

भारत हेवी इलेक्ट्रिकल्स लिमिटेड
(भारत सरकार का उपक्रम)
पावर सेक्टर - पश्चिमी क्षेत्र
श्रीमोहिनी कॉम्प्लेक्स, 345 किंग्सवे, नागपुर
फोन / Phone 0712- 3048600 To 604 फैक्स /FAX 0712- 3048698- 699/ 3048605 www.bhelpswr.co.in



Bharat Heavy Electricals Limited
(A Government of India Undertaking)
Power Sector-Western Region
Shreemohini complex, 345 Kingsway, Nagpur

TENDER No. PW:NGP:HRX:TRAVEL-13:01

Dated : 28/08/2013

**EMPANELMENT OF TRAVEL AGENCIES TO PROVIDE TRAVEL RELATED SERVICES AT BHEL.,
PSWR., NAGPUR OFFICE.**

LAST DATE FOR SUBMISSION OF TENDER DOCUMENTS : 11/09/2013 – 1500 hrs.

DATE OF OPENING THE TENDER DOCUMENTS : 11/09/2013 – 1600 hrs.

VENUE : AT BHEL OFFICE, 345 KINGSWAY, NAGPUR.

GENERAL INFORMATION

Bharat Heavy Electricals Limited (hereinafter referred as “Company”) is desirous of empanelling travel agencies to provide travel related services for its office located at Nagpur.

The offers are to be submitted in two parts –

- (1) Part-I Techno-Commercial Bid (Terms & Conditions) – Scope of Services
To be rendered and
- (2) Part-II – Price Bid.

In token of acceptance of Techno-Commercial bid (Terms & Conditions), the bidders are requested to forward a copy of the same, duly signed, along with their offer. The price bids of those bidders will be opened whose offers will be found technically acceptable. You are requested to submit your offer along with your company’s profile on or before 1500 hrs. on 11/09/2013.

The Techno-Commercial Bid and Price Bid shall be submitted in separate covers super scribing as “**Technical Bid**” and as “**Price Bid**” on the top of the covers both addressed to **Sr.Executive (HR), BHEL., PSWR., 345 Kingsway, Nagpur-440001**. The Technical Bid will be opened on 11/09/2013 at 1600 hrs. The date of the Price Bid opening of the successful Technical Bidders shall be intimated later.

BHEL reserves the right not to open the Techno-Commercial and / or Price Bid of any party on its sole discretion.



PART-I - TECHNICAL BID

Techno-Commercial Conditions **(Terms & Conditions)**

BHEL., PSWR., Nagpur intends to empanel Travel Agencies of repute travel related services for its office located at Nagpur. The services to be provided and the terms and conditions are mentioned below. The approximate anticipated expenditure that would be incurred by the office located in Nagpur for the period of one year will be as follows:

a) Domestic Air Travel	Rs.65 lakhs
b) International Air Travel	Rs. 05 lakhs
c) Rail Booking	Rs.0.5 lakh

Above figures are only indicative and not commitment which may please be noted. Approximate 10% increase is anticipated in the above business volume during the contract period of three years.

PRE-QUALIFICATION REQUIREMENT:

Bidders must have achieved an average annual financial turnover (Audited) of Rs.22 lakhs or more over last three Financial Years (FY) i.e. 2010-11; 2011-12; 2012-13 or for 2009-10; 2010-11; 2011-12 if Annual Accounts for FY 2012-13 are not audited.

- 1) Bidder to submit Audited Balance Sheet and Profit and Loss Account for the respective years as indicated against above along with all annexures.
- 2) In case audited Financial statements have not been submitted for all the three years as indicated against above, then the applicable audited statements submitted by the bidders against the requisite three years, will be averaged for three years, i.e. total divided by three.

The agency is required to be approved by IATA and registered under TAAI. Other requirements are to be filled in the Profile by the bidder (Annexure-I) enclosed.

SCOPE OF WORK

1. **Domestic Booking:** Booking the ticket, both air & rail, Economy Class and Business Class including cancellation, preponement, postponement, date change, etc. Preference would be purchase of air tickets at economical low fare rates so as to derive maximum benefits in air travel.

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2. **International Booking:** Booking the ticket under low fare basis for both Economy and Business Class including cancellation, rerouting, rebooking, preponement and postponement
3. **Foreign Exchange – Purchase and selling**
4. **Overseas Mediclaim Travel Policy.**
5. **Incentive payment to BHEL:** The bidders to quote their incentive / discount offered in terms of % of basic fare (excluding fuel charges, airport fee, etc.) of air tickets payable by the Travel Agencies shall remain firm for the entire contract period duration for availing domestic and international air travel related services in the Part-II Bid.
The bidders are required to confirm that, in case the Airline Operators offer any commission/Discount, the same will be passed on to BHEL in toto.

Price-Bid: The rates quoted shall be firm for the entire duration of the contract.

6. BHEL also reserves the right to offer the awarded L1 rate to others for price matching.
Based on the price matching, the contract may be split among more than one agency.
7. **Contract Value:** Based on the management fee/transaction fee that would be payable by BHEL on the anticipated expenditure for domestic and international air travel, the contract value would be worked out.
8. **Validity of offers:** The offers submitted by the parties shall be valid for a period of 3 months from the date of opening of price bids.
9. **Validity of Contract:** The contract will be valid for an initial period of two years, subject to satisfactory performance and the contract period may however, be extended for a further period of one more with mutual agreement and on the same terms and conditions and rate of incentives/discounts.
10. **Profile of the Bidder Agency:** As per Annexure-I attached.
11. BHEL reserves the right to split the business between the parties, if it decides to engage more than one party.

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12. BHEL reserves the right to terminate the contract at its own discretion with either or both parties. Similarly, the travel agency may also terminate the contract. The notice period of one month will, however, be given by either party for termination of the contract.
13. **RAIL RESERVATION CHARGES:** BHEL will pay service charges for booking and cancellation @ Rs.25/- per ticket/person. **Hence the parties need not indicate these charges separately.**
14. **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.
15. **OTHER SERVICES REQUIRED TO BE PROVIDED:**
 - Passport services
 - Visa Processing
 - Overseas Mediclaim Policy.
16. **Ticket booking:** Services are required for booking of Air Tickets (both domestic as well as international) / Rail Tickets on all days inclusive of Sundays / Holidays, odd hours, etc. and names, contact nos. etc. of the person concerned should be intimated in the offer.
E-tickets should be sent through E-mail immediately to the individual as well as to HR Dept. official concerned who is giving the booking.
17. Deviation, if any, should be indicated separately by the agency and BHEL at its discretion may agree in full or part or totally reject deviations sought by the bidder(s). After the award of work, no deviation shall be considered.

This is only an invitation to offer and there is no commitment from BHEL for award of Contract which needs to be noted clearly.

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PART-I ANNEXURE-I

PROFILE OF THE BIDDER.

- 1) GENERAL DETAILS:
 - a) Name of the Travel Agency with Regn.No. ..
 - b) Address for Communication ..
 - c) Phone No. / E-mail ID / Fax No. ..
 - d) Name of the contact person with Phone & Mobile No.
 - e) If Branch Office, state the name & address Of Head/Regd. Office, Phone & e-mail ID ..
 - f) Name of the authorised signatory ..
- 2) AUDITED ACCOUNTS (Balance Sheet and Profit & Loss A/C) OF THE COMPANY FOR THE LAST THREE YEARS – 2010-11 TO 2012-13
- 3) LIST OF CLIENTS, INCLUDING PSUs, IF ANY ..
- 4) LIST OF OFFICES IN INDIA
- 5) IATA REGISTRATION CERTIFICATE (COPY TO BE ENCLOSED)
- 6) TAAI MEMBERSHIP CERTIFICATE (COPY TO BE ENCLOSED)
- 7) ANY OTHER INFORMATION THAT YOU WOULD LIKE TO FURNISH.

SIGNATURE OF THE BIDDER WITH OFFICE SEAL.

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PART-II

PRICE BID

01 DOMESTIC AIR TRAVEL – TRANSACTION CHARGES RS. _____
(Rupees _____) per
ticket/person for both Economy & Business Class travels.

02 INTERNATIONAL AIR TRAVEL – TRANSACTION CHARGES Rs. _____
(Rupees _____) per
ticket/person for both Economy & Business Class Travels.

03 CANCELLATION, PRE/POSTPONEMENT CHARGES – As per airlines rules
and no Service Charges shall be paid on any account. Airlines cancellation charges
proof to be attached.

04 RAILWAY RESERVATION – SERVICE CHARGES – Rs.25/- per ticket/person
(Rupees Twenty Five only shall be paid for both reservation as well as
cancellation per person/ticket.)

05 FOREIGN EXCHANGE – PURCHASE & SELLING – Case to Case basis
The Discount shall be decided.

06 OVERSEAS MEDICLAIM TRAVEL POLICY – Discount of _____%

01 Percentage (%) _____ of discount/incentive offered by the Agency in basic
fare of the air tickets (excluding fuel charges, airport fee, etc.)

Signature of the authorised person of the agency
With office seal.