

THE NATIONAL SMALL INDUSTRIES CORPORATION Ltd.,
(A GOVERNMENT OF INDIA ENTERPRISE)
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE
NEW DELHI –110020.

Ref. SIC/ADMN/3/32/2017-18

Dated: 18.05.2017

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Dy. MANAGER (ADMN)
ISSUING AUTHORITY



THE NATIONAL SMALL INDUSTRIES CORPORATION LIMITED
“NSIC BHAWAN”
Okhla Industrial Estate
New Delhi -110 020
CIN No. U74140DL1955GOI002481

Tender Document

For

Domestic & International Air Ticket Booking and other allied services
AT NSIC, Head Office Premises
NSIC Bhawan
Okhla Industrial Estate, New Delhi-110 020

Date of Publishing of tender : 18.05.2017 (At 11.00 AM)
Pre-Bid Meet : 25.05.2017 (At 4.00 PM)
(In General Manager-Admin's Room)
Last date of receipt of tender : 02.06.2017(Latest by 3.00 PM)
Date of opening of Technical Bid : 02.06.2017 (At 4.00 PM)
Date of opening of Price Bid : To be communicated later.

(R.C. Taneja)
Dy. Manager (Admin)

The National Small Industries Corporation Ltd.
"NSIC Bhawan", Okhla industrial Estate
New Delhi – 110 020
CIN No. U74140DL1955GOI002481

NOTICE INVITING TENDERS

Separate sealed tenders with 90 days validity from the date of opening of tenders are invited by The National Small Industries Corporation Ltd, New Delhi-110020 from experienced, eligible and IATA & TAAI registered **Delhi / NCR based agencies** for providing **Domestic & International Air Ticket booking and other allied services to NSIC** under two bid systems **Technical Bid as well as Price Bid.**

1. Tender documents can be obtained from our office at the address given below from 18.05.2017 to 01.06.2017 on all working days from 10.00AM to 5.45 PM (Monday to Friday) by making a payment of Rs.1000/- (non-refundable) by DD in favour of **The National Small Industries Corporation Ltd., New Delhi.**
2. The tender form may also be down loaded from website www.nsic.co.in , however in such a case, Rs.1000/- per tender has to be deposited by DD drawn on The National Small Industries Corporation Limited, New Delhi to become eligible to submit the same.
3. Pre-Bid meeting of the prospective bidders will be held in the room of GM (Admn.) at NSIC Bhawan, Okhla Industrial Estate, New Delhi 110020 on 25.05.2017 **at 4.00PM.** All interested tenderer are invited to attend the same.
4. The separate Tenders i.e. Technical Bid and Price Bid, complete in all respect in sealed envelopes must reach this office at the below mentioned address **latest by 3.00PM on 02.06.2017**, otherwise it will not be accepted.

General Manager (Admin)
NSIC Ltd, NSIC Bhawan,
Okhla Industrial Estate,
New Delhi-110 020

5. Technical Bid will be opened on 02.06.2017 **at 4.00PM** in the room of GM (Admn.) at NSIC Bhawan, Okhla Industrial Estate, New Delhi -110020 in the presence of the representatives of tenderers.
6. Price Bid will be opened for those tenders only who qualifies technically and suitable date and time will be communicated later on to the technically qualified tenders.
7. The sealed envelopes must be super scribed with **“Tender for providing Domestic & International Air Ticket booking and other allied services”** at NSIC Head Office premises, Okhla Industrial Estate, New Delhi-110 020”.

General Manager (Admin)

ELIGIBILITY CRITERIA

- (a) Bidder shall be an Indian Company / firm engaged in Tours and Travels (Domestic/International)–Air and have its office/branch office in Delhi/ NCR.
- (b) Bidder should be member of IATA and TAAI, please attach document of proof.
- (c) Bidder should furnish an undertaking to the effect that the agency/ company/ firm has not been black listed by any Government Department/Institution/ Reputed Organisation.
- (d) The bidder should have an average annual turnover of more than Rs.100 lakh for the last 3 years i.e. 2013-14, 2014-2015 and 2015-16. Please attach copy of Balance Sheet, Statement of Profit & Loss or certificate from CA indicating the turnover during last four financial years. **However, for SC/ST agency /firm/company minimum annual turnover should be Rs. 25 lakh and in each of last three financial years i.e. 2013-2014, 2014-2015 & 2015-2016.**
- (e) The Bidder may also submit list of existing clients including government departments.

GENERAL TERMS & CONDITIONS

1. NSIC reserves the right to extend the deadline for submission of bids by issuing an amendment in which case all rights and obligation of the NSIC and the bidders subject to the original deadline will then be subject to the new deadline.
2. Withdrawal or modification of a bid after submission of bids may result in the forfeiture of the EMD.
3. The Technical Bid should accompany a DD of Rs. 50,000/- (Rupees Fifty Thousand Only) towards Earnest Money Deposit (EMD) and tender document fee of Rs. 1,000/- (Non-refundable) in the form of DD of any nationalized bank in the Name of NSIC Ltd, New Delhi to be enclosed along with Technical Bid. Tender received without EMD & Tender Fee or lesser amounts will be summarily rejected. However, Agency registered with NSIC's Single Point Registration Scheme will be exempted from tender and EMD charges. **However, for SC/ST agency /firm/company, EMD and tender cost will be exempted.**

The bidder shall deposit Earnest Money (EMD) of Rs. 50,000/- in the form of Demand Draft/pay order issued in favour of "The National Small Industries Corporation Ltd." payable at Delhi. Following information should be marked on the face of the sealed envelope:

Name of Party.....
Tender No.....
Earnest Money Amount..... Issuing Bank..... Date.....

4. The EMD of the bidder shall be forfeited:
 - a. If the bidder withdraws or alters the bid during the of bid validity period i.e. 90 days.
 - b. In case successful bidder fails to accept letter of award within the stipulated period mentioned in letter of award, besides forfeiture of EMD, bidder shall not be considered for participation in any bidding process for next three years in NSIC.
 - c. In case successful bidder, fails to furnish the required Performance Guarantee within the specified time limit.
5. The Bidder should have valid registration with Department of Tourism, Government of India. Please attach documentary evidence.
6. Bidder should have valid Service Tax No/ PAN. Please attach documentary evidence
7. NSIC reserves the right to carry out capability assessment of the Bidders and its decision shall be final in this regard.
8. The EMD of successful bidder shall be released without interest after submission of performance bank guarantee. The EMD of unsuccessful bidders will be returned after completion of bidding process without any interest after acceptance of LOI by the bidder after award of work.
9. NSIC may modify the bidding documents by amendments at any time prior to the deadline for submission of bids, for any reason, whether at its own initiative or in response to a clarification required by prospective bidders or extends the deadlines for submission of bids. Such amendments will be placed on NSIC's website.
10. The bid shall remain valid for a period of three months from the date of opening of the bids.

RATES AND PRICES

Bidders should **quote the discount** through in the format given at Annexure-I. Incomplete bids will summarily be rejected. Discount quoted shall be firm and any variation in rates or terms during validity of the offer shall result in forfeiture of the EMD.

No additional or other charges, etc, would be payable by NSIC except applicable service tax on base fare.

DURATION OF CONTRACT:-

The duration of this contract shall be **24 (twenty four) months** from the date of award of the work as is to be mentioned in the work order to be placed on the successful party. However the duration can be extended further for a period of upto 24 (Twenty four) months based upon satisfactory completion of the currency of the contract, on the terms and conditions deemed fit by the corporation.

TERMS OF PAYMENT

No advance payment will be made for any kind of booking. Payment will be released on monthly basis within a fortnight after receipt of bill and certification by Administration Division that the services provided during the month are satisfactory.

NSIC will deduct Income Tax at source under section 194-C or any other relevant section of the Income Tax Act with intimation to the successful bidder.

TERMINATION

NSIC reserves the right for termination of the contract at any time by giving 30 days written notice, if the services are found unsatisfactory and also has the right to award the contract to any other travel agency at the cost, risk and responsibilities of successful bidder and excess expenditure incurred on account of this will be recovered by NSIC from Security Deposit or pending bill/s or by raising a separate claim.

LIQUIDATED DAMAGES

The successful bidder/agency is expected to deliver the tickets/services expeditiously. Email copy of the tickets, wherever required, will be sent within two hours of booking in office working hours. Physical delivery of the tickets shall also be affected, wherever required, within 8 working hours of booking. In case of exceptions of delay, the following deductions shall be effected from the agency:-

- a) 2% in case of bulk air ticket booking on the value of ticket not provided by the agency.
- b) 5% in case of individual air ticket booking.

The above deductions shall be effected from the payment of relevant bills. However, if such exceptions become a general practice, NSIC may invoke termination clause after giving prior notice supported by instances of repeated exceptions.

PERFORMANCE GUARANTEE

After award of work, the successful bidders shall submit the **performance bank guarantee of the amount equivalent to Rs 5,00,000/- within 10 days of the date of acceptance of the bid for due and proper fulfilment of contract.** Payment will not be released without submission of requisite valid performance guarantee. The performance Bank Guarantee should be in the prescribed format (Annexure-II) from any Scheduled commercial Bank having its branch at Delhi/ New Delhi in favour of "The National Small Industries Corporation Ltd." valid for -----years from the date of issuance of bank guarantee.

Successful bidders shall enter into an agreement with NSIC as per Annexure-III on Rs. 100/- non-judicial stamp paper.

CONCILIATION/ ARBITRATION

If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties (NSIC and Successful Bidder), the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by competent authority of NSIC i.e.....(Designation)

In the event no amicable resolution or settlement is reached between the parties (NSIC and Successful Bidder) within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to and settled by the Sole Arbitrator to be appointed by competent authority of NSIC i.e.....

Notwithstanding the existence of any dispute or differences and/or reference for the arbitration, the Successful Bidder shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Successful Bidder shall not be withheld on account of such difference of arbitration proceedings unless such payment is a subject matter of the arbitration.

The arbitration proceedings shall be in accordance with the Arbitration and Conciliation Act, 1996 as amended by the Arbitration and Conciliation Act, 2015 and Laws of India as amended or enacted from time to time.

The venue of the arbitration shall be New Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties.

The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendent-lite interest during arbitration proceedings.

FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

The term “Force Majeure” as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely NSIC and the Successful Bidder.

Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause immediately amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions. NSIC shall have the option of cancelling this contract in whole or part at his discretion without any liability at his part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

Miscellaneous Terms

NSIC reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of NSIC's action.

NSIC reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

As per Directives of Govt. of India, following facilities have been extended to micro, small & medium enterprises (MSME units) registered with National Small Industries Corporation/DIC/having Udyog Aadhar:-

- 1) Issue of Tender Sets free of cost.
- 2) Exemption from payment of Earnest Money.

Such bidders shall attach the valid registration certificate along with other required documents.

Failure to furnish all information required and/or false/Incorrect information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the bidder risk and may result in rejection of its bid.

The bidder must comply with the tender specification and all terms & condition of contract. No deviation in terms & condition of the contract shall be entertained unless specially mentioned by the agency/bidders in the bid and accepted by NSIC.

The bidder will be responsible for compliance with all Central and State laws as per rules/regulations / byelaws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.

The Successful Bidder shall not assign the contract or any part thereof without the prior written consent /approval of the NSIC. The Successful Bidder shall also not sublet the work or part of the work except with the written consent of NSIC and such consent even if provided shall not relieve the Bidder of successful execution of the contract.

Withdrawal or cancellation of registration certificate of IATA during the contract period will automatically result in cancellation of NSIC contract.

Any clarification on the documents may be obtained from:-

Sh. M.P. Singh, General Manager (Admn),
NSIC Bhawan, Okhla Industrial Estate,
New Delhi-110020

JOB SPECIFICATIONS AND SCOPE OF WORK

The Successful Bidder would ensure booking of tickets /confirmation of waitlisted tickets, delivery of tickets during working hours/holidays/ after office hours (at the expense of the Successful Bidder), collection of tickets for cancellation, getting visa, passports, confirmation/cancellation, up gradation/revalidation of tickets, delivery 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. Assistance for issue/obtaining new passport/ renewal and miscellaneous passport related services.
3. Assistance 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. The agency will pass on to NSIC all concessions /facilities extended by the airlines to the passenger on air journeys booked by NSIC.
8. Submission of a formatted monthly statement of bills raised showing discount provided to NSIC. In addition to the above, the statement should also include the cost of ticket of airline.
9. Assisting NSIC Employees in getting enrolled in frequent flyer Programmes.
10. Delivery of the tickets and travel documents either at NSIC Corporate Office, NCR of Delhi or if advised at the residence of the officer(s) travelling within NCR of Delhi

SPECIAL TERMS AND CONDITIONS

1. The Successful Bidder should inform the Corporation about the various incentives such as extra incentive/discount/complimentary ticket etc. being offered by various airlines from time to time over and above the discount offered by them.
2. Cancellation Charges of all Domestic Air Tickets will be paid as per norms of concerned Airlines..
3. Validity period of all classes of International Air tickets shall be duly mentioned on the ticket.
4. In case of any promotional fare offered by the Airlines, the same will be informed to us and passed on to this corporation over and above the discount offered by your firm.
5. In case of any extra incentive/ privilege like extra ticket etc. (i.e. over and above normal incentive/discount to Travel Agents) is given by the Airlines the same will be passed on to the account of NSIC and not to the person for whom ticket is booked.

6. If during the visit abroad any sector remain unused, the Air Tickets Coupons will be passed on to the Successful Bidder for refund and the agency shall arrange refund to NSIC.
7. The booking for Air tickets will be passed on to the agency over telephone by authorized representatives of this Corporation and the same will be arranged by Bidder within the specified time. The Successful Bidder will deliver the tickets in NSIC or if required at the residence of employees in time and in case of any change or cancellation, the agency shall arrange for collection of the ticket and doing the needful as per direction of NSIC/authorized officer.
8. The requisition for air tickets/Visa/ Passport must be taken by the agency from the authorized person of Administration Division or any person designated to be making requisition of tickets by the NSIC. Any tickets made from unauthorized requestor shall not be considered for payment.
9. The e-tickets sent to NSIC must contain in the subject line Name of the traveller, Sector and Date. The email must be sent to the authorized requestor and the traveller.
10. The agency shall make the tickets on the least cost basis. Any change in requirement must be addressed on priority.
11. For Booking & Cancellation of Tickets, NSIC will pay service charge at the rate of Rs ----- per person.
12. For cancellation of air ticket, no service charge will be payable to booking agency. The agency will charge only the cancellation charges which are charged by airline.
13. For assistance in obtaining Visa/passport, VFS service charge on approved rate/ prescribed by VFS centres will be paid by the NSIC.
14. The agency will be responsible for compliance with all central & state law as per rules/ regulations by laws & order of local authorities & statutory bodies as be in force from time to time during the contract period.

TENDER FOR EMPANELMENT OF TRAVEL AGENT FOR BOOKING OF AIR TICKETS

FORMAT FOR FINANCIAL BID

S.No.	Description	Discount Offered (% of basic fare)
1.	Domestic Air Travel: Discount/Incentive offered on the air ticket i) Indigo/Spice Jet/Jet Airways/Vistara ii) Air India iii) Others	 -----% -----% -----%
2.	International Air Travel: i) Discount/incentive offered on the air ticket ii) Please specify exceptions by way of exclusion of airlines for discount, if any	 -----%

Note:

1. For booking of air tickets, NSIC will pay service charge at the rate of Rs. per person.
2. No additional or other charges etc. would be payable by NSIC except applicable service tax on basic fare.

The terms & conditions contained in the tender documents are acceptable to me/us.

(Signatures of Authorized Signatory)

Name _____

Designation _____

Date:

Place: