



BHARAT HEAVY ELECTRICALS LIMITED
DEPT OF C and PR
RAMACHANDRAPURAM :: HYDERABAD-32

PH: 040-23182232
FAX: 040-23020133
e-mail: chelluri@bhelhyd.co.in

TENDER NO. HY/C&PR/Travels/2013

Dated: 21.05.2013

Due Date for submission of bids: 11th June, 2013

Subject: Notice inviting Quotations for Empanelment of Travel Agency

Dear Sir(s),

Quotations are invited in sealed cover with Enquiry No., Enquiry Date and Due Date, legibly super-scribed on it, for the scope mentioned herewith as per the enclosed Terms and Conditions. The quotation should reach, along with this letter, in the office of the undersigned by 11.00 hrs. on or before the due date. Part-I bids shall be opened at 13.30 hrs., in our office, on the due date of submission of offers. The tender documents consist of the following:

S.No	Description / Instructions
1.	<ul style="list-style-type: none">a) This letter (Notice inviting Quotations)b) Technical specifications – Part-I Bid (Annexure-“A”)<ul style="list-style-type: none">1.Pre-qualifying Requirements for bidders2.Scope of Work3.Other terms and conditionsc) Price Formats – Part-II Bid (Annexure-“B”) – [Un-priced bid “with quoted” to be submitted along with Part-I bid.]d) Draft of Acceptance letter /deviation statement (Annexure-“C”)e) Draft of Declaration by Bidders (Annexure-“D”)f) Filled in tenders shall be dropped at Vendor Complex, BHEL RC Puram.
2	<p>IMPORTANT INSTRUCTIONS:</p> <ul style="list-style-type: none">1. Bidders are required go through all the above mentioned documents before submitting the bid.2. Offers should be submitted in Two Parts as described in Annexure-"A" and "B". The prices shall be quoted for Air and Rail Tickets separately. All other services also have to be quoted. Evaluation of offers will be based on the rate quoted for Air Ticketing service . However L1 bidder of Air Ticketing will have to accept other L1 rates of other services like Train Tickets, Passport, Visa and overseas medical insurance, quoted in the bid by other bidders3. The prices must be Quoted in the enclosed Price Format only.4. The offers shall remain valid for four months from the date of opening of Part-I bid and 60 days from the date of opening of Price Bids / Reverse Auction (RA).5. Price Bids opening / Participation in RA shall be for the technically and commercially acceptable bidders based upon Part-I bid evaluation.

Quotations Part-I and Part-II shall be submitted in separate sealed envelopes and the same can be put together in one sealed envelope. Part-I offers of the parties shall be opened on the **Due Date of Opening i.e. 11th June, 2013 at 01.30 PM, at Vendor Complex, BHEL Administrative Building** in the presence of authorized representatives of the parties. Due date of opening of Part-II offers shall be informed separately.

Yours faithfully,
for and on behalf of B.H.E.L.

(Ch Amar Kumar)
Sr. Manager (C and PR)

Encl: as stated.



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(Annexure-A)

TECHNO-COMMERCIAL SPECIFICATIONS

1.0 GENERAL INSTRUCTIONS

BHEL, RC Puram, Hyderabad intends to empanel Travel Agencies of repute to provide travel related services for its office located at Ramachandrapuram, Hyderabad by inviting offers from prospective bidders in two parts. Part-I shall be Techno-commercial bid and Part-II shall be the Price Bid. Due date of the opening date of Part-I bid shall be the date of submission of offer as mentioned in the Notice inviting Quotations. Participation in RA / PBO shall be in respect of those bidders only who are techno-commercially acceptable based on the evaluation of Part-I bid. The services to be provided and the terms and conditions are mentioned below.

Considering the business volume of last two years and the anticipated growth, the approximate business volume for the next one year in respect of the BHEL Hyderabad are as under

**Estimated Business Volume
for one year.**

a)	Domestic air travel	Rs. 4.5 crores
b)	International air travel	Rs. 0.5 crores
c)	Rail Booking	<u>Rs. 0.1 crores</u>
	Total likely business	Rs. 5.10 crores/year

The above figures (Rs. 5.10 crores/year) are indicative for tender purposes only and does not guarantee the business volumes for the contract period of one year. This may increase or decrease depending upon the actual requirements.

2.0 PRE-QUALIFICATION REQUIREMENTS

The average turnover of the bidders should be atleast be 30% of the tender value per annum during the past three years (FY: 2009-10, 2010-11 and 2011-12). In addition, during the last seven years, the prospective bidders should have either:

Atleast three clients, each having order value of Rs. 1.5 Crores or more


OR

Atleast two clients, each having order value of Rs. 2 crores or more

OR

Atleast one client having order value of Rs. 2.5 crores.

Bidders have to submit the copy of the Orders along with Certificate of completion of services from the client..

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3.0 SCOPE OF WORK

The travel agency will be required to provide implant office at BHEL Hyderabad, with staff of at least two persons at BHEL Ramachandrapuram. The working office space for the implant office shall be provided by BHEL. The other facilities like telecommunication, computer / laptop with printer and internet connectivity, etc. will have to be arranged by the travel agency.

The Scope of Work shall be as per details below:

- 3.1. **Booking of Airline Tickets:** Booking of domestic/international air tickets, including cancellation and re-scheduling, if required, shall be made immediately but not later than 12 hours of the intimation to the travel agency OR as directed by the officer authorized by BHEL and also ensuring timely delivery of air tickets directly to the individual. For international air tickets, Travel Agency shall also assist in preparation of itineraries and also arrange / assist in providing related services.
- 3.2 BHEL will prefer purchasing of air tickets at most economical rates available so as to derive maximum benefit on air travel.
- 3.3. **Booking of Railway Tickets:** Booking and cancellation of rail tickets for BHEL officials for their official tour shall be made immediately but not later than 12 hours of the intimation to the travel agency OR as directed by the officer authorized by BHEL and also ensuring timely delivery of tickets directly to the individual.
- 3.4 Arrange excursion tickets for international travel at short notice.
- 4.0 The successful parties shall assist in firming up the itineraries of BHEL officials for the international / domestic air travel as under:
 - i) Schedule and flights as per requisition.
 - ii) The most optimum alternative with marginal change in schedule/comfort.
 - iii) Most economic options with suggestions on change in schedules/flights (airlines) even with significant change in schedule.

The ticket bookings will be finalized and passed on by respective Administration Department.

- 4.1 **The travel agency shall be responsible and ensure booking / delivery / cancellation of domestic / international air and rail tickets of the concerned official during / after office hours, including holidays.**



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4.2 **Passport and Visa:** Submission and processing of our applications to the Passport Office and Embassies for obtaining passports and visas including collection of documents from the respective offices, arranging interviews and arranging medical insurance, if required handing over to us at the place of our choice. Actual charges paid for passport, visa fees and medical insurance will be reimbursed by BHEL along with the service charge if any.

4.3. **Protocol:** Protocol services by trained staff on departure and arrival at Hyderabad to the senior officials of BHEL while going on foreign trips and occasionally for non-BHEL high dignitaries, as per the requirements conveyed from time to time.

5.0 **Composition of the Bids:**

5.1 Part-I (Techno-Commercial Bids)

The Part-I Bid shall contain all details and documents listed in Annexure-I. No price details are to be furnished in Part-I of the bid.

5.2 Part-II (Price Bid) Part II Bid shall comprise of Price Format, duly filled, as per the enclosed instructions / details.

6.0 **EVALUATION CRITERIA AND AWARD OF CONTRACT**

BHEL shall carry out detailed evaluation of the bids to determine that the requirements set forth in the bid specifications are met. BHEL may accept or reject the deviations sought by the bidder (s) and may load the bids for price for accepting the deviation.

Based upon the evaluation, BHEL shall determine the techno-commercially acceptable bidders. BHEL reserves the right to reject any bidder without assigning reason for the same.

BHEL reserves the right to opt for reverse auction for arriving at L1 rates for awarding the contract.

Price bid opening / participation in Reverse Auction shall be in respect of techno-commercially acceptable bidders only. The bidders shall quote for both Air and Railway tickets otherwise the bid is liable to be rejected.

Discount offered in percentage or Service charge levied as a percentage on the value of the basic fare of the air ticket only will be taken for the purpose of evaluation. However the successful bidder has to accept the lowest quote for other services from amongst other bidders.

AA) Air Tickets

Quantum of discount/service charge offered by the bidder payable to BHEL in terms of % on basic fare for air tickets on anticipated business volume of approx. Rs. 5



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crores (domestic and international) for the contract period of one year, as per break up given in the Price Format. However, Service Tax, as applicable, shall be payable extra.

BB) Rail Tickets

The quantum of likely Railway Business, during the contract period of one year, shall be Rs. 0.10 crores (approx. 2000 with majority of them in Tatkal category) (Details in Price Bid). The bidder shall indicate the amount of Agency Service Charges, if any, over and above the IRCTC charges, on per ticket basis for reservation/ cancellation.

The net impact of discount/service charge on air travel shall be evaluation criteria of bids. The evaluated price shall be worked out as per the sample sheet enclosed at Annexure-B.

CC) Finalization of Award:

Based on the outcome of RA / Price Bid Opening, the bidders would be ranked from L1 position in ascending order. The entire scope of work will be awarded to the L1 bidder only who has to match L1 rates for other services (Train Ticketing, Passports, Visa, Overseas medical insurance etc) of other bidders. Since BHEL intends to empanel two parties, counter-offer of L1 bidder shall be given to the next higher bidder in the rank, i.e., L2 and so on. The empanelment of second party shall be subject to matching the L-1 rates. ***In case no other bidder matches the L1 rates for empanelment, BHEL reserves the right to award the contract for the entire scope of work on L1 bidder.***

Efforts shall be made to allocate approx. 60% of business volume to the L-1 bidder while the L2 (second empanelled operator) would be allocated 40% work. Empanelled agencies shall be required to furnish Quarterly MIR for the total volume of business handled by them, latest by 10th day of commencement of next quarter. **However, Depending upon the suitability, dependability and reliability of the services, BHEL reserves the right to split the business between the parties.**

7.0 CONTRACT VALUE

The contract value shall be the as per Clause No. 1.0 above. This shall be indicated in the Letter of Award to successful bidder (s). However, the actual payment under the contract shall be based on the volume of services rendered.

8.0 VALIDITY OF OFFERS

The offers submitted by the parties shall be valid for a period of 4 months from the date of opening of Part-I bid and 60 days from the date of opening Part-II bid/ RA. Participation in RA / Price bid opening shall be limited to techno-commercially acceptable bidders only. Further, BHEL reserves the right to reject the offer of bidder (s) without assigning any reason.



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9.0 VALIDITY OF CONTRACT

The contract will be valid for a period of **one year**. However BHEL reserves the right to extend the contract for one more year on the same terms and conditions after satisfactory completion of contract.

10.0 TERMINATION OF CONTRACT

Based upon the feedback from the users about the services, BHEL reserves the right to terminate the contract at its own discretion with the either / both parties. However if the parties want to terminate the contract 3 months notice is to be served to BHEL.

11.0 Profile / documents to be attached with Part-I (Techno-commercial bid) shall be as per sheet attached as Annexure-I.

12.0 CHARGES NOT PAYABLE BY BHEL

12.1 BHEL will not pay any interest on the EMD , Security Deposit and also for delayed payments. **However, Service Tax, as applicable, shall be payable extra for the Air (domestic / international) and Rail Services. Any statutory variation in the said taxes during the validity of the contract shall also be admissible.**

13.0 **Rail Reservation Charges** : BHEL expects from the empanelled travel agencies to provide Railway reservation / cancellation services free of charge. However, over and above the basic fare, the service charges of IRCTC and any other charges indicated on e-ticket/Tatkal Ticket shall be payable by BHEL. Service Tax on the billing amount, if applicable, shall also be payable extra.

13.1 In case the bidders want to provide the services at 13.0 above on chargeable basis, the same can be indicated in the price bid. These charges will not be considered for bid evaluation.

14.0 EARNEST MONEY DEPOSIT (EMD)

EMD of Rs. 2.00 lakh should accompany the techno-commercial bid in the form of a bank draft / pay order drawn in favour of BHEL, RC Puram, Hyderabad, payable at any scheduled bank in Hyderabad/Secundrabad, in a separate sealed envelope super scribed "EMD" on the top. However on specific requests from bidders of PSU's (Central and State) waiver of EMD will be examined.

No interest shall be payable by BHEL on EMD amount. The EMD shall be forfeited in case of:

- a) withdrawal of bid or increase in rates or change in bid conditions after opening of the tender.
- b) refusal to enter into a contract after the award of contract.



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- c) if operations of the contract are not commenced from the date indicated in the award of contract.

The EMD will be refunded to the unsuccessful bidders within thirty days of acceptance of award of work by the successful bidder(s) / expiry of the validity of the bid, whichever is earlier.

15.0 SECURITY DEPOSIT

As per rules of BHEL, mentioned below. **The SD shall be in the portion of quantum of business shared by the successful bidder (s) – Refe Clause 4.0.**

- | | |
|---|---|
| a) Upto Rs. 10 lakhs | 10% |
| b) Above Rs. 10 lakhs upto Rs. 50 lakhs | 1 lakh + 7.5% of the amount exceeding Rs. 10 lakhs |
| c) Above Rs. 50 lakhs | Rs. 4 lakhs + 5% of the amount exceeding Rs. 50 lakhs |

After adjusting EMD, the Security deposit shall have to be deposited by empanelled agencies with BHEL along with the acceptance of LOA. The Security Deposit can be furnished in the following manner:

- 100% through Pay Order / DD / local cheque of scheduled bank drawn in favor of BHEL, Ramachandrapuram, Hyderabad;
- 50% in the form of Bank Guarantee and balance 50% through pay order / DD/ Cheque ;
- 50% through pay order / DD / Cheque and balance 50% recovered at the rate of 10% from the running bills.

The Security Deposit shall not carry any interest.

16.0 PAYMENT TERMS:

The bills along with supporting vouchers will be submitted on fortnightly basis and the payment, inclusive of all taxes as applicable, will be made within 15 days from the date of submission of the bills, complete in all respects. **However, no interest shall be payable for delay in making the payment.**

- 17.0** Any other BHEL Unit across the country may engage the services of the empanelled travel agency on the same terms and conditions and rates.

- 18.0** Deviations, if any, may be enumerated in the format enclosed. BHEL at its discretion may agree in full or part or totally reject deviations sought by the bidder(s). BHEL will consider the deviations if the same are specified in the deviation format, or else it will be considered that there is no deviation taken.



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19.0 Over and above the discount offered in the price bid on air travel, the empanelled operator (s) shall pass on the entire commission received from the airlines as per the list furnished by them if any, with the applicable rates of commission. Subsequently, as and when revised, the same shall also be furnished to BHEL during the validity of the contract.

20.0 Review of Contract: In the event of any unforeseen changes in the existing practices of aviation industry, subject to production of documentary evidence, (for example, IATA / Airline commission and discounts being passed on to the travel agents), BHEL reserves the right to review the contract to protect the mutual interests and take action as deemed appropriate. The decision of BHEL in this regard shall be final.

21.0 The offers of the bidders who are on the banned list as also the offer of the bidders, who engage the services of the banned firms, shall be rejected. The list of banned firms is available on BHEL web. Site www.bhel.com.

22.0 ARBITRATION

22.1 In the event of any dispute or difference arising out of the execution of the Order/Contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision between BHEL and Service Provider in any manner touching upon the Order/Contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the arbitration of the person appointed by the competent authority of BHEL (Purchaser).

Subject as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration shall be at Hyderabad/Secundrabad.

22.2 In case of order/contract on Public Sector Enterprises (PSE) or a Govt. Deptt., the following clause shall be applicable:-

In the event of any dispute or difference relating to the interpretation and application of the provisions of the Order/Contract, such dispute or difference shall be referred to by either party to the arbitration of one of the arbitrators in the department of public enterprises. The award of the arbitrator shall be binding upon the parties to the dispute, Provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law secretary, Deptt. of Legal Affairs, Ministry of Law and Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary or Additional Secretary when so authorized by the Law Secretary, whose decision shall bind the parties hereto finally and conclusively. The parties in the dispute will bear equally the cost of arbitration as intimated by the arbitrator.



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23.0 LAWS GOVERNING THE CONTRACT


The Order/Contract shall be executed and governed by the laws of India and the courts of India alone shall have jurisdiction in respect of any matter arising under or in connection with the Order/Contract.

23.0 JURISDICTION OF COURT

Courts at Hyderabad/Secundrabad shall have exclusive jurisdiction to decide the dispute, if any, arising out of or in respect of the contract(s) to which these conditions are applicable.

24.0 DEFAULT/BREACH OF CONTRACT, INSOLVENCY AND RISK PURCHASE

24.1 If the Service Provider / Contractor fails to provide the required services as per the Contract / fails to deliver the goods or materials or any instalment thereof within the period(s) fixed for such delivery or delivers goods or materials not of the contracted quality and failing to adhere to the contract specifications or at any time repudiates or otherwise abandons the contract before expiry of such period or refuses or is unable to supply / provide goods / services or materials covered by the Order/Contract either in whole or in part or otherwise fails to perform the Order/Contract or commits any breach of the Order/Contract not herein specifically provided for or in the event of the death or insanity or if the Seller/Contractor being an individual or if a firm on a partnership thereof, shall at any time, be adjudged insolvent or shall have a receiving order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any assignment of the Order/Contract or enter into any arrangement or composition with his creditors or suspend payment or if the firm dissolved under the Partnership Act or if the Seller/Contractor (Service Provider) being a company is wound up voluntarily or by order of a Court or a Receiver, Liquidator or Manager on behalf of the debenture holders and creditors is appointed or circumstances shall have arisen which entitles the Court of debenture holder and creditors to appoint a receiver, liquidator or manager, the purchaser without prejudice to his right to recover any expenses, losses or damages to which the purchaser may be put to incur or sustain by reason of the Seller/Contractor's default or breach of Order/Contract shall be entitled to cancel the Order/Contract either in whole or portion thereof without compensation to the Seller/Contractor (Service Provider) and if the purchaser so desires, he may procure upon such terms and in such manner as he deems appropriate, stores / services not so delivered or others of a similar description where stores / services exactly complying with particulars are not, in the opinion of the purchaser, which shall be final, readily procurable, at the risk and cost of the Seller/Contractor (Service Provider) and the Seller/Contractor (Service Provider) shall be liable to the purchaser for any excess costs provided that the Seller/Contractor (Service Provider) shall continue the performance of the Order/Contract to the extent not cancelled under the provisions of this clause. The Seller/Contractor (Service Provider) shall on no account be entitled to any gain on such repurchases.

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24.2 Cost of the purchases made by the Purchaser at the risk and cost of the seller/contractor (Service Provider) shall be worked out after levying 30% overheads as departmental charges on the cost of materials / services so purchased/hired.



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ANNEXURE-I

DOCUMENTS TO BE ATTACHED WITH THE OFFER PART-I BID

- 1) Earnest Money Deposit
- 2) Audited Balance Sheet along with Profit and Loss Statement of the Company for the last three years along with the Certificates of Satisfactory Performance from concerned clients / customers towards fulfilling pre-qualification requirements.
- 3) List of clients, including PSUs, if any.
- 4) List of Offices in India and abroad.
- 5) IATA Registration Certificate (attach photocopy). In case providing services related to foreign exchange, a copy of RBI Registration Certificate should also be provided.
- 6) List of airlines along with applicable rates of commission.
- 7) Format for seeking deviations.
- 8) A copy of Service Tax Registration No., VAT, as applicable
- 9) Declaration Sheet
- 10) Complete details of the contact person with email id and mobile number etc.
- 11) Any other information that bidder may like to furnish.



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INSTRUCTIONS/ DETAILS FOR FILLING PRICE-BID (PART-II)

We hereby confirm compliance to the tender terms and conditions for price bid.

- ❖ Quantum of discount offered/service charge by the bidder payable to BHEL in terms of % on basic fare for air tickets on anticipated business volume of approx. Rs. 5 crores for the contract period of one year _____%.
- ❖ All inclusive (basic fare + taxes) anticipated business volume for the domestic and international travel during the contract period of one year would be approx. 5 crores.
- ❖ Rail Reservation Charges: In case the bidders want to provide the Railway Reservation and Cancellation services, for an approx. business of Rs. 0.10 crores for the contract period, on chargeable basis, over and above the IRCTC charges indicated on e-ticket, the same are to be indicated in the Price Bid Format.
- ❖ For quoting Agency Service Charges for Railway Services for reservation and cancellation of tickets, bidders can assume a total of approx. 2000 (two thousand) tickets. Likely business for providing the Railway services shall be approx. Rs. 10.0 lakhs. This quantum is indicative only. This may increase or decrease as per BHEL requirements.
- ❖ The empanelled travel agencies shall have to provide booking/ cancellation of tickets under "Tatkal" category. Agency service charges, if any, in addition to the charges levied by IRCTC, are also to be quoted on per ticket basis for general and tatkal tickets.
- ❖ The net impact of the discount/service charge payable, offered on air tickets shall be the evaluation criteria. The most beneficial offer (max. of discount on air travel/least of service charge) shall be ranked as L-1. Since BHEL has to empanel two agencies, the L-1 rates shall be offered to the next higher bidder in the rank for acceptance. Sample of price bid format is attached.
- ❖ For Railway services, quantum of bookings mentioned above, is indicative only. This may increase or decrease as per BHEL requirement and payments made on actual basis.

SIGNATURE OF BIDDER WITH SEAL

NAME:
DESIGNATION:

Annexure B



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PRICE BID FORMAT

- Bidders may please note that tenders will be finalized based upon the most beneficial terms to BHEL and least cost to BHEL.
- Indicate your incentive or service charge as applicable in the appropriate column

Type of Travel	Incentive Offered (%) To BHEL	Service charges as a % or Amount Rs
<u>Air travel</u> 1. International 2. Domestic		
<u>Rail tickets</u> 1. General 2. Tatkal		
<u>Passports</u>		
<u>Visa</u>		
<u>Overseas Medical Insurance</u>		



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Annexure-C

FORMAT FOR SEEKING DEVIATION
(To be attached with Part-I bid)

CLAUSE NO.	DESCRIPTION / DETAILS OF DEVIATION	REMARKS / REASONS

NOTES:

- 1. Any deviation specified elsewhere in the tender shall not be considered.**
- 2. In case of no deviation, "NIL" is to be indicated in this format.**
- 3. BHEL reserves the right to reject the offer without assigning any reason.**

SIGNATURE OF BIDDER WITH SEAL

NAME:
DESIGNATION:
COMPANY:
DATE:



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Annexure-D

Tender No.

Due Date:

DECLARATION

I / We hereby declare that I / We have not been banned and de-listed by any PSU
/
Government Department / Financial Institution / Court.

Signature

(Name and Address of the Bidder with official seal)

NAME:
DESIGNATION:
COMPANY:
DATE:

Place: