

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**

**GOREGAON (EAST), MUMBAI**

Tender No. IGIDR/Tender/2023/ED/15 Date: 24.05.2023

**TENDER DOCUMENT**

**FOR**

**Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa  
etc.(Travel Desk Services) at IGIDR**

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**

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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: **“Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services)”** at 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 (Rs.)	Period of Contract
(1)	(2)	(3)
<b>Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR</b>	<b>Rs. 20,000/-</b>	<b>1 Year</b>

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

2. Bidder has to submit Earnest Money Deposit of **Rs. 20,000/-** (Rupees Twenty thousand only) along with the bid.
3. Tender bid in two bid systems are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) : **“Email-1: EMD and Pre-qualification Bid”** and **“Email-2: Financial bid”**. Subject of email should be mentioned as **“Email-1: EMD and Pre-qualification Bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** and **“Email-2: Financial bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** respectively. All the bid documents should be attached as a PDF document or zip file and the financial bid file should be protected with a password.
4. Last date of submission of Tender document shall be up to **03:00 PM on 14<sup>th</sup> June, 2023**.
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 “**Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR**”.

Reference: Tender Advertisement No. IGIDR/Tender/2023/ED/15 dated 24<sup>th</sup> May 2023

Dear Sir,

With respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with 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 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 the same in to without any alterations / modifications.

Yours faithfully,

**Signature**

Name & seal of bidder

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

**SECTION-B**  
**GENERAL INSTRUCTIONS TO BIDDERS**

Tender bids through email should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 (By name) and superscripted ~ **“Tender for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (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. The bidders registered under MSME are exempted for submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.
3. The tender bids in two bid system are invited through two separate Emails to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) **“Email-1: EMD and Pre-qualification Bid”** and **“Email-2: Financial bid”**. Subject of email should be mentioned as **“Email-1: EMD and Pre-qualification Bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** and **“Email-2: Financial bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** respectively. **All the bid documents should be attached as a PDF document or zip file. In case bidder cannot attach single bid file to an email then they can split their bid and submit in multiple emails with mentioning in the email 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 Emails. **The Financial bid should be attached as a PDF document protected with a password and the password to be shared at the time of financial bid opening through online meeting. The vendor should keep their password securely with them and required to give only when asked in online meeting for financial bid opening.**
5. The bids will be received up to **3:00 PM on 14<sup>th</sup> June 2023**. Each copy of the tender document under their stamp and signature. No tender will be accepted after 3:00 PM on 14<sup>th</sup> June 2023 under any circumstances whatsoever.
6. The Email bid with subject **“EMD & Pre-qualification Bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** shall be opened by the tender opening committee on the next day **15<sup>th</sup> June 2023 at 11:30 AM** through online meeting platform. The link of meeting will be shared with participated bidders. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
7. The Email bid with subject **“Financial bid for Engagement of Ticket Booking Agency for booking of Air/Rail tickets, Visa etc. (Travel Desk Services) at IGIDR”** of only qualified bidders will be opened. The date of opening of price bid shall be informed by institute to the qualified bidders. The date of opening of financial bid and link for online meeting shall be informed by the institute to the qualified bidders. **The bidders should provide the password of financial bid PDF file during the opening of the financial bid. In case bidder can NOT provide password for financial bid at the opening then their bid shall be rejected.**

8. Tender bid shall remain valid for acceptance by the Institute for a period of Three months from the date of opening of the bid which period may be extended by mutual agreement and 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 shall be treated as null and void.
10. The Tender form must be filled in English. If any of the documents is missing or unsigned, the tender may be considered invalid by the Institute in its discretion.
11. Rates should be quoted both in figures and in words in 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 contract, etc. as laid down. Any Tender with any of the documents not so signed will be rejected.
13. A tender which 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 execution and fulfillment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful bidder may be converted into Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the Institute.
14. The Institute does not bind itself to accept the lowest or any bid and reserves to itself 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. Institute reserves the right to sub-divide the work mentioned in the tender, amongst two or more bidders at its own discretion and the successful bidders will have to execute orders for part of the items placed with them at the quoted rates. 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 for the same. 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 cost of necessary Stamp paper for execution of the agreement shall be borne by the successful bidder.
17. No bidder will be allowed to withdraw after submission of the tender; otherwise the EMD

submitted by the bidder would stand forfeited. In case, the successful bidder decline the offer of contract (or refuse to acknowledge or execute the contract within 15 days of award of order), for what so-ever reasons, 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, technical scope etc. if any by contacting to Mr. Samir Parab (Administrative Officer) on email [administrativeofficer@igidr.ac.in](mailto:administrativeofficer@igidr.ac.in) or mobile - 8097171963 or from 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 and the same will remain binding upon me/us.

Place:

Signature of 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 scope of work and as per detailed instructions of the Institute's.
2. In all matters of dispute arising on 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 arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be 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 date of issuance of rate contract which will be extended for further two years based on review of the performance of the successful bidder on a yearly basis if performance found satisfactory.
5. **Payment Terms:** The agency should submit the bills on fortnight basis and payment shall be released within 15 days of successful completion of 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 MSME certificate towards 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 successful completion of all the contractual obligations. No interest shall be paid on the PSD amount.
7. **Penalty:**  
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 contractor in the performance of this contract or in the discharge of any contractual obligations arising out of this contract or if the contractor commits 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 contractor, the Institute may terminate this contract by giving a 30(thirty) days written notice of intended termination to the contractor.

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 Contractor 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 Contractor 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 Contractor 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 Contractor shall, return to the Institute all materials and equipment, belonging to the Institute with regard to this Contract. The Institute shall also intimate to the Contractor a time when it can collect its equipment stored in the Institute and the Contractor shall collect the same. In the event that the Contractor 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 Contractor 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 with company seal

Date:

**SECTION 'D'**  
**PRE-QUALIFICATION CRITERIA**

- **Pre-Qualification Documents to be submitted by Bidder along with Pre-qualification Bid:**
  1. The agency should have appropriate registration. Company Incorporation Certificate/Certificate of Registration/Registration of Shop & Establishment (copy to be enclosed).
  2. The agency should be a member of International Air Transport Association (IATA). Copy of Certificate to be submitted.
  3. The agency should be an authorized Rail Ticket Booking Agency of IRCTC.  
(Copy of registration to be submitted).
  4. The agency should have valid registration with Department of Tourism, Government of India (Bidder should submit a copy).
  5. The bidder should submit a copy of valid PAN, Goods and Service Tax registration (GST) number.
  6. The Agency should have the experience for providing ticket booking services (Rail/Air tickets) to any two organizations like Central/State Government/Public Sector Undertaking/Autonomous Educational Institutes in last 5 years. (Should submit the copy of Work orders/agreement/LOI and respective completion letter from the organizations).
  7. The Agency should have average annual turnover of **Rs. 30 Lakh** for last 3 consecutive financial years FY 2019-20, FY 2020-21 and FY 2021-22 or FY2022-23. The bidder should submit the audited balance sheets; P & L account statements or CA certificate for turnover amount of above three financial years duly certified by CA. In case of FY 2022-23 a bidder may submit provisional certificate duly certified by CA.
  8. Submit the List of three clients along with name & contact number of representatives.
  9. Copy of certificate of appreciation from client 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. Either the Registered Office or one of the Branch Offices of the bidder 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 the purpose. All documentary proof must be listed on the letter pad of the company and enclosed in a cover, to be submitted along with the qualification bid (Envelope-1) duly stamped and signed by the authorized person of the agency.

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

<b>Sr. No.</b>	<b>Item</b>	<b>Information to be filled by Bidder</b>
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 organisation (Sole Proprietor, Partnership, Pvt Ltd., Public Ltd., etc.)	
7.	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
8.	24-hour helpline numbers	
9	Bank Account Details	A/C No.  Bank Name:  IFSC:

**SECTION-'E'**  
**TECHNICAL BID**

• **SCOPE OF WORK:**

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

**The Scope of work of the agency in brief is as under:**

1. Booking and issuing of domestic/international air ticket including pre-paid tickets.
2. Carrying out process for issue/obtaining new passport/ renewal and miscellaneous passport related services.
3. Carry out process for obtaining visa and submitting passport at the embassies.
4. Issuance of foreign exchange as per RBI guidelines. The Agencies should have valid license for foreign exchange issued by RBI from time to time.
5. Obtaining travel related insurance including overseas medical insurance.
6. The agency will be available at all times for booking /cancellation of air tickets.
7. Issuance and sending the boarding pass on the day of travel either at 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 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 statement 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. Delivery of the tickets and travel documents either at IGIDR office, Mumbai or over e-mail.
14. Hotel reservation, if required, in India and abroad without any service charges.
15. Providing Travel services IGIDR on 24hrs./all weekdays basis. Apart from this they should assign a dedicated person who will look after the grievance of the IGIDR.

Date:

Signature of the Bidder with seal

**SECTION-'F'**  
**FINANCIAL BID**

Tender No. IGIDR/Tender/2023/ED/15

Date: 24.05.2023

• **Quotation for Service Charges:**

Sl. No.	Service	Service Charge per ticket / per person in Rs.	GST in %
<b>Air Travel</b>			
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		
<b>Rail Travel</b>			
6.	General		
7.	Tatkal		
8.	Cancellation		
<b>Other Services</b>			
9.	Passport Issuance Process		
10.	Visa Issuance Process		
11.	Foreign Exchange		
12.	Travel Insurance		

Date:

Signature of Bidder with seal

*\*To be submitted on company letter head duly signed and stamped on it.*

**Annexure – A\***

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD 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 \_\_\_\_\_, is 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 5 years.

For M/s \_\_\_\_\_

Authorized Signatory

Date:

*\*To be submitted on company letter head duly signed and stamped on it.*