, monetary or otherwise, NHIDCL 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.
17. National Highways & Infrastructure Development Corporation Limited may ask for documentary evidence in respect of payment of GST if claimed and felt necessary.
18. Advance Payment will not be made.
19. All payments will be released in Indian Rupees after satisfactory submission of documents at NHIDCL. National Highways & Infrastructure Development Corporation Limited may verify the documents submitted by the agency before making payment(s), and in case NHIDCL is not satisfied, NHIDCL shall reserve the rights to deduct or withhold part/ full payment of such bill(s).
20. The payment shall be released on submission of invoices for each completed calendar month by ECS/ RTGS / NEFT transfer. However, in case of delay due to unforeseen circumstances, NHIDCL shall not pay any interest on such late payment.

21. **Penalty:** Bidder must follow the time schedule given for booking of tickets, failing which bidder shall be liable to the penalty @ Rs 500/- per incident of delay.
22. **Termination** of the Contract/Agreement: NHIDCL reserves the right to terminate the contract without assigning any reasons therefore. The National Highways & Infrastructure Development Corporation Limited, reserves the right to terminate the contract during initial period also after giving thirty days' notice to the empanelled agency and such notices shall be served by registered post or email or by hand at the respective address. NHIDCL reserves the right to terminate the contract in case of breach of terms of contract without any further correspondence in this regard.
23. **Resolution of dispute:** In case of dispute, the decision of the Competent Authority in NHIDCL shall be final and binding.
24. **Arbitration:** In the event of any dispute arising after award of work/the execution of the Contract Agreement, the parties hereby agree to resolve the issues through Arbitration and shall follow the procedures as laid down in the Arbitration and Conciliation Act, 1996 (as amended from time to time). It is agreed that the disputes shall be referred to the Sole Arbitrator to be appointed with the consent of the parties. It is also agreed that the seat of Arbitration shall be at Delhi. Except where otherwise provided for in the contract, all questions and disputes, claims, rights, matters or things whatsoever in any way arising out of or relating to the contract thereof shall be referred to the 'Conciliation Committee of Independent Experts' before taking recourse to resolution of dispute through Arbitration. In case dispute is not resolved at Conciliation Committee of Independent Experts and still persists, the same shall be referred to the Sole Arbitrator to be appointed with the consent of the parties. The Arbitrator to whom the matter is originally referred is either transferred or vacates his office or is unable to act for any reason, on occurrence such events, with the consent afresh Arbitrator shall be appointed in accordance with the terms of the contract. Provision of the Arbitration and Conciliation Act, 1996, as amended or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.
25. **Legal Jurisdiction:** The courts at Delhi/New Delhi shall have exclusive jurisdiction to try and entertain matters arising out of this tender.
26. The National Highways & Infrastructure Development Corporation Limited reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered.

ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID

1. **Application – Technical Bid.**
2. **EMD**
3. **Attested copy of PAN No., GST No., Registration Certificate of the firm**
4. **Attested copy of documents in support of requisite experience of the firm**
5. **Certified document in support of financial turnover of the agency during the last 3 years issued by Chartered Accountant**
6. **Affidavit of self-declaration stating that the agency is/ has not been black listed by Central Government / State Government / any PSU/Corporate during the last three years.**
7. **An undertaking to the effect that the said firm is willing to abide by the terms & conditions of NHIDCL.**
8. **All pages of the Tender Document be duly signed and sealed by the authorized signatory of the agency in token of their acceptance of all tender conditions.**

APPLICATION- TECHNICAL BID

Selection of agency/ agencies for entering into **Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff**

Sl. No	Particulars	Details to be filled by the Agency	Page no. of supported document
1.	Name of the Tendering Company/ Firm/ Agency – attach certificate of registration		
2.	Name of Proprietor/Director of Tendering Company/ Firm/ Agency		
3.	Corporate Office/ Head Office/ Registered Office/ Business Address of the agency with telephone numbers and e-mail		
4.	Whether agency having its Registered or Branch Office in New Delhi/Delhi. If so, please give the address with proof and telephone numbers and e-mail		
5.	Name of Contact Person with Mobile No. & Email ID		
6.	24 hrs helpline No.		
7.	Whether Micro, Small or Medium Enterprise (attach proof of requisite registration)		
8.	Year of Incorporation/constitution of the Firm/Agency (please attach a copy)		
9.	Income Tax - PAN No. (Attach copy of PAN)		
10.	GST No. (Attach a copy)		
11.	Whether registered with Registrar of Companies. If so mention the date of Registration. (Attach copy of Registration Certificate)		
12.	International Air Transport Association (IATA) registration and IRCTC registration (Attach copy of Registration).		
13.	Experience details: Whether the agency is providing domestic/ international Air ticket booking services and Railway ticket booking to reputed institutional customers like Central Government/State Government/any PSU/Corporate etc. Please provide Performance Certificate in		

	respect of completed work orders. The Performance Certificate must indicate the value of contract/work order value of such work order should not less than Rs. 24. Lacs (Annually).		
14.	Whether the travel agency is equipped with the requisite infrastructure in the form of Airline Computerised Reservation System (CRS), Whatsapp, electronic mail and other modern communication systems.		
15.	Length of experience of providing such services to reputed Private Companies/ Public Sector Companies and Government Department etc. (Attach copy of Orders/ proof and mention the page no. in the given column). Value should not be less than Rs. 24 lacs.		
16.	Client profile-Number of Government organizations/PSUs/Private organizations served/ presently being served for providing such services (Attach copy of Orders/ proof and mention the page no. in the given column)		
17.	Whether the agency has successfully executed at least one similar work costing not less than 80% of the approx. annual cost of the tender or two similar works costing not less than 50% of the approx. annual cost of the tender or three similar works costing not less than 40% of the approx. annual cost of the tender during the last 07 years ending 31.01.2022, proof of which should be enclosed with the Technical Bid. Value of a certificate should not be less than Rs. 24 lakhs (Annually)	YES/NO	
18.	Whether the agency has achieved an average annual turnover towards such services of at least Rs. 60 Lakh in the last three Financial Years. Attach Proof of Average Annual Turnover of the firm for the last 3 financial years (2018-19, 2019-20 and 2020-21) for such services duly certified by a Chartered Accountant. The CA Certificate must indicate UDIN No. of the CA signing the certificate. If the Audited Annual Turnover is not available for the year 2020-21, then the AAR for 3 years	YES/NO Turnover for :- FY 2018-19 Rs FY 2019-20 Rs FY 2020-21 Rs	

	ending 2019-20 should be provided.		
19.	Whether the agency has submitted an affidavit of self declaration stating that it has not been black listed by any Central/State Govt. Ministry/Deptt. or PSU/ reputed private organizations during the last three years.		

20. Format for giving details of key personnel of the agency

Sl. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

21. Details of EMD

Demand Draft/FD/BG No..... Date of issue..... Name of issuing bank.....

22. 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 their 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 NHIDCL if it deems fit.

Date:
Place:

Signature of authorized Signatory
(with Full Name and Seal)

ACCEPTANCE LETTER (to be put in the cover)

(To be given on Company Letter Head)

The Deputy General Manager (Admin),
NHIDCL,
3rd floor, PTI Building
4-Parliament Street
New Delhi – 110 001

ACCEPTANCE OF NHIDCL'S TENDER DOCUMENT – Tender for entering into Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff.

Sir,

1. The tender document for the work for entering into Annual Rate Contract for For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL's officers and staff have been downloaded from NHIDCL website and I/We hereby certify that I/We have understood the entire terms and conditions of the tender document. I/We shall abide by the conditions/clauses contained therein.
2. I, Son/Daughter/Wife of Shri.....
Authorised signatory of the company/ agency/ firm mentioned above, is competent to sign this declaration and execute this tender document.
3. My Company/ Agency/ Firm has not been blacklisted/ debarred from participating in tender of any Ministry/ Department/ PSU/Autonomous Body of Govt. of India/ private organization in the last 3 years.
4. The clarifications/corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
5. **I/We hereby unconditionally accept the tender conditions of NHIDCL's tender documents in its entirety for the above work.**
6. The contents of clauses of the tender documents have been noted wherein it is clarified that after unconditionally accepting the tender conditions in its entirety, it is not permissible to put any remarks/conditions (except unconditional rebate on quoted rates, if any) in the tender and the same has been followed in the present case. In case, this provision of the tender is found violated after opening the cover, I /We agree that the tender shall be rejected and NHIDCL shall, without prejudice to any other right or remedy, be at liberty to forfeit the earnest money absolutely.

7. I undertake that I shall not indulge in any unlawful activities for award of the tender or during execution of the tender.
8. 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 and/or termination of the Contract Agreement at any stages, besides forfeiture of Earnest Money/ Security Deposit and liabilities towards prosecution under appropriate law.
9. I/We understand that in case any deviation is found in the above statement at any stage, my/ our concern/firm/ co. shall be blacklisted and shall not have any dealing with the Department in future.
10. The required Earnest Money (EMD) amounting to Rs.1,20,000/- (Rupees One Lakh and Twenty Thousand only) by way of Demand Draft/Pay Order/FD/BG No.....dated drawn onin favour of National Highways & Infrastructure Development Corporation Limited, New Delhi, payable at New Delhi is enclosed here with.
11. We are complying with all statutory liabilities relating to taxes/GST etc.

Date:

Signature of the authorized Signatory of the
Firm/Company/ Organization

Place:

Name:
Office Stamp/ Seal:

DECLARATION

1. I, Son/ Daughter/Wife of Shri..... Authorised signatory of the company/ agency/ firm mentioned above, 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, including corrigendum/clarification issued and undertake to abide by them.
3. I, undertake to indemnify NHIDCL against any loss incurred by NHIDCL due to any act of omission or commission by my Company/ Agency/ Firm.
4. My Company/ Agency/ Firm has not been blacklisted/ debarred from participating in tender of any Ministry/ Department/ PSU of Government of India/ reputed private organizations in last three years.
5. 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 and/or termination of the Contract Agreement at any stage, besides liabilities towards prosecution under appropriate law.
6. I do hereby undertake that the Company / Agency / Firm shall comply with all statutory provisions relating to GST, Service tax and any other taxes / Acts / Rules relevant to the matter and in case any liability to deposit any amount arises on NHIDCL, the Company / Agency / Firm shall bear the same;
7. It is also certified that the Company / Firm / Agency namely M/s..... its registered office at has not been black-listed by any Government Department / Public Sector Undertaking/Corporate for engaging a travel agency;

Signature of authorized person (s)

Date:

Name:

Place:

Seal:

Financial Bid/BOO**Financial Bid for annual rate contract for empanelment of Travel Agency for booking of Air Tickets and Rail Tickets for journeys of NHIDCL officers and staff****Name and Address of Bidder**

Sr. No.	Particulars	% Rate of Discount/Charges on ticketed/billed amount
1	Service charges/Administrative Charges or discount on the billing amount for booking of tickets – Air/Rail. In case of discount, the percentage (%) should be prefixed with minus (-) sign and in case of levy of charge, the percentage (%) should be prefixed with plus (+) sign. In case of no discount/charges, +/- 0% may be filled.	1. % discount/charges on bill amount for booking of tickets – Air/Rail.

Please Note:

1. Please note that the Financial Bid is to be submitted online, only at <https://eprocure.gov.in>. In case of assistance in this regard, please contact Sh. Amit Saini on his mobile number #9667403278. However, the Technical bids are to be submitted by both ways i.e. physical as well as online.
2. **Please note that the work shall be awarded to the agency which offers highest discount on the ticketed fares or demands least service charges on the billed amount.**
3. If bids are received with offer of discount at ticketed rates, the contract shall be awarded to the agency offering highest discount (H-1). If H-1 declines the offer, the same shall be offered to H-2/H-3, provided they agree to the rate of H-1.
4. If the agencies do not offer discount and offer the services by charge of fee, the contract shall be awarded to the bidder who offers the least service charge (L-1). If L-1 declines the offer, the same shall be offered to L-2/L-3, provided they agree to the rate of L-1.
5. The discount/service charges are to be quoted in percentage of the ticketed/billed amount. If the discount is offered, the percentage shall be quoted with minus sign, i.e. – 1% etc. If the agency intends to levy charges for the services to be provided by it, the percent rates shall be positive, i.e. + 1% etc.
6. In case of tie in the agency charges in the financial bid, the agency with the higher average annual turnover will be selected and considered for award of work.

Signature of Authorized
Person(s)

Date:
Place:

Name:
Seal:

UNDERTAKING

1. I submit the Financial Bid for “Tender for entering into Annual Rate Contract For Empanelment of Travel Agency for Booking of Air Tickets and Rail Tickets for journeys of NHIDCL’s officers and staff.”
2. I/We have thoroughly examined and understood all the terms and conditions as contained in the Tender document and agree to abide by them.
3. I also undertake and understand that my bid shall be liable to be rejected if I/ we violate any of the terms and condition of this contract and any other statutory provisions relating to labour laws/ other statutory provisions in connection with supply of manpower.
4. This undertaking is unconditional, irrevocable and without any demur or protest or without reserving any right.

(Signature and sealed of the Bidder/Authorized representative)

Signature of authorized person(s)

Date:

Name:

Place:

Seal:

DETAILS OF BANK ACCOUNT

(RTGS/NEFT facility for receiving payments)

SLNo.	Particulars	To be filled by the bidder
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold NHIDCL responsible.

(Signature(s) of account holder(s) Name(s) of Account holder(s)

SIGNATURE OF BIDDER/ Authorized representative