

**National Health Systems Resource Centre**  
**NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067**  
**Tel+ 91-11-26108982, 83, 84, 92, 93, FAX +91-11-26108994**  
**WEBSITE: [www.nhsrccindia.org](http://www.nhsrccindia.org)**

**File Ref: NHSRC/2014-15/BOOKING/ AIR&RAIL TICKET**  
**HIRING OF AIR&RAIL TICKET BOOKING AGENTS**

**Date: 14 February 2014**

### **TENDER NOTICE**

Tender Fee – Rs. 200/-

1. On behalf of the Executive Director, NHSRC, the Indenter, Tenders are invited for hiring in a TWO BID SYSTEM IATA / IRCTC Approved Travel Agent commercially registered with and Licensed from IATA, Ministry of Civil Aviation and Ministry of Railways, Government of India subject to the Terms and Conditions of the Contract notified in the tender document available on the official NHSRC website [www.nhsrccindia.org](http://www.nhsrccindia.org) for use in the NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067.

### **2. Schedule to the Invitation of Tender**

1.	Tender document download/Sale date/time	:	1000 Hrs. on 14 February 2014
3.	Tender document download/sale end date/time	:	1000 Hrs. on 10 March 2014
4.	Last date and time for receipt of bids	:	1200 Hrs. on 10 March 2014
5.	Date and time for opening of Prequalification- cum-technical bid	:	1430 Hrs. on 10 March 2014
6.	Service to be provided	:	AIR and RAIL TICKET BOOKING
7.	PERIOD/EXTENSION OF CONTRACT	:	Up to 31 <sup>st</sup> March 2015 from the date of Award of contract with an option of extension for a further period up to two years on the same rate, terms and conditions subject to providing of satisfactory services and at the sole discretion of NHSRC.
8.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid
9.	Bid Security (EMD) total estimated value	:	INR 1,50,000/-
10.	Performance Security total cost of Bid (for selected Bidder only before award of the contract)	:	INR 2,00,000/-

3. **The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.**

4. After Purchase / downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise, the bid will be rejected.
5. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit the entire signed and stamped document.
6. In case the date of opening of tenders is declared a holiday for unexpected reasons, the tenders shall be opened at the same time on the next working day.
7. All documents submitted should be self-attested with seal of the bidder.
8. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized signatory. Offers received without signature and seal on all pages are liable to be rejected.
9. Bidders are requested to visit NHSRC site [www.nhsrcindia.org](http://www.nhsrcindia.org) regularly before the due date of submission for any probable corrigendum which could be uploaded subsequently against this tender.
10. The Tender Bids containing terms and conditions can be obtained from the AO, NHSRC, NIHFWS Campus, Munirka, New Delhi - 110067 on a payment of non-refundable Rs. 200/ (Rupees two hundred only) in cash during working hours of working days. The Tender document can also be downloaded from the website [www.nhsrcindia.org](http://www.nhsrcindia.org) and such document should be accompanied by a DD in favour of “**National Health Systems Resource Centre**”, payable at New Delhi of an amount of Rs. 200/-. Tenders may be sent by registered post/or may be dropped in Tender Box in this office, held at the Reception of NHSRC so as to reach before 1200 hrs on 10 March 2014. NHSRC shall not be responsible for any postal delays.
11. Tenders shall be opened in the presence of tenderers or their authorised representatives if they wish to attend (only one representative is permitted).
12. Bidders shall have to quote for the both ticket booking (Air and Rail), but evaluation will be done on Air ticket booking.
13. **All bidders are required to Insert Specific Code of the desired AIRLINES as assigned to and provided by NHSRC mandatorily prior to booking of any air ticket**

## **PROCEDURE FOR SUBMITTING TENDERS**

### **Pre-Qualification cum Technical Bid**

The documents listed in **Annexure I** are required to be submitted in the **Pre-Qualification cum Technical Bid**. In case of non- submission of requisite document(s) or providing of incomplete details by the bidder, the bid is liable to be rejected during the evaluation without any further reference, whatsoever.

- a. Covering letter should clearly indicate the list of enclosures.
- b. Original/downloaded tender document should duly filled in, signed and stamped by the bidder or authorized representative of the bidder. In case the tender document has been downloaded, a DD of Rs. 200/- for **National Health Systems Resource Centre** payable at Delhi needs to be attached.
- c. Additional Information of the Bidder duly signed by the bidder or authorized representative of the bidder in the Performa and format as given in **Appendix - I**.
- d. Bid Security (EMD) **Appendix - II**
- e. Self-Attested Copy of Income Tax Return for the last three years, PAN No., Service Tax Registration No., IATA Registration No. / IRCTC Registration No. of the bidder as per **Appendix - III**.
- f. Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any Govt./Public Sector Institutions or reputed private organization in Delhi/NCR during last Three years along-with endorsement from the concerned Institution. **Appendix - IV**
- g. Undertaking on Non-Judicial stamp paper of Rs. 50/- duly notarized and signed by the bidder or authorized representative of the bidder for accepting the Terms and Conditions of the Tender document and to comply with them as per **Appendix - V**.
- h. NHSRC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or scrap the tender enquiry at any stage without assigning any reason and NHSRC will not be liable for any costs and consequences incurred by the intending Tenderers.
- i. Should have annual average turnover of more than Rs.50 Lakh based on last three years balance sheets.
- j. He should never been black listed from any of the Government agencies/State Government/PSUs. This to be notarised.

#### **FINANCIAL BID:**

The Financial Bids must be submitted in the prescribed format in the (**Annexure-II A & II-B**) in consideration with the following points and nowhere else.

1. The Financial Bid should be submitted as per **Annexure II A & II B** in a separate sealed cover kept inside the main cover. The Commercial Bids of those tenderers who are found technically complete will be opened on a specified date and time to be intimated to the eligible tenderer only. A duly constituted Tender Evaluation Committee will evaluate the Commercial Bids.
2. Travel locations are all over India with occasional travel abroad.
3. **Cancellation charges/re-issue charges/No show charges if any shall be paid on actuals as charged by the respective Airlines.**

#### **SERVICES TO BE PROVIDED: JOB SPECIFICATIONS**

- a. All flight information to be provided by the agent to the NHSRC's designated staff.

- b. The Executive Director, NHSRC, or his nominees shall have the right to cross check the rates of the ticket from the related airlines and if any error is found in the ticket amount then the contract will be liable for termination / Penalty charges as decided by NHSRC.
- c. No service charges shall be paid by NHSRC for Air ticket booking.
- d. The rates quoted in the tender shall be valid up to one year and should be firm and final. Service tax would be extra and as applicable.
- e. The Successful Bidder shall be responsible in respect of all the legal and statutory obligations and also ensure that all taxes stand fully paid to the appropriate authority.
- f. In case of No Show ticket, payment of such bill will be made on submission of the credit note from the Agent along with refund order issued by respective airlines.
- g. The Executive Director reserves the right to terminate the contract at any time during the course of contract without assigning any reasons thereof.
- h. NHSRC reserves the right to award tender to one or more than one bidder, in part or full.
- j. The Contract/Agreement on a non-judicial stamp paper of Rs. 100/-, if required, will be signed by the successful bidder within 15 days from the date of issue of the '**Acceptance of Bid' or Work Order.**

#### **Criteria for Evaluation of Tender:**

The Evaluation of the Tenders will be made first on the basis of Technical Information (**Annex I**) and then on the basis of Commercial/Financial Information (**Annex II A & II B**). The Commercial Bid of such firms found valid based on technical parameters will only be opened on the date/time and venue to be announced after opening of the Technical Bid.

Bidders have to submit financial bids for AIR and RAIL for both the services are compulsory. **Evaluation for deciding L-1 shall be done on basis of financial bid for Air ticket booking only.**

- (i) The NHSRC shall evaluate the bids in respect to the substantive responsiveness of the bid or otherwise. The NHSRC shall carry out detailed evaluation of the substantially responsive bids. The Purchaser shall check the bid to determine whether they are complete, whether any computational errors have been made or required sureties have been furnished.
- (ii) A bid determined as substantially non-responsive shall be rejected by the NHSRC.
- (iii) The NHSRC may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a material deviation.
- (iv) The NHSRC shall evaluate in detail and compare the bids which are substantially responsive.

#### **PENALTY CLAUSE**

- i. Any request for ticket booking or any other related requested should be responded within 1 hour (maximum time) failing which Rs.1000/ shall be levied as penalty.
- ii. In case of tatkal booking/short notice request, the vendor should respond within half hour (1/2 Hour) maximum time failing which Rs.1000/- shall be levied as penalty.

iii. Any additional cost/loss involved in the form no show/fare difference due to delay in booking/providing tickets, the cost shall be deducted from the vendors payment. In addition to that Rs.1000/- shall be levied as penalty.

**Sub-letting of Work:**

The firm shall not assign or sublet the work or any part of it to any other person or party. The tender is not transferable. Only one tender shall be submitted by one tenderer.

**TAX DEDUCTION AT SOURCE**

Tax deduction at source shall be governed as per prevailing rules.

**General Terms & Conditions:**

- i. Original/downloaded tender document shall be duly filled in, signed and stamped by the bidder or his authorized representative.
- ii. Telegraphic/ Telex/ Fax/ Email and letterhead quotations are not acceptable and will be rejected.
- iii. It shall be presumed that the terms & conditions mentioned in the tender document have been duly accepted by bidder while submitting the bid. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvas for the work will prejudice the contractor's quotation.
- iv. NHSRC has right to reject, withdraw/ revoke/ cancel whole or any part of tender at any stage without assigning any reason.
- v. Conditional Bids shall not be accepted.
- vi. Offer will be accepted in Two Separate Sealed envelopes superscribed (a) FINANCIAL BID containing Price Schedule, and (b) Technical Bid containing EMD and other documents respectively. Both the envelope should be enclosed in a separate sealed other envelope superscribed suitably TENDER ENQUIRY FOR SERVICES NO..... ADDRESSED to PAO, NHSRC, NIHFV Campus, Baba Gangnath Marg, Munirka, New Delhi-110067 on the bottom left Hand Cover.

**Bid Security (EMD):**

- i. Each tender must be accompanied by Bid Security / EMD "in original" for amounts as specified above in the form of a Demand Draft/ Pay Order favouring "**National Health Systems Resource Centre**" payable at New Delhi and duly discharged in his favour in advance. EMD should be valid upto 3 months starting from the last date of submission of Tender.
- ii. In case of non-submission of Bid Security, the tender would be rejected without assigning any reason.
- iii. No interest shall be payable by the Indenter on the Bid Security.

- iv. Bid Security shall be refunded to the unsuccessful bidders on finalization of the tender and to the successful bidder on furnishing of Performance Security in terms of Clause VII below.
- v. The Bid Security is liable to be forfeited if the Bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.
- vi. If the successful Bidder fails to furnish the Performance Security (as required under Rule 158, General Financial Rules, 2005) then the Bid Security (EMD) shall be liable to be forfeited.

#### **PERFORMANCE SECURITY:**

- i. The successful bidder shall furnish Performance Security for an amount as indicated to ensure due performance of the contract within **fifteen (15)** days or earlier from the date of receipt of communication from NHSRC informing "Acceptance of Bid".
- ii. The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the Work Order.
- iii. Failure of the bidder to submit the above-mentioned Performance Security shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.
- iv. The Performance Security as mentioned in the sub-para (i) above shall be released on satisfactory completion of all contractual obligations.
- v. The Performance Security shall be furnished in the form of a Demand Draft/Pay Order favouring "**National Health Systems Resource Centre**" payable at New Delhi.

#### **COMMUNICATION OF ACCEPTANCE**

Acceptance of tender by the Indenter will be communicated by registered letter/ speed post/ fax/e-mail or a formal letter of 'Acceptance of Bid' or 'Work Order' informing amount of Performance Security to be deposited. The award of work order, when issued to successful bidder, constitutes the contract with collateral supports from terms and conditions of the tender limitation notices as well as formal agreement on non-judicial stamp paper if any, all of which finally form the contractual obligations to be adhered to / performed by the bidder.

#### **DISCLAIMER**

The near relatives of employees of NHSRC are prohibited from participation in this tender. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.
- (b) The one is related to the other in the manner as father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife, sister(s) and sister's husband (brother-in-law)
- (c) Their husband and wife.

The CONTRACT/agreement on a non judicial stamp paper of Rs. 100/-, will be signed by the successful bidder within 15 days from the date of issue of the 'Acceptance of Bid' or Work

Order failing which the Bid Security (EMD) is liable to be forfeited and the bidder may be blacklisted.

### **ANNULMENT OF AWARD**

Failure of the successful bidder to comply with the terms and conditions of the contract/work order shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which NHSRC may make the award to any other bidder at the discretion of the Institute or call for new bids. The Bid Security is liable to be forfeited if the Bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.

### **INDEMNIFICATION:**

The Bidder/Supplier shall, at its own expense, defend and indemnify the owner against all third party claims.

The Bidder/Supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. The Indenter shall not pay any compensation to a third party resulting from such infringement and the Bidder/Supplier shall be fully responsible for the same, including all expenses and court and legal fees.

The Indenter will give notice to the Bidder/Supplier of any such claim without delay, shall provide reasonable assistance to the Bidder/Supplier in disposing of the claim, and shall at no time admit any liability for or express any intent to settle the claim.

Final payment to the Bidder/Supplier by the Indenter will not be made while any such suit or claim remains unsettled.

### **PAYMENT TERMS AND CONDITIONS:**

The term 'payment' mentioned in this part includes all types of payment due to the contractor arising on of this contract excluding Earnest Money and Security Deposit governed by separate clauses of the contract.

- All payments shall be made by cheque/bank transfer only.
- Payment of Bills would take 3 to 4 weeks' time on an average. However, no interest or penalty would be paid by NHSRC in case of delay in payment due to official reasons.
- No payment shall be made in advance nor any loan from any bank or financial institutions shall be recommended on the basis of the order of Award of work.
- **Bills to be submitted Fortnightly with supporting Tickets. Statement of outstanding bills to be submitted to NHSRC on monthly basis/as per request on time to time.**

### **JURISDICTION**

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in

this behalf at Delhi/New Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

**ARBITRATION**

All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, herein before provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, NHSRC. The award of the arbitrator so appointed shall be final and binding on both the parties.

**NOTICES**

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Indenter or Bidder.

**EXCLUSIVE RIGHT OF THE EXECUTIVE DIRECTOR, NHSRC**

The Executive Director, NHSRC, reserves all rights to reject any tender including of those tenderers who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tenderer. The decisions of NHSRC shall be final and binding. NHSRC reserves the right to award the Tender to one or more than one vendor. NHSRC also reserves the right to amend, modify add or delete any terms and conditions of the Tender in the interest of the Centre without assigning any reason.

Signature of the Bidder

Witnesses: -

1.

2.



**TECHNICAL BID****Additional Information**

**(To be submitted to PAO, NHSRC, NIHFV Campus, Baba Gang Nath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid )**

Tender Enquiry Refer no. \_\_\_\_\_

Due for Opening on (Time): \_\_\_\_\_

Item Name & ID Number: \_\_\_\_\_

1. Name & Address of Bidder/ Indian Agent:
2. Name & Address of Registered Office at Delhi:
3. Permanent Income Tax A/c No. of the bidder:
4. Name & Address of Banker of the Bidder:
5. Business Name and constitution of the Bidder firm.  
Also state if the firm is registered under
  - (i) The Indian Companies Act, 1956
  - (ii) The Indian Partnership Act, 1932
  - (iii) Any act, if not, who are the owners.
 (Please give full Names and Address)
6. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative, please state further:-
  - (i) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.
  - (ii) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.
7. State whether business dealing with you has been banned by any Central/ State Government Organization? If so, give details.

**Signature of witness**

Full Name and Address of Witness

**Signature of Bidder**

1. Full name & address of the Person signing (BLOCK LETTER)
2. Whether signing as Proprietor / Partner / Constituted Attorney / duly authorized by company.

**Bid Security (EMD)**

Tender Refer No. \_\_\_\_\_ Due for opening on:

Name of the Service Provider \_\_\_\_\_

Bid Security (EMD) as required by this Tender Enquiry Refer No. \_\_\_\_\_ is being submitted in the form of Demand Draft/ Pay order in original favouring the **National Health Systems Resource Centre** and duly discharged in his favour in advance.

Details of Demand Draft/Pay order/ attached:

No. \_\_\_\_\_ Dated \_\_\_\_\_

Drawn on (Bank) \_\_\_\_\_

Amount \_\_\_\_\_

**SIGNATURE OF BIDDER**

**(PROP. / Partner/ Authorized Signatory)**

**Name & Address with Seal of the firm**

**Income Tax Return & PAN Number**

Tender Ref No. \_\_\_\_\_

Due for opening on:

Name of the Service provider \_\_\_\_\_

Self attested copies of IT Return & PAN Number, as required by this Tender Enquiry Refer No. \_\_\_\_\_ is being submitted along with this tender as per details given below: -

	Remarks
Copies of acknowledgement of Income Tax Returns for last three years	
Copy of Permanent Account Number	
Copy of Service Tax Registration Number	
Copy of IATA/IRCTC Registration Certificates, if any	

**SIGNATURE OF BIDDER  
(PROP. / Partner/ Authorized Signatory)**

**Name & Address with Seal of the firm**

**(TO BE FILLED IN BY THE BIDDER)**

Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last three years) along-with endorsement from the concerned Institution Whether any work of Govt. or Semi Govt. Deptt. or Reputed Private Organization has been done in previous year Yes/No\_\_\_\_\_

(b) If yes, furnish full details

\_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE OF BIDDER**  
**(PROP. / Partner/ Authorized Signatory)**  
**Name & Address with Seal of the firm**

**UNDERTAKING**

(To be submitted on Rs.50/- stamp paper)

**Declaration by the Bidder**

I/We \_\_\_\_\_ hereby declare that:

1. I/We am/are the authorized IATA/IRCTC Approved travel agent recognized by the Ministry of Civil Aviation/ Ministry of Railways, Govt. of India/ respectively
2. I/We do hereby offer to provide the facility of Air/Rail Tickets booking in time mentioned in the Tender Document.
3. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
4. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
5. I/We agree for the all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
6. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
7. The tender document has been downloaded from the official website i.e. [www.nhsrcindia.org](http://www.nhsrcindia.org) for bidding purpose and is a true copy of the original.
8. I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause of Annexure I is/are employed in NHSRC.

**SIGNATURE OF BIDDER**

**(PROP. / Partner/ Authorized Signatory)**

**Name & Address with Seal of the firm**

**Checklist for Pre-Qualification cum Technical Bid for Air and Rail**

Tender Reference No. \_\_\_\_\_ Due for opening on:  
Name of the Service provider \_\_\_\_\_

Following documents are required to be submitted in the Pre- Qualification cum Technical Bid in a Sealed Envelope. Superscribed **"TECHNICAL BID"**

<b>S. No.</b>	<b>Items to be submitted</b>	<b>Remarks</b>
1.	Covering letter indicating the list of all enclosures.	
2.	Original/downloaded tender document duly filled in, signed and stamped by the bidder or his authorized representative of the bidder.	
3.	Additional Information of the Bidder duly signed by the bidder or authorized representative of the bidder in the Performa and format as given in <b>Appendix - I</b>	
4.	Bid Security (EMD) <b>Appendix -II (as per BID)</b>	
5.	Self attested Copies of following <b>Appendix - III</b> i) Certificate of Registration from IATA/IRCTC ii) Income Tax Return for the last three years, iii) PAN No., iv) Service Tax	
6.	Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last three years) along-with endorsement from the concerned Institution . <b>Appendix - IV</b>	
7.	Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per <b>Appendix - V</b> (on Non-Judicial stamp paper of denomination of Rs. 50/-)	

**SIGNATURE OF BIDDER**  
**(PROP. / Partner/ Authorized Signatory)**  
**Name & Address with Seal of the firm**

**(FOR OFFICIAL USE ONLY)**

**FINANCIAL BID**

**Service Charges for Train Ticket Reservation**

<b>Sl. No.</b>	<b>Service Tax if any</b>	<b>Service Charges per ticket if any</b>	<b>Service charges Tatkal tickets if any</b>	<b>Total Amount</b>

**SIGNATURE OF BIDDER**

(PROP./Partner/Authorised Signatory)

Name & Address with seal of the firm

**(FOR OFFICIAL USE ONLY)**

FINANCIAL BID

**For Air Ticket Reservation**

<b>Sl. No.</b>	<b>Name of Airlines</b>	<b>Discount in %age on Basic Fare</b>

**SIGNATURE OF BIDDER**

(PROP./Partner/Authorised Signatory)

Name & Address with seal of the firm

**(FOR OFFICIAL USE ONLY)**