

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

GOREGAON (EAST), MUMBAI

TENDER DOCUMENT

FOR

Annual Contract for the Engagement of a Ticket Booking Agency for Travel Desk Services (booking of Air/Rail tickets, visa, etc.) at IGIDR

Tender No. IGIDR/Tender/2024/ED/09 Date: 18.05.2024

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A. K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (East), Mumbai-400065.
Telephone: 022 6909 6200/507. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

"NAME OF THE WORK: **"Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services"** at the INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065."

1. IGIDR invites sealed bids from vendors/service providers of repute for the following work:

Name of work	EMD ₹	Period of Contract
(1)	(2)	(3)
Annual Contract for the Engagement of the Ticket Booking Agency for Travel Desk Services (booking of Air/Rail tickets, Visa, etc.) at IGIDR	Rs. 20,000/-	One Year (Extendable for a further two years)

The tenders are being invited for the services mentioned above. IGIDR Mumbai reserves its right to award the work to the successful bidder.

2. The bidder has to submit an Earnest Money Deposit of **Rs. 20,000/-** (Rupees Twenty thousand only) along with the bid.
3. Tender bids in two bid systems are invited through two separate e-mails to tender@igidr.ac.in: **"Email-1: EMD and Pre-qualification Bid"** and **"Email-2: Financial bid"**. The subject of the e-mail should be mentioned as **"Email-1: EMD and Pre-Qualification Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** and **"Email-2: Financial bid for Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** respectively. **All the bid documents should be attached as a PDF or zip file. The financial bid file should be protected with a password.**
4. The last date of submission of the Tender bid shall be **at the end of the day on 8th June 2024.**
5. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION-A*

Letter of Offer

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film City Road,
Goregaon (East), Mumbai- 400065.

Subject: Tender for "Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR".

Reference: Tender Advertisement No. IGIDR/Tender/2024/ED/09 date: 18th May 2024

Dear Sir,

With respect to your tender mentioned above, I / We hereby submit my / our tender bid in the required format along with the company profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited **NEFT/DD/FDR/BG** of Rupees Twenty thousand only as an earnest money deposit or the valid MSME certificate for EMD exemption to the IGIDR, which will not bear any interest. Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed, and I / We accept them without any alterations/modifications.

Yours faithfully,

Authorized Signature

Name & stamp of the bidder

**To be submitted on company letterhead with sign and stamp on it.*

SECTION – 'B'
GENERAL INSTRUCTIONS TO BIDDERS

Tender bids through e-mail should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 (By name) and superscripted ~ **"Tender for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR," Goregaon (E), Mumbai-400065.**

1. Bidder must deposit Earnest Money of **Rs. 20,000.00** (Rupees Twenty Thousand only) through NEFT/DD/FDR/BG to "INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI" Account No. 010220100010001, IFSC code: BKID0000102, Branch name: IGIDR, Bank Name: Bank of India and UTR number with screenshot of transaction should be included in the part of tender document towards Earnest money.
2. Bidders registered under MSME are exempted from submission of EMD but should submit a copy of the MSME certificate for exemption.
3. The tender bids in two bid systems are invited through two separate E-mails to tender@igidr.ac.in: **"Email-1: EMD and Pre-qualification Bid"** and **"Email-2: Financial bid"**. The subject of the e-mail should be mentioned as **"Email-1: EMD and Pre-Qualification Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** and **"Email-2: Financial bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** respectively. **All the bid documents should be attached as a PDF or zip file. If the bidder cannot attach a single bid file to an e-mail, they can split their bid and submit in multiple e-mails with mentioning in the e-mail subject as Part-I, II, III.... etc.**
4. All the required documents should be scanned and merged either into a single PDF file or zipped into a single and attached to the respective E-mails. **The financial bid should be attached as a PDF document protected by a password, and the password should be shared at the time of the financial bid opening through an online meeting. The vendor should keep their password secure with them and be required to give it only when asked in an online meeting for a financial bid opening.**
5. The bids should be received **up to the end of the day on 8th June 2024**. Each copy of the tender document is under their stamp and signature. No tender will be accepted after **8th June 2024** under any circumstances whatsoever.
6. The E-mail bid with the subject **"EMD & Pre-qualification Bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** shall be opened by the tender opening committee on the next working day **10th June 2024** at **02:30 PM** through online meeting platform. The link to the meeting will be shared with participating bidders. In case the Government declares a holiday on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The E-mail bid with the subject **"Financial bid for the Annual contract for the Engagement of Ticket Booking Agency for Travel Desk Services at IGIDR"** of only qualified bidders will be opened. The Institute shall inform the qualified bidders of the price bid opening date. The date of opening of the financial bid and link for an online meeting shall be notified by the Institute to the qualified bidders. **The bidders should provide the password of the financial bid PDF file during the opening of the financial bid. If the bidder can NOT give a password for a financial bid at the opening, their bid shall be rejected.**

8. The tender bid shall remain valid for acceptance by the Institute for a period of three months from the date of opening the bid, which may be extended by mutual agreement. The bidder shall not cancel or withdraw the tender during this period.
9. The bidder must use only the tender forms issued by the Institute to fill in the rates. Any addition/alteration in the text of the tender form made by the bidder shall not be valid and be treated as null and void.
10. The tender form must be filled out in English. If any of the documents is missing or unsigned, the Institute may consider the tender invalid at its discretion.
11. Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever, especially on any change in rate specifications after the opening of the tender, will be entertained.
12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of the contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender that is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for the execution and fulfillment of the contract. No interest shall be paid on this deposit. The successful bidder's Earnest Money Deposit (EMD) may be converted into a Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of the contract. No interest will be paid on Security Deposits withheld by the Institute.
14. The Institute does not bind itself to accept the lowest or any bid and reserves the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
15. The Institute reserves the right to subdivide the work mentioned in the tender amongst two or more bidders at its own discretion. The successful bidders must execute orders for part of the items placed with them at the quoted rates. The Institute also reserves the right to increase or decrease the quantities and even omit any item of work after the order is placed, and the successful bidder shall execute the same without claiming anything extra. In this context, the rates quoted for each item must be self-supporting and relevant.
16. On receipt of intimation from the IGIDR of the acceptance of his/their tender, the successful vendor/contractor shall be bound to sign the formal contract, and within seven days thereof, the successful vendor/contractor shall sign an agreement and the Schedule of Conditions but the written acceptance by Indira Gandhi Institute of Development Research and the Contractor so, whether such formal agreement is or is not subsequently executed. The successful bidder shall bear the cost of the necessary stamp paper to execute the agreement.
17. No bidder will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the bidder will stand forfeited. In case the successful bidder declines the offer of a

contract (or refuses to acknowledge or execute the contract within 15 days of award of order), for whatever reason, their EMD will be forfeited.

18. The rates quoted in the bid shall include all charges like material rates, applicable GST, transportation, loading and unloading, any other tax and duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, duty or levy, whether existing or future, shall be entertained by the Institute.
19. **The intending bidder can obtain any clarifications regarding the tender document, scope, nature of work, etc., if any, by contacting Mr. Samir Parab (Administrative Officer) on e-mail at administrativeofficer@igidr.ac.in or mobile - 8097171963 or by the Administration Department of the Indira Gandhi Institute of Development Research, Goregaon (E), Mumbai-400 065 on any Institute's working day.**

I/We hereby declare that I/we have read and understood the above instructions, which will remain binding upon me/us.

Place:

Signature of the Bidder with seal

Date:

SECTION – 'C'
GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with the scope of work and as per the Institute's detailed instructions.
2. In all disputes arising from the work, the matter shall be referred to the Registrar Indira Gandhi Institute of Development Research, Goregaon, for a decision.
3. **Arbitration Clause:**

In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator appointed by the Institute. The place of arbitration shall be Mumbai, and any award, whether interim or final, shall be made and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.

4. **Contract Period:**

The contract period shall be initially for **one** year from the date of issuance of the work order, which will be extended for a further **two** years based on the review of the performance of the successful bidder on a yearly basis if performance is found satisfactory.

5. **Payment Terms:**

The agency should submit the bills on a fortnightly basis, and payment shall be released within 15 days of successful completion of the desired service and against submission of invoice and other supporting documents.

6. **The performance security deposit (PSD):**

The EMD of the successful bidder shall be retained as PSD amount till the completion of the contract

obligations. If the successful bidder submits an MSME certificate for the EMD exemption, then they should deposit an amount of **Rs. 20,000.00** towards the PSD in the form of DD/FDR/BG. PSD amount shall be released after the successful completion of all the contractual obligations. No interest shall be paid on the PSD amount.

7. Penalty:

The penalty shall be imposed on the successful bidder if the cause for such penalty is directly and solely attributable to them. The total cumulative penalty imposed on the bidder shall be 1% of the total invoice amount of the particular service of the respective order for which the penalty arises. The Institute shall raise its concerns or objections to the bidder within 30 days of the services provided. The total cumulative penalty shall be a maximum of 5% of the Invoice value for the particular service giving rise to such indemnity.

8. Termination Clause:

8.1 Without prejudice to any other remedy available to the Institute, in case of default on the part of the successful bidder in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the successful bidder commits a substantial breach of his obligations and such breach is not corrected within 15 (fifteen) days from the date of receipt of the notice specifying the breach, by the successful bidder, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the successful bidder.

8.2 In the event of this contract being terminated, the Institute shall be liable to make payments of the amount due under this contract up to the effective date of termination for which services (including parts thereof) have been rendered by the successful bidder subject to clause 8.5 hereunder.

8.3 Notwithstanding anything contained herein above, the Institute may terminate this contract at any time by giving one month's notice to the successful bidder without assigning any reason thereof and without prejudice to the rights of the Institute to recover any money becoming due and payable to the Institute under this contract. The successful bidder may terminate this contract at any time by giving two months' notice to the Institute without assigning any reason thereof.

8.4 Forthwith, on the expiry or earlier termination of this contract, the successful bidder shall, return to the Institute all materials and equipment belonging to the Institute with regard to this contract. The Institute shall also inform the successful bidder of a time when it can collect its equipment stored in the Institute, and the successful bidder shall collect the same. In the event that the successful bidder does not collect its

equipment by the appointed time, the Institute shall not be liable for the same thereafter.

8.5 Forthwith on the expiry or earlier termination of this contract, the Institute shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required). The Institute shall be entitled to recover from the successful bidder the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Contractor.

8.6 On the earlier termination of this contract due to failure to discharge its duties, the Performance Security Deposit shall stand forfeited by the Institute.

I/We hereby declare that I/we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place:

Signature of the bidder with seal

Date:

SECTION - 'D'
PRE-QUALIFICATION CRITERIA

- **Pre-qualification documents to be submitted by the bidder along with the Pre-qualification Bid:**
 1. The agency should have appropriate registration. Company Incorporation Certificate / Certificate of Registration / MOA / Registration of Shop & Establishment / Partnership Deed **(copy to be enclosed)**.
 2. The agency should be a member of the International Air Transport Association **(IATA)**. **Copy of Certificate to be submitted.**
 3. The agency should be an authorized Rail Ticket Booking Agency of IRCTC. (A copy of the registration is to be submitted.)
 4. The agency should have valid registration with the Department of Tourism, Government of India **(Bidder should submit a copy)**.
 5. The bidder should submit a copy of valid PAN and Goods and Service Tax registration (GST).
 6. The agency should have experience in providing ticket booking services (rail/air tickets) to two organizations, Central/State Government/Public Sector Undertaking/Autonomous Educational Institutes, in the last **five** years. **(Bidder should submit a copy of the Work orders/agreement/LOI and respective completion letter from the organizations)**.
 7. The agency should have an average annual turnover of **Rs. 30 Lakh** for the last three consecutive financial years: FY 2020-21, FY 2021-22, and FY 2022-23. The bidder should submit the Profit & Loss account statements or CA certificate for the turnover amount of the above three financial years duly certified by CA.
 8. Bidder should submit a list of **three clients** along with the name & contact number of their representative.
 9. Bidder may submit a copy of the client's certificate of appreciation, if any.
 10. The bidder should not be blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency (Submit Undertaking as per **Annexure-A**).
 11. The registered office or one of the bidder's branch offices should be located in the territory region of MMRDA.
 12. The agency should have 24X7 helpdesk/helpline services **(Provide the helpline numbers)**.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the company letterhead and enclosed in a cover, to be submitted along with the qualification bid (Email-1) duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder:**

Sr. No.	Item	Information to be filled by Bidder
1	Name of the bidder	
2.	Address	
3.	Telephone Number: Office /Residence: Mobile Number: E-mail address:	
4.	Details of Registration (number & date) if applicable:	
5.	Month and Year in which the firm/company was formed/ incorporated.	
6.	Type of organization (Sole Proprietor, Partnership,Pvt. Ltd., Public Ltd., etc.)	
7.	Enclose a copy of the partnership deed, Articles of Association, or Affidavit (in case of firm)	
8.	24-hour helpline numbers	
9	Turnover in the last three financial years	FY 2020-21: FY 2021-22: FY 2022-23:
10	Bank Account Details	A/C No. Bank Name: IFSC:

SECTION - 'E'
TECHNICAL BID

• **SCOPE OF WORK:**

The agency would ensure the booking of Air Ticket, delivery of tickets during working hours/holidays/after office hours (at the expense of the agency), Collection of tickets for cancellation, getting a visa, passport, confirmation/cancellation, upgradation/revalidation of tickets, documents.

The scope of work of the agency, in brief, is as follows:

1. Booking and issuing of domestic/international air tickets, including pre-paid tickets.
2. Carrying out the process for issuing/obtaining new passport/renewal and miscellaneous passport-related services.
3. Carry out the process for obtaining a visa and submitting a passport at the embassies.
4. Issuance of foreign exchange as per the RBI guidelines. The Agencies should have valid licenses for foreign exchange issued by the RBI from time to time.
5. Obtaining travel related insurance, including overseas medical insurance.
6. The agency will always be available to book/cancel air tickets.
7. Issuance and sending the boarding pass on the day of travel either at the IGIDR office or over e-mail for booked tickets.
8. The agency will create the Air Travel ID for IGIDR and pass on to IGIDR all concessions /facilities extended by the airlines to the passenger on air journeys booked by IGIDR.
9. Submission of a formatted monthly statement of bills raised showing the discount provided to IGIDR. In addition to the above, the statement should also include the cost of ticket of airline.
10. Ensuring receipts of proper statements from airlines on points gained on deal codes secured by IGIDR and ensuring proper utilization thereof.
11. Assisting IGIDR in securing deal codes with other airlines.
12. Assisting IGIDR Employees in getting enrolled in frequent flyer Programmes.
13. The tickets and travel documents will be delivered at the IGIDR office in Mumbai or by e-mail.
14. Hotel reservations, if required, can be made in India and abroad without any service charges.
15. Providing Travel services IGIDR on 24 hrs. / All weekday's basis. Apart from this, they should assign a dedicated person to look after the grievance of the IGIDR.

Date:

Signature of the Bidder with seal

- **Benefit to be offered under Corporate tie-up (if any):**

Please mention the benefit that will be offered under the corporate tie-up if any

SECTION - 'F'
FINANCIAL BID

Tender No. IGIDR/Tender/2024/ED/09 Date: 18.05.2024

• **Quotation for Service Charges:**

Sl. No.	Service	Service Charge per ticket / per person in ₹	GST in %
Air Travel			
1	Domestic Flight Bookings		
2.	International Flight Bookings		
3.	Cancellation of Domestic Flight Bookings		
4.	Cancellation of International Flight Bookings		
5.	Issuance of Boarding Pass, if any		
Rail Travel			
6.	General		
7.	Tatkal		
8.	Cancellation		
Other Services			
9.	Passport Issuance Process		
10.	Visa Issuance Process		
11.	Foreign Exchange		
12.	Travel Insurance		

Date:

Signature of the Bidder with seal

**To be submitted on company letterhead duly signed and stamped on it.*

Annexure – A*

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTERHEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

UNDERTAKING

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East), Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____ are not blacklisted/ De-registered/debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last five years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company letterhead duly signed and stamped on it.*