



E-TENDER

EMPANELMENT OF TRAVEL AGENCY FOR AIR TRAVEL (DOMESTIC/INTERNATIONAL AND FOREX)

Tender Reference No: IT/EXIM/RFP/2017-18/041

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**Center One Building, Floor 21, World Trade Centre Complex,
Cuffe Parade, Mumbai- 400 005
Phone No: +91-22 22172600 Fax: +91-22 22184529
Website: www.eximbankindia.in**

TENDER DOCUMENTS FOR	Empanelment of Travel Agency for Air Travel (Domestic/International and Forex)
TENDER DOCUMENT COST	Nil.
Last date for acceptance of Tender Document fee	Nil.
EMD Amount (INR)	Nil.
Date of Online Notice	15/01/2018
Document Downloading Start Date	15/01/2018, 17:00 Hrs.
Bid Submission Start Date	15/01/2018, 17:00 Hrs.
Document Downloading End Date	30/01/2018, 17:00 Hrs.
Last Date and Time For Submission	31/01/2018, 17:00 Hrs.
Opening Of Tender	09/02/2018, 15:00 Hrs.
Place of Receipt of Tender	https://eximbankindiatenders.procuretiger.com

e-Tendering/Electronic Tendering/Web Tendering/Online Tendering is the simulation of the manual tendering process on the internet .i.e., the eligible bidders/ tenders can log onto the internet site specified using a unique username & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e-Procurement Technologies Ltd. (AbcProcure) personnel on the methodology of submitting the bids online using a special digital signature/electronic key /password at the date and time specified. The bids placed in the tender are confidential and will be opened by the authorized EXIM Bank officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum Requirement:

1. Computer/Laptop with internet connection
2. Operating System–Windows XP Service pack-3/VISTA/WINDOWS 7
3. Digital certificate-Class II or III, Signing + Encryption, and it should be organizational certificate.

CONTACT INFORMATION FOR E-TENDER PROCESS

Vendor Registration can be done online by opening Website:

<https://eximbankindiatenders.procuretiger.com>

Click on “New Bidder Registration” link, create User id and Password and attach your Digital certificate. For any clarification kindly contact

**e-Procurement Technologies Limited A-
801 –Wall Street- II,
Opposite Orient Club,
Nr. Gujarat College, Ellisbridge,
Ahmedabad –380006.
Gujarat State, India**

Phone: +91(79)-40270566/567/579/580/582/590

Fax: +91(79)40230847

E-Tendering Process Compliance Statement

The following terms and conditions are deemed as accepted by you for participation in the bid event:

1. The price once submitted cannot be changed.
2. Technical and other non-commercial queries (not impacting price) can be routed to the respective contact personnel of EXIM Bank indicated in the tender document. Bidding process related queries could be addressed to M/s e-Procurement Technologies Ltd personnel indicated in the tender document.
3. Inability to bid due to telephone line glitch, Internet response issues, software or hardware hangs will not be the responsibility of M/s e-Procurement Technologies Ltd or EXIM Bank. However, M/s e-Procurement Technologies Ltd shall make every effort to ensure availability of technology resources to enable continuous bidding.
4. M/s e-Procurement Technologies Ltd does not take responsibility beyond the bid event. Order finalization and post order activities would be transacted directly between bidder and the EXIM bank.
5. Bids once made cannot be withdrawn or modified under any circumstances.
6. EXIM Bank can decide to extend or reschedule or cancel e-tendering.
7. The bidders are advised to visit <https://eximbankindiatenders.procuretiger.com> for any corrigendum etc.

I/We have read, understood and agreed to abide by the e-tendering process compliance statement.

Date:

Organization Name:

Name:

Designation:

Seal and Signature of the Bidder/s not required since the document is digitally signed.

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QUOTATION BID NOTICE

Export-Import Bank of India (EXIM Bank), a corporation established under the Act Export-Import Bank of India, 1981 and having its registered office at 21st Floor, World Trade Centre Complex, Cuffe Parade, Mumbai 400 005 invites bids for “**Empanelment of Travel Agency for Air Travel (Domestic/International and Forex)**” from eligible bidders.

1. The mode of tendering is through e-Tendering. E-Tendering is the process by which the physical tendering activity is carried out using internet and associated technologies in a faster and secure environment.
2. Vendor registration can be done online by opening Website:
<https://eximbankindiatenders.procuretiger.com> Click on “New Bidder Registration” link, create User Id and Password and attach your Digital certificate.
3. Tender document will be allowed for download from above web site after successful vendor registration (hard copies of the tender document will not be provided) and submission of tender document cost.
4. **CONTACT INFORMATION FOR E-TENDER PROCESS**
e-Procurement Technologies
Limited
A-801 –Wall Street- II,
Opposite Orient Club,
Near Gujarat College, Ellis
Bridge, Ahmedabad - 380006.
Gujarat, India
Phone: +91(79)-40270566/567/579/580/582/590
Fax: +91(79)40230847
5. EXIM Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons there for.

ELIGIBILITY CRITERIA

- 1) The travel agency should be Mumbai based preferably with a presence in New Delhi, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad, Pune, Chandigarh and Guwahati where Exim Bank has its Representative Offices. Global presence will be an added advantage.
- 2) Travel agency should have GSTIN and PAN Number.
- 3) Travel agency should have a minimum annual turnover of ₹ 30 crore and submit audited balance sheets/profit & loss accounts and Income tax returns for the past three years.
- 4) The travel agency **MUST** be IATA authorized.
- 5) ISO certification of the travel agency is an added advantage.
- 6) The travel agency should be approved by Government of India – Ministry of Tourism (furnish the date of approval and its validity)
- 7) The Travel agency should have the facility to provide foreign exchange for international travel. Travel agency having foreign exchange license is an added advantage.
- 8) All the above criteria will be considered during evaluation of tender documents and will be tabulated in a marking system. The bidder must submit document proof for the above eligibility criterion wherever necessary.
- 9) The discretion of Bank will be final and binding to all in respect of finalising parameters on which tenders will be analysed. The proposal will be evaluated on eligibility criteria as mentioned in the tender documents.
- 10) All the offers received will be screened and shortlisted by the Committee of the Bank based on the requirement specified and the details submitted by the bidder. All such shortlisted offers will be further evaluated on the qualitative aspects in various parameters as detailed in **Technical Bid Evaluation Scoring Sheet**. The technical score will be assigned based on above details. **The bidders who will score 70 marks and above, on the scale of 100, will only be shortlisted for final consideration.** 60% weightage will be given to technical parameters and 40% for price bid for final scoring. After techno commercial evaluation whoever secures highest marks will be considered as the successful bidder. The Bank, if needed, will negotiate with the successful bidder.
- 11) Exim Bank reserves the right to reject any or all the tenders at any stage of the tender. Canvassing in any form will disqualify the travel agency.

MANDATORY INFORMATION

Required for Pre-qualification of the Tenderer

I/We confirm that to the best of our knowledge this information is authentic **and accept that any deliberate concealment will amount to disqualification at any stage.**

1. Name of the Bidder/Concern: _____
2. Address (with Tel & Mob No.): _____
3. Name and Address of the Partner/
Directors with telephone number: _____
4. Nature of Concern: _____
Partnership firm or a Company (Attach Proof).
5. E-mail Address: _____
6. Year of establishment: _____
7. License issued by Competent Authority: _____
8. Registration Number of the Firm: _____
(attested photocopy of registration should be attached)
 - (i) Pan Number of Bidder/Concern: _____
(Attested photocopy should be attached)
 - (ii) GST No. (Attach Copy) _____
 - (iii) IATA Certificate (Attach Proof): _____
 - (iv) FOREX License No. with validity: _____
9. Annual turnover of firm last 3 years (attach proof): _____
10. Please specify whether dealing in rail/air travel (Domestic & International): _____
11. Whether approved by Government of India, Ministry of Tourism (If yes, Attach Proof) :
Yes/No.
12. Whether each page of Tender have been signed and stamped. **Yes/No.**
13. Transaction fees/Service Charges/Other Charges if any to be specified for tickets and other services offered (attach proof).
14. Additional facilities offered other than booking tickets. Please elaborate.
15. List of Organizations with address and telephone number to whom services have been provided during the last three years with period of contract to be enclosed.

16. Any other information important in the opinion of the bidder.

Seal and Signature of the Bidder/s not required since the document is digitally signed.

Date:

Place:

Note: Please furnish document proofs wherever necessary, issued by the appropriate authorities.

TENDER FORM

Mr. Kiran Patil
Assistant General Manager
Export-Import Bank of India
21st Floor, Centre One, World Trade Centre.
Cuffe Parade, Mumbai 400 005

Dear Sirs,

Ref: Empanelment of Travel Agency for Air Travel.

Ref.No: IT/EXIM/RFP/2017-18/041.

I/we further agree to execute and complete the work within the time frame stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the EXIM Bank. I/We agree to pay Sales Tax, Works Contract Tax, Excise Tax, G S T , LBT, Duties, all Royalties and all other applicable taxes prevailing and be levied from time to time on such items for which the same are liable and the rates quoted by me/us are Exclusive of the same.

I/we understand that you are not bound to accept the lowest tender or bound to assign any reasons for rejecting our tender. We unconditionally agree Exim Bank's preconditions as stipulated in the tender documents and empanelment process.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from Exim Bank, during the course of the work, Exim Bank reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s not required since the document is Digitally Signed.

Place:
Date:

Name:
Designation:

Seal:

General Instructions to Bidders

1. Parties: The parties to the Contract will be bidder who will be providing **extensive travel services for domestic and international business travel, including forex exchange arrangements** and **Export-Import Bank of India, Floor 21, World Trade Centre Complex, Centre One Building, Cuffe Parade, Mumbai - 400 005** who would be availing the services.

2. Addresses: The bidder shall be solely responsible for the consequences of any omission or error to notify change of address and/or contact number(s) in the aforesaid manner.

3. Security Deposit: Security Deposit of **₹5,00,000/- (Rupees Five Lakh only)** in the name of Exim Bank, payable at Mumbai, in the form of Demand Draft of any Nationalized Bank must be deposited by the successful bidder.

4. Signing of the relevant documents: The individual signing the e-tender or other documents connected with contract must specify whether he sign as:-

- (a) A "sole proprietor" of the concern or constituted attorney of such sole proprietor.
- (b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute the document.
- (c) Director(s) or Principal Officer of the Company duly authorized by Board of Directors of the Company, if it is a Company.

5. Commercial Bid: The Commercial Bid should be submitted in form given. The Commercial Bids of those bidders, who are found technically competent/eligible, will be opened on a specified date and time.

5.1 Terms of payment as stated in the Tender Documents shall be final. The taxes liable would be deducted at source as per government rules and guidelines, if any, will be prevailing at the time of payment.

6. Validity of the Bids: The bids shall be valid for a period of 90 days from the date of opening of the tender.

7. The responsibility for timely submission of the tender by the stipulated date and time shall lie on the bidder.

8. Opening of Tender: The commercial bid will be opened by the e-tender opening & evaluation Committee of Exim Bank, WTC, 21st floor, Centre One Building, Cuffe Parade, Mumbai at 1500 hrs on February 09, 2018 at this office. The bidder is at liberty either himself or may authorize, not more than one representative to be present at the time of opening of the tender. The representative attending during opening of the e-tender on behalf of the bidder should bring with him a Letter of Authority from the bidder and proof of identification.

9. Criterion for Evaluation of tender: After the opening of the Commercial Bid, the same will be evaluated by a committee. In case the committee decides to seek further information/clarification, the same shall be provided by the bidder.

10. The contract will be awarded to the lowest eligible e-tender and will commence from the date of signing of the Agreement indicated in the terms and conditions. The contract will be for a period of 36 months which may be further extendable up to one year (or maximum of four years from award of contract/signing of agreement), if the performance/service is found satisfactory.

11. Right of Acceptance: Exim Bank reserve all rights to reject any e-tender including of those e-bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind it to accept the lowest or any specific tender. The decision of the Competent Authority of Exim Bank in this regard shall be final and binding. Any failure on the part of the bidders to observe the prescribed procedure and any attempt to canvas for the work will prejudice the tender submitted by the bidder.

11.1 Tenders not in conformity with the prescribed terms and conditions will stand disqualified.

12. Communication of Acceptance: Successful bidders will be informed of the acceptance of his/her bid.

13. Signing of the Agreement by the successful bidder who has been awarded the Contract for providing extensive travel services for domestic and international business travel, including forex exchange arrangements by the Competent Authority of Exim Bank.

He/She shall have to sign the contract agreement on a non-judicial stamped paper of ₹100/-. Any failure on the part of the bidder for not signing the contract agreement or fulfilling the conditions as provided in the e-tender contract will be dealt as per Clause 14 of the Tender Agreement. After signing of the Agreement the bidder will be addressed as 'Bidder'.

In case the bidder after award of the contract fails to sign the contract agreement within a period of 30 days, the offer of the award of contract will be cancelled without any extension.

14. Breach of Terms and Conditions: In case of breach of any of the Terms and Conditions mentioned above, the Exim Bank will have the right to cancel the work order without assigning any reason thereof, and nothing will be payable by Exim Bank in that event and the Security Deposit will be forfeited.

15. Sub-letting of Work: The firm shall not assign or sublet the work or any part of it to any other person or party.

16. The e-tender will not be transferable.

17. Termination of the Contract

Either the party can terminate the contract by giving thirty days' **notice**.

18. Terms of Payment: No payment shall be made in advance.

SCOPE OF WORK

- 1) The travel agency will suggest economical tariffs and alternate routes, airline options with minimum stop overs for International flights, for all travels and provide confirmed tickets on refundable basis. In case confirmed tickets are not readily available, efforts are to be made by the agency for getting the confirmed tickets on the preferred dates/routes.
- 2) The travel agency will advise and extend the special offers being given by various airlines as and when such offers are made.
- 3) The travel agency will assist in obtaining passports, visas and be well versed with various country visa requirements, border issues, transit visas, layovers, Schemes/Companion Schemes being offered by Airlines, etc., travel insurance, fulfilment of medical requirements prescribed for certain countries, assist in identification and booking of suitable hotel accommodation as well as in-city transportation at foreign locations.
- 4) The travel agency will assist with procedures and obtention of rail bookings for domestic travel.
- 5) The travel agency will operate a travel desk by implanting (two person) at Exim Bank's Head Office at Centre One, World Trade Centre, Cuffe Parade, Mumbai – 400 005. The implant will operate on all working days from Monday to Friday from 9:45 A.M. to 6:00 P.M. The agency will provide emergency contact numbers along with names of designated persons who can be contacted for emergencies beyond the hours indicated above.
- 6) The travel agency will submit pending bills on a fortnightly basis for payment along with a statement providing detailed information on the travel including name of Bank's official, date of booking, destinations, routes, airfares, discounts or format which shall be mutually agreed.
- 7) Taxes, if any, are to be paid, may be specified separately with the nature of tax and percentage of its applicability.
- 8) Exim Bank will make all payments after obtaining approvals/sanctions from appropriate authorities and all bills will be paid after proper scrutiny. While the Bank will make payments within a reasonable period, no specific time limit shall be imposed on the Bank for payment of any of the bills.
- 9) Payment against invoices will be made by Exim Bank to the travel agency through RTGS/ NEFT directly in the bank account, details of which will be provided by the empanelled agency to Exim Bank.
- 10) In case of cancellation of tickets, credit notes should be forwarded immediately or on the following day.
- 11) No advance payment will be paid for any purpose.
- 12) The validity of the contract will be for three years from the date of signing the agreement.

COMMERCIAL INFORMATION (FINANCIAL BID)

Tender for “Empanelment of Travel Agency”

Sr No	Products	Service Fee (in ₹)
1	Air Ticket booking – Domestic	
2	Air Ticket booking - International	
3	Domestic Ticket cancellations	
4	International Ticket cancellations	
5	Passport Services	
6	Rail Ticket Booking	
7	Rail Ticket Cancellation	
8	Visa Fees – Local (within city)	
9	Visa Fees – outstation	
10	Hotel Reservations	
11	Car Rental	
12	Airport Assistance	
13	Travel Insurance	

Foreign Exchange

Service charges for providing Foreign Exchange: ₹.....

All the above rates should be exclusive of GST.

Date:

Signature of Bidder

Place:

Name

Stamp:

TECHNICAL BID EVALUATION SCORING SHEET

Sr. No.	Criteria Description	Max Marks
1	The travel agency should be Mumbai based preferably with a presence in New Delhi, Kolkata, Chennai, Bengaluru, Hyderabad, Ahmedabad, Pune, Chandigarh, Guwahati	10
2	Travel agency should have valid GST and PAN Number	5
3	The travel agency MUST be IATA authorized (furnish the date of approval and its validity)	5
4	The travel agency should be approved by Government of India – Ministry of Tourism (furnish the date of approval and its validity)	5
5	Travel agency holding valid ISO Certificate	5
6	Travel agency should have annual turnover not less than ₹ 30 crore.	10
7	The travel agency MUST have Airport Assistance Services for Bank's Top Executives	5
8	The travel agency should have the facility to provide foreign exchange for international travel. (furnish valid license for Forex)	20
9	Total years of experience	15
10	PSU Banks/ FIs/ undertakings client references	20
Total Marks		100
Minimum Marks required for technical qualification		70

Note: The scoring criterion above must have documentary proof, wherever necessary, failing which, zero mark will be assigned to that criteria.

Date:

Signature of Bidder

Place:

Name

Stamp: