

**Directorate of Industries, Department of MSME, Government of Uttarakhand**

Industrial Area, Patel Nagar, Dehradun, Uttarakhand 248001 Ph: 0135 272 8227

Website: <https://www.doiuk.org>

No. .... Dated .....

**Tender Document - Travel Arrangements for Destination Uttarakhand Investors Summit 2018**

**I. General Instructions**

1. The Travel Partner shall propose team consisting of staff / experts to take care of all aspects of the assignment.
2. Misrepresentation/ improper response by the bidder may lead to the disqualification.
3. Travel Partner shall provide services 24 hours a day, as well as services during weekends and official holidays where emergency travel service is required. One of the Travel Partner employees shall always be reachable by phone (24x7).
4. The official travel requirements shall be accorded the highest priority and, therefore, the Travel Partner shall ensure that servicing private travel does not delay, impede or frustrate the Travel Partners timely and effective processing of Government of Uttarakhand /Partner Agencies for official travel.
5. Much of the official travels will be organized on short notice. The Travel Agent(s) must therefore ensure its efficiency and rapid communication in handling all travel related matters.
6. Around 100 guests will be hosted by Government of Uttarakhand, travel arrangements are to be made for the same.
7. The Travel Partner shall provide a wide range of travel management services and should have the capacity to handle corporate/Government accounts.
8. The Agency must be knowledgeable in preparing special fares, restricted fares, discounted fares, and group fares for use whenever appropriate.
9. The Project cost may vary according to the actual requirements.
10. Clarifications may be sought only in pre-bid and no queries shall be entertained thereafter.

**II. SCOPE OF WORK**

**(a) Air Travel**

Department of Industries, Government of Uttarakhand will require in all cases to book the lowest available fares in case of air travel and to suggest alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares, as per travel requirements.

1. Where available, direct flights is preferred or connecting flights with minimum halt.
2. Where available, use of the lowest applicable fare is the preference.
3. Economy class travel for all the travelers. Business class travel or equivalent may be applicable only in limited situations in consultation with Department of Industries, Government of Uttarakhand.
4. Travel regulations prohibit first-class travel except for a few specific categories.

**(b) Reservation and ticketing (Airways, Railways & Road Travel)**

1. For every duly approved travel request, Travel Partner shall immediately make bookings on the airlines operating the route and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing; Rail & Road Transport to be considered based on staff authorization in consultation with Department of Industries, Government of Uttarakhand.
2. In the event that required travel arrangements cannot be confirmed, Travel Partner shall notify the requesting party of the problem and present alternative routings/quotations for consideration.
3. For wait-listed bookings, Travel Partner shall provide regular feedback on status of flight booking, Railway Booking.
4. Travel Partner shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline/train; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, and make appropriate adjustments for any change(s) in flight schedules/train schedule prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes.
5. Travel Partner shall accurately advise the ticketing deadlines and other relevant information, including visa requirements (if required).
6. Travel Partner shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
7. **Travel Partner shall only act on travel requests for official travel submitted by the competent authority of Department of Industries, Government of Uttarakhand.**
8. Travel Partner shall provide information to Department of Industries, Government of Uttarakhand and the traveler of such events like airport closings, canceled or delayed flights/trains, and strike situations as well as of local political or safety conditions which may affect travel to any particular destination.

9. The Travel Partner shall provide all official travelers last seat availability and advance seat assignments and boarding passes in case of airlines/Tatkal tickets for Train Travel.

**(c) Providing of Vehicles/luxury coaches**

1. To provide neat, clean, comfortable vehicles not more than 3 years old for travel within and outside the State of Uttarakhand.
2. Should have at least 30 vehicles of various categories/types (Innova, Xylo, Deziro, Indigo, Honda Amaze etc).
3. Must have capacity to provide high end luxury cars for the main event scheduled in October like, (Mercedes, BMW, Camry, Fortuner, Toyota Corolla Altis etc).
4. Must have capacity to provide fully air-conditioned luxury buses for travel to Rishikesh for at least 300 to 500 people.
5. Experienced, well-mannered drivers in uniforms.
6. All tolls, taxes, etc to be paid by the Travel partner.
7. All vehicles to be equipped with full fuel tank, fire extinguishers, functional seat belts, business newspaper, Mineral water Bottle, face tissue.
8. Total number of vehicles required is as per Annexure II . The number of vehicles may vary based on requirement.

**(d) International Travelers/ Delegates :** Travel Partner should be familiar with the standard procedure of travel documentation for international Travelers.

**(e)** Agency will have to professionally manage pool of cars for smooth transportation of guests from airport to venue, from airport to hotel, from venue to hotel and/or any individual requirements during the summit. This also includes proper paging at a time of reception of the guest. Agency to also provide AC Luxury coaches from Venue to Rishiksh for Cultural evening.

**(f)** Agency to ensure that the vehicles are in good condition and they have all the required permissions and papers as required under the govt. regulations such as registration, Pollution Under Control certificate, insurance.

**(g)** Agency is required to arrange and provide vehicles to Department of Industries, Government of Uttarakhand and will make allocations as per the instruction given by Department of Industry. It may be noted that the vehicles provided should not be older than 3 years.

**(h)** Agency to ensure the number of vehicles of different category to be reserved well in advance and for the purpose, agency may tie – up with its associate for procuring vehicles.

- (i) Agency is required to provide the detail of vehicles, driver details etc reserved for Destination Uttarakhand Investors Summit 2018, within 5 days of award of contract.
- (j) The vehicles reserved shall be placed at a designated location (Parking Area) and will be allocated as per the instruction of Department of Industries.
- (k) Agency should engage dedicated team to handle transport management.
- (l) Agency should depute a team of 3 persons (Including 1 Team leader & 2 Coordinators) at a disposal of Department of Industries. Further, agency is also required to provide the details of these personnel within 5 days of award of contract.

### III. Eligibility Criteria:-

- a. Agency should be a registered legal entity (firm/Company etc). (Supporting document should be submitted)
- b. The agency must have been in operation for a minimum period of 03 years in travel business. Proof to be submitted, should be in the form of Registration/Incorporation Certificate in the name of the agency submitting the bid or CA's certificate.
- c. The Agency must have an annual turnover of **Rs. 1 Crore (One Crore)** in each of the last two financial years (2016-17, 2017-18). A certificate from the Chartered Accountant clearly specifying the turnover for each year must be submitted in this regard.
- d. The Agency should have a valid GST NO. & PAN . (Copy should be submitted)
- e. Agency should be an Income Tax Assessee and should have filed Income Tax return for the last 2 Assessment Years. (Copy should be submitted).
- f. Agency should have supplied vehicles (light and heavy vehicle) of different makes to at least 2 events wherein they have supplied at least 50 vehicles, organized by the government and / or quasi government agencies / financial / multilateral agencies / private organization in the last 5 years. Experience certificate, reflecting the number of vehicles supplied, should be submitted.
- g. No legal proceedings with any of the clients and its employees related to the services of the bidding agency and or its affiliate. Agency should not be blacklisted from any of the State Government, state government PSUs or Govt. of India. An affidavit to this effect should be provided by the agency on appropriate stamp paper.
- h. The agency should be a registered member of any one association like IATO/ TAAI/ ADTOI/ TAFI/IATA/ Ministry of Tourism, Govt. of India. (Proof to be submitted, in this regard).

#### IV. Bid Submission Process -

The Bidder has to submit their Bids with scanned copy of their duly signed documents online at [www.uktenders.gov.in](http://www.uktenders.gov.in) only. Offline bids will not be accepted. **The required tender fee & EMD must reach the office of the Director Industries, Uttarakhand on or before 17<sup>th</sup> September 2018** and the scanned copies must be submitted along with technical bid. The bid should be submitted in **2 Envelop system** i.e. Technical bid & Financial bid.

##### 1. Packet-1(Technical bid)

The agencies have to submit certificates of experience, signed tender documents, CA's certificate, and other documentary proof of eligibility criteria as defined in the tender document.

###### **Part A.**

The tender fee and EMD must be submitted in envelope marked as "**Tender fee and EMD**".

###### **Part-B.**

The Bidder have to submit signed tender document with annexure, certificate of experience, registration certificate of the firm, CA certificate for turnover, registration/membership certificate of any association, income tax return of last 2 financial years, copy of PAN & GSTN, Affidavit in respect of firm being non blacklisted on appropriate stamp paper & Self Undertaking from authorised person for having at least 30 vehicles of various categories.

##### 2. Packet-2(Financial bid)

The Agency has to submit the rates for the assignment in envelop marked as "Financial bid" with seal and sign of the firm.

3. The **EMD**(Earnest Money Deposit) will be **Rs.50,000 (Rupees Fifty thousand only)** and should in the form of Demand Draft / Banker Cheque / Pledged FDR from a scheduled or Nationalized Bank, drawn in favor of Director Industries payable at Dehradun. Bids received without the Earnest Money Deposit will be summarily rejected. Directorate of Industries shall not be liable to pay any interest on the Earnest Money Deposit. The amount shall, however, be returned to unsuccessful applicants after the work order is issued to the successful applicant.
4. **The rates** quoted shall be for a total composite price **inclusive of GST**.
5. **Bank Guarantee/FDR of 5%** of the contract value towards **Performance Security** shall be submitted to the department within 5 days from the date of LoA in favour of Director if Industries, Government of Uttarakhand, payable at Dehradun. The validity of

Performance Guarantee shall be 4 months. Upon expiry of the agreed engagement period the bank guarantee will be handed over within 45 days.

6. No escalation in cost will be entertained.
7. All statutory taxes like TDS etc. will be deducted at source while making payment and tax deduction certificate will be issued.
8. Canvassing in connection with acceptance the tender is prohibited and the tender submitted by the bidder who resorts to canvassing will be rejected.

Directorate of Industries reserve the right to accept in full or part or reject all or any tender without assigning any reason whatsoever.

#### **V. Other Terms and Conditions:**

- a. **Work will be allotted to the technically qualified Agency quoting the lowest rates (L1) in Grand Total Cell of Financial Bid i.e. BOQ.**
- b. **No advance payment** will be considered. Payment for work awarded will be made to the Agency after completion of work to the satisfaction of Directorate of Industries.
- c. Conditional bids will be rejected outright.
- d. Directorate of Industries reserve the right to place an order in full or part for the item of work detailed under the scope of work.
- e. All documents must be in English or Hindi language only.
- f. **An agreement** will be signed between the successful bidder and the Department of Industries **within 3 days** of allocation of contract.

#### **VI. Termination of Default:**

Directorate of Industries reserves the right to terminate the work order of agency in case of change in the Government procedure or unsatisfactory services.

#### **VII. Arbitration:-**

In the event of any dispute or difference between Directorate of Industries and the bidder, such dispute or difference shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to two arbitrators, one appointed by each party and the third to be appointed by the Principal Secretary Industries, Govt. of Uttarakhand and the awards of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the empire as the case may be, with the consent of parties may modify the time frame for making and publishing the award. Such arbitration will be governed in all respect by the provision of India Arbitration Act, 1996 or later and rules there under and any statutory modification or re-enactment, thereof. The arbitration proceeding will be held in DEHRA DUN.

**VIII. Jurisdiction:**

The contract shall be governed by laws of India and all government rules on purchase matter issues from time to time and are in force for the time being are applicable to this contract tender.

**SIGN AND SEAL OF THE AGENCY**

**DATE:**

**Annexure-I**

1.	Name and Address of the Organization:		
2.	Telephone No.:	Fax No :	Website:
3.	Contact Person, Contact Details and E-mail ID:		
4.	Type of Legal Entity:		
5.	Year of Establishment:		
6.	Financial Capacity (as per the audited statements):		
	Year	FY1	FY2
	Total Turnover		
7.	GSTN No. :		
8.	PAN No. :		
9.	<b>Enclosures :</b> i. Registration/Incorporation Certificate/CA Certificates : ii. Chartered Accountant's Certificate for Turnover : iii. Income Tax return for the last 2 Assessment Years : iv. Copy of GSTN & PAN : v. Registration Certificate of any one association like IATO/ TAAI/ ADTOI/ TAFI/ Ministry of Tourism, Govt. of India/any other Govt. Recognized Association : vi. Self Undertaking from authorised person for having at least 30 vehicles of various categories : vii. Affidavit in respect of firm being non blacklisted on appropriate stamp paper: viii. Experience certificate, reflecting the number of vehicles supplied:		

**DATE:****SIGN AND SEAL OF THE AGENCY**



**Annexure-II****Financial Bid (To be enclosed in separate envelope & fill according to BOQ ):**

<b>Vehicles</b>	<b>(For 100 km ) Per Day Rate in Rs. (R)</b>	<b>Number of Days (D)</b>	<b>Number of Vehicles (N)</b>	<b>Total (RxDXN)</b>
Innova AC		1 day (6 <sup>th</sup> October 2018)	10	
		2 days (7 <sup>th</sup> & 8 <sup>th</sup> October 2018)	20	
AC Medium Car ( Swift Dezire, Honda Amaze, Indigo etc)		1 day (6 <sup>th</sup> October 2018)	10	
		2 days (7 <sup>th</sup> & 8 <sup>th</sup> October 2018)	15	
<b>Luxury cars :</b>				
Merc S		3 days (6 <sup>th</sup> , 7 <sup>th</sup> & 8 <sup>th</sup> October 2018)	3	
Merc E			3	
BMW 3			3	
BMW 4			3	
Camry			5	
Carolla			5	
Fortuner			5	
<b>Bus(AC Luxury)</b>				
Luxury Bus ( 35 seater ) Airport Shuttle - Venue / Airport		2 days (6 <sup>th</sup> / 8 <sup>th</sup> Oct)	2	
Luxury Bus ( 35 seater ) Airport Shuttle - Venue- Airport		1 day (7 <sup>th</sup> Oct)	3	
Luxury Bus ( 35 seater ) Venue Shuttle - Venue-Accomodation points		2 days (7 <sup>th</sup> / 8 <sup>th</sup> Oct)	10	
Luxury Bus ( 35 seater ) Dehradun to Rishikesh		1day (7 <sup>th</sup> Oct)	20	
<b>Golf Cart</b>				
Golf Cart (Shuttle between Venue and Parking lot)		2 days (7 <sup>th</sup> & 8 <sup>th</sup> Oct)	10	
<b>Grand Total</b>				

**Note:** Additional per Kilometre rate above 100 km/per day will be decided on the basis of per KM rate provided in the above quotation by the bidder.

**DATE:****SIGN AND SEAL OF THE AGENCY**