



BHARAT HEAVY ELECTRICALS LIMITED
CORPORATE RESEARCH & DEVELOPMENT DIVISION
VIKASNAGAR, HYDERABAD - 500 042, INDIA

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Ref: 212650541

ENQUIRY

Date 23-07-2026

Enquiry for **Empanelment of Travel Agency(s) for Domestic Air Ticket Booking**

Enquiry No:212650541 Enquiry Date : 23-07-2026 Due Date: 06-08-2026 Indicative Delivery Date : 30-09-2028

Sl.No	Item Description	Unit	Qty
1	FRAMEWORK AGREEMENT WITH TRAVEL AGENCIES FOR DOMESTIC AIR TRAVEL TICKETING FOR BHEL CORP.R&D	YEAR	02

Please submit your offer before due date and time as indicated in tender.

Yuva Raju Arepalli
Sr. Manager
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हैदराबाद**

**Bharat Heavy Electricals Limited, Corporate R&D,
Hyderabad**



**संचार एवं जन संपर्क विभाग
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Limited Tender Enquiry for

1. Ashoka Travels & Tours (ATT)
 2. Balmer Lawrie & Company Limited (BLCL)
 3. Indian Railways Catering & Tourism Corporation Limited (IRCTCL)
- For

**Empanelment of Travel Agency(s) for Domestic Air
Ticket Booking**



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Sub: Limited Tender for Empanelment of Travel Agency(s) for Domestic Air Ticket Booking for BHEL Corp. R&D

BHEL Corp. R&D intends to empanel Travel Agencies of repute to provide Domestic Air ticketing services for BHEL Corp. R&D Division by inviting the offers from the following 3 govt. authorized agents, in two parts:

1. Ashoka Travels & Tours (ATT)
2. Balmer Lawrie & Company Limited (BLCL)
3. Indian Railways Catering & Tourism Corporation Limited (IRCTCL)

Note: Only bids submitted by the above listed parties shall be processed.

Part-I shall be Techno-commercial bid & Part-II shall be the Price Bid. Due date of the opening of Part-I bid shall be the date of submission of offer as mentioned in the tender document. Participation in Price Bid Opening (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 in the following pages of this NIT.

Table 1

1	Tender No.	212650541
2	Description	FRAMEWORK AGREEMENT WITH TRAVEL AGENCIES FOR DOMESTIC AIR TRAVEL TICKETING FOR BHEL CORP.R&D
3	Tender Fee (In Rupees)	NIL
4	Release of Tender Document	23-07-2026
5	EMD	NIL
6	Due date & time of bid submission	06-08-2026 12 :00 Noon
7	Bid Opening (Part I) Date/time	06-08-2026. 02.00 PM
8	Bid Validity	90 days from opening of Part I bid OR 60 days from opening of Part II bid, whichever is later
9	Security Deposit	NIL
10	Online source for tender documents, corrigendum & addendums	https://tenders.bhel.com/tenders https://tenders.bhel.com/empanelment-travel-agencys-domestic-air-ticket-booking

All bidders shall keep themselves updated with the latest information regarding the tender, corrigendum & addendum by regularly checking the above-mentioned websites.



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Annexure-A

Documents Required for techno-commercial qualification

All pages of tender documents, including all annexures (except Price Bid at Annexure I) duly signed & stamped by the authorized representative of the bidder, as a token of acceptance of all tender terms & conditions.

List of annexures is placed below:

S.No.	Annexure	Submission in
1	Annexure-A: Documents Required for techno-commercial qualification	PART I
2	Annexure-B: Technical Terms & Conditions / Specifications	
3	Annexure-C: Composition of bids	
4	Annexure-D: Acceptance Letter / Deviation Certificate	
5	Annexure-E: Declaration	
6	Annexure-F: Details of Agency / Bidder	
7	Annexure-G: Unpriced Bid	
8	Annexure-H: Loading Factors Sheet	
9	Annexure-I: Sample Agreement Format	
10	Annexure-J: Price Bid	PART II



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Annexure-B

TECHNICAL TERMS & CONDITIONS / SPECIFICATIONS

1) BUSINESS

Considering the past business volume, the approximate business volume for the next two years shall be as under:

- a. Domestic air travel: Rs. 79,97,000/- (Incl. of taxes)

The above figures are all-inclusive, indicative for tender purposes only & do not guarantee the business volumes during the contract period of two years. This may increase or decrease depending upon the actual requirements of BHEL.

2) SCOPE OF WORK

- i. Empanelled agency(s) will be required to provide all tendered services for BHEL Corp. R&D Division, Vikasnagar all-round the clock (24 hrs. x 7 days a week).
- ii. Detailed scope of work shall be as per details given below:
 - a) Airline Tickets: Booking / cancelling / re-scheduling for domestic travel, to be arranged as soon as the direction of BHEL authorized official / approved Movement Order is received, but not later than 6 hours. Round the clock service on all days incl. holidays shall be required.
 - b) The travel agency(s) has to get themselves mapped with all domestic airlines, which have a Corporate Deal with BHEL for exclusive benefits & privileges like cancellation waiver, free meal, discounts on fares etc. For airlines with which BHEL does not have a corporate deal, it is desired that the empanelled agency(s) use their Corporate Deals to maximize the benefits to BHEL, without any financial implications to BHEL.
 - c) Assisting in preparation of itineraries and also arranging / assisting in providing related services. Requirement shall be as under viz. schedule & flights options as per requisition.
 - d) most optimum alternative with marginal change in schedule/comfort.
 - e) most economic options with suggestions on change in schedules/flights (airlines) even with significant change in schedule.
 - f) BHEL will prefer purchase of air tickets at most economical rates available so as to derive maximum benefit on air travel.
 - g) Ensuring timely delivery of the tickets directly to the individual during or after office hours. Also, the agency shall arrange Boarding Pass / Web check-in for select officials, as & when required by BHEL.
 - h) Arranging excursion tickets for domestic travel on short notice, as & when required. The term 'excursion tickets' shall mean tickets booked for a group of persons, at discounted rates, considering the bulk requirement.
 - i) The ticket bookings will be finalized and communicated by authorized BHEL official(s).
 - j) The travel agency shall be responsible to ensure that all services are provided to BHEL during & after office hours, including holidays.
 - k) For each booking, the agency shall be required to furnish the copy of booking confirmation sent by authorized BHEL official & approved Movement Order, as supporting documents, for confirming the authenticity of booking.



Annexure-B

- l) 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 month.
- iii. It is desirable by BHEL that, personal tickets for officials and/or their family members may be booked by the agency(s), with corporate benefits, at no additional charge. Such requirements shall be communicated to the agency(s) by BHEL authorized official ONLY. However, the agency(s) shall share the actual tickets only when the payment for such requirement has been successfully done by the concerned BHEL official against Proforma invoice.

3) Deviations from tender terms & conditions:

- a) Deviation(s), if any, shall ONLY be indicated at Annexure-D in detail, mentioning the tender clause / condition not acceptable.
- b) Deviations mentioned elsewhere in the submission shall not be considered.
- c) BHEL holds the right to accept or reject bids with deviation(s) from tender terms & conditions

4) EVALUATION CRITERIA AND AWARD OF CONTRACT

- a) 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) & may load the bids for price for accepting the deviation.
- b) Based upon the evaluation of Part-I bids, BHEL shall determine the techno-commercially acceptable bidders. BHEL reserves the right to reject any bidder without assigning reason for the same.
- c) Price bid opening shall be in respect of techno-commercially acceptable bidders only, who may choose to be present in the bid opening as & when communicated.
- d) The bidders will be required to submit the following rates / charges as per the Price Bid Format:
 - i. Quantum of Service Charges (positive or negative) offered by the bidder receivable / payable to BHEL in terms of % on anticipated business volume (domestic) for the contract period of two years, as per break up given in the Price Bid Format (Annexure-J) shall be considered for evaluation

Note: In case of cancellation of Air ticket, no service charges (positive or negative) shall be receivable / payable and only the payment shall be made by BHEL as per actuals on production of documentary evidence from airlines.

- e) The Quoted Service Charges (positive or negative) on booking of air tickets shall be compared for deciding L1 bid. Most beneficial bid to BHEL shall be considered as L1 bid.
- f) **Finalization of Award:**
 - a. Based on the outcome of Price Bid Opening, the bidders would be ranked from L1 position in ascending order. Since BHEL Corp. R&D intends to empanel more than one agency as Travel Booking Agents, counter-offer of L1 rates shall be given to the next higher bidder in the rank, i.e., L2 & so on. The empanelment of second or third 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.



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Annexure-B

In the event L2 bidder accepts the price match request by matching the L1 rates business sharing under such circumstances are as follows:

1	L2 Bidder Accepts Price Match of L1 Empanelment of TWO Agencies	First empanelled agency(L1) — 60 % Second empanelled agency — 40%
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- b. In the course of evaluation, if more than one bidder happens to occupy L1 status, effective L1 will be decided by soliciting discounts from the respective L1 bidders. In case more than one bidder happens to occupy the L1 status even after soliciting discounts, the business will be shared equally among the L1 bidders. BHEL's decision in such situations shall be final & binding.

- c. Services Charges quoted by bidder are Firm for the Entire Contract Period.

5) VALIDITY OF OFFERS

The offers submitted by the parties shall be valid for a period of 90 days from the date of opening of Part-I bid OR 60 days from the date of opening Part-II bids, whichever is later. Participation in 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.

6) VALIDITY OF CONTRACT:

The contract will be valid for a period of two (02) years. The same may however be extended further with mutual agreement, in writing, and on the same Rates, Terms and Conditions.

7) Bidding Process:

Conventional Price Bid Mechanism is proposed to evaluate the lowest cost service provider i.e. L-1

8) Provision for Self-Booking Tool:

The empanelled agency shall provide a self-booking tool for all the employees wherein the employees can book their tickets by themselves.

9) FORECLOSURE OF CONTRACT

BHEL reserves the right to foreclose the contract, in total or in parts, at its own discretion by giving ONE MONTH notice in writing. The empanelled agency shall have no claim whatsoever, in the event of foreclosure

10) PAYMENT TERMS:



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Annexure-B

- The bills along with supporting documents shall be accepted on fortnightly basis and the payment shall be made within 30 days from the date of submission of the bills, complete in all respects after due verification subject to other terms & conditions mentioned in Taxes & Duties clause. No interest shall be payable for delay in making the payment.
- No advance shall be payable.
- Interest on delayed payment shall be not be applicable.
- The commercial invoice is required to be raised by the empanelled travel agency for the reimbursement of amount towards the services rendered by the respective Airlines to BHEL and should be duly supported with the GST Tax Invoice raised by the respective Airlines incorporating BHEL's GSTIN.
- The amount being claimed by the empanelled travel agency should match the Tax Invoice incl. all taxes & fees.
- The reconciliation statement between the airline invoice and commercial invoice raised by empanelled travel agency shall be done by empanelled travel agency, and tabulated MIS data of bills and tax invoices is required to be provided along with Airline(s) tax invoices to BHEL for processing the payment and taxes (as applicable). The tabulated MIS data must contain information as given below:

Name	Bill no.	Bill Date	Flight no.
PNR	Ticket no.	Sector	Basic Fare
Bill Value	Airline Invoice no.	Airline Invoice Date	Airline GSTN
Airline Invoice Value	Taxable Value	CGST	SGST
IGST			

11) VERIFICATION PROCESS

- BHEL may carry out the verification of air tickets, as & when required, on random selection basis also. For this, requisite support (incl. submission of documents such as screenshot of GDS platform, web portal, ticket copy, etc.) from the travel agency and airlines shall be required.
- For verification of cancellation charges, the agency shall be required to submit credit notes.

12) TAXES & DUTIES

- To enable BHEL to avail GST Input tax credit, Empanelled travel agency shall arrange GST compliant Tax invoice of airlines containing all the particulars as stipulated under Invoice Rules of GST Law. Payment shall be made to the Empanelled travel agency only after submission of GST compliant Tax invoice of the respective airlines.
- BHEL reserves the right to protect its interest against any loss on account of availability of GST credit. In case of any loss to BHEL on account of non-compliance by vendor, the same shall be to vendor's account. BHEL has a right to take necessary steps to protect its interest at the time of release of payment.
- Any new/ change in statutory levy as and when made applicable by the Government shall become applicable against documentary evidence.



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- d) Invoice submitted should be in the format as specified under GST Laws viz. all details as mentioned in Invoice Rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature — CGST, SGST, IGST mentioned separately, HSN (Harmonized System of Nomenclature) Code/ SAC (Services Accounting Code) Code etc.
- e) The Empanelled travel agency must comply to all statutory regulations applicable to this contract. Any obligations on account of above will be liability of the Empanelled travel agency.
- f) Empanelled travel agency shall issue the commercial invoice charging the airfare charges as pure agent. Empanelled travel agency shall pass on BHEL GST number to respective airlines to enable the airlines to issue tax invoice directly in the name of BHEL in respect of passenger transportation services by air rendered by them.
- g) The tax invoice for airfare services will be directly issued by airlines & shall be directly transmitted by airlines to the e-mail id provide by BHEL or such other email id as may be changed from time to time. However, reconciliation statement between the airline invoice and commercial invoice raised by Empanelled travel agency shall be done by Empanelled travel agency, and to be provided along with Airline(s) tax invoices to BHEL for processing the payment and taxes (as applicable).
- h) Empanelled travel agency shall act as pure agent for BHEL and will not hold any title to services provided by airlines.
- i) In the event of Empanelled travel agency charging service charges for any service rendered on its own account, Empanelled travel agency shall issue tax invoice cum commercial invoice in respect of such services charging GST on service charges along with airfare charges as pure agent. BHEL shall claim GST input tax credit from airlines/ Empanelled travel agency accordingly.
- j) Empanelled travel agency shall provide support to BHEL in necessary co-ordination with airlines for GST credit mismatches, if any

13) PENALTY CLAUSE

- a. The travel agency must book the ticket at the earliest after receipt of the Movement Order from the concerned BHEL Travel Desk Representative but in any case, within 06 hours from the time of receipt of the Movement Order. In the event of failure to do so the Travel Agency will be liable to pay a sum of Rs. 500/- per incident of delay or non-performance, subject to submission of proof of penalty incident by BHEL Corp. R&D for such failure on part of travel agency.
- b. The travel agency must book the ticket strictly at the most economical fare available for the indicated time slot, as per the Corporate Deal of various airlines with BHEL (as provided by BHEL). In case the Corporate Deal is not available or not functional for a particular airline, approval to book the ticket without Corporate Deal shall be taken from the concerned BHEL Travel Desk Representative. Failure to apply the Corporate Deal (wherever applicable) shall lead to penalty of Rs.500/- per incident, in addition to the recovery of the financial equivalent of the total loss to BHEL incurred due to the nonapplication of Corporate Deal, on account of fare (cancellation or rescheduling), discount (as per deal), benefits & privileges (such as corporate meal, lounge access, etc.), etc. subject to submission of proof of penalty incident by BHEL Corp. R&D for such failure on part of travel agency.
- c. In case, cancellation of the ticket is not made by the travel agency even after written communication (through EMAIL, WHATSAPP or SMS) requesting such cancellation has been made by the Executive concerned or by the BHEL Travel Desk representative within the permissible time (as per the Airline Rules) for making the cancellation, no payment shall be made to the travel agency for that particular transaction

14) REVIEW OF CONTRACT



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Annexure-B

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 & binding on the empanelled travel agency(s).

- 15) BHEL at any time, during execution of contract, may go with the Travel Credit Card to avail maximum benefit. Accordingly, the successful bidder shall have to accept the same during execution of contract. This is to clarify that the introduction of Travel Credit Card shall not have any financial implication on the empanelled agency(s).
- 16) Bid should be free from correction, overwriting, using corrective fluid etc. Any interlineation, cutting, erasure or overwriting shall be valid only if they are attested under full signature(s) of person(s) signing the bid else bid shall be liable for rejection. All overwriting / cutting, etc. will be numbered by bid opening officials and announced during bid opening
- 17) Bidders are advised to study all the tender documents carefully. Any submission of tender by the bidder shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. Should the bidders have any doubt about the meaning of any portion of the Tender Specification or find discrepancies or omissions in the tender documents issued are incomplete or shall require clarification on any of the technical aspect, the scope of work etc., he shall at once, contact the authority inviting the tender well in time (so as not to affect last date of submission) for clarification before the submission of the tender. Bidder's request for clarifications shall be with reference to Sections and Clause numbers given in the tender documents. The specifications and terms and conditions shall be deemed to have been accepted by the bidder in his offer. Non-compliance with any of the requirements and instructions of the tender enquiry may result in the rejection of the tender. In case any typing error/other clerical errors is noticed by the bidder, in the tender documents, the same must be pointed out and got clarified before submission of offer, or else, BHEL's interpretation shall prevail & shall be binding on the bidder.
- 18) The tender submitted by a techno commercially qualified bidder shall become the property of BHEL who shall be under no obligation to return the same to the bidder. However unopened price bids and late tenders shall be returned to the bidders.
- 19) Unsolicited discount received after the due date and time of bid submission shall not be considered for evaluation. However, if the party who has submitted the unsolicited discount/rebate becomes the L-1 party, then the awarded price i.e. contract value shall be worked out after considering the discount so offered.
- 20) BHEL shall not be liable for any expenses incurred by the bidder in the preparation of the tender irrespective of whether the tender is accepted or not.



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- 21) The tender schedule and the tender shall be deemed to form an integral part of the contract to be entered into for this work.
- 22) **SUBLETING**: The successful bidder should not sub-contract part or complete work detailed in the tender specification undertaken by him without written permission of BHEL. The bidder is solely responsible to BHEL for the work awarded to him.
- 23) **RECOVERY FROM CONTRACTOR**: Whenever under the contract, any sum of money shall be recoverable from or payable by the contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the contractor under the contract or under any other contract with BHEL or from his security deposit, or the contractor shall pay the claim on demand without any terms & conditions.
- 24) Lowest prices/service charge received against Tender need not be the acceptable to BHEL and in that case BHEL would not be considered the same for award of Contract. BHEL would negotiate or re-float the Tender opened if LI price is not the lowest acceptable price to them inter-alia other reasons. In the event of the final LI prices are not reasonable / acceptable to BHEL, BHEL also may resort to short closure of this Tender

25) **ARBITRATION**

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 commercial contract(s) between Central Public Sector Enterprises (CPSEs)/ Port Trusts inter se and also between CPSEs and Government Departments/Organizations (excluding disputes concerning Railways, Income Tax, Customs & Excise Departments), such dispute or difference shall be taken up by either party for resolution through AMRCD (Administrative Mechanism for Resolution of CPSEs Disputes) as mentioned in DPE OM No. DPE-02/0001/2023-AMRCD-FTS-13578 dated 8th December 2025 and the decision of AMRCD on the said dispute will be binding on both the parties.

26) **JURISDICTION**:

The dispute arising out the contract shall be governed by Indian laws and Court at Hyderabad shall have exclusive jurisdiction.

27) **BREACH OF CONTRACT, REMEDIES AND TERMINATION**:

In case of breach of contract, BHEL reserve the right to terminate the Order/ Contract either in whole or in part thereof without compensation to the vendor.

In case of Breach of Contract, BHEL shall recover 10% amount of the contract value from the vendor in following manners:

- a. Forfeiture/ encashment of Security instruments (Performance security, EMD etc.) available against the said contract.



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Annexure-B

- b. In case the value of security instruments available is less than 10% of the contract value, the balance amount shall be recovered from other financial remedies (i.e. available bills of the vendor, retention amount etc. with BHEL R & D or any other units of BHEL.
- c. Demand notice for deposit of balance recovery amount shall sent to the vendor, if security instruments or financial remedies are insufficient to affect the complete recovery.
- d. In case recovery is not possible from security instruments or from financial remedies mentioned above, legal remedies shall be pursued.

This is without prejudice to any other action as may be deemed fit by BHEL. BHEL reserves the right to recover damages on account of levy of liquidated damages, debarment, termination, de-scoping, short-closure, etc as per provisions of the contract.

28) FORCE MAJEURE:

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. There may be a FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

29) DEVIATIONS:

Deviations, if any, may be indicated in format enclosed. Deviation mentioned elsewhere in the offer shall not be considered. BHEL reserves the right to accept or reject the deviation sought. Bidder may note that Bid shall be in full compliance to the requirements of Bidding Document, failing which bid shall be considered as non-responsive and may be liable for rejection.

**30) PREVENTIVE CHECKS TO ELIMINATE SUSPECTED CARTEL FORMATION
BETWEEN SUPPLIERS:**



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Annexure-B

The Bidder declares that they will not enter into any illegal or undisclosed agreement or understanding, whether formal or informal with other Bidder(s). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process. In case, the Bidder is found having indulged in above activities, suitable action shall be taken by BHEL as per extant policies/ guidelines.

- 31) The evaluation currency for this tender shall be INR. Evaluation shall be done up to 2 decimal places
- 32) **DUE DILIGENCE:** The Bidder is expected to examine all instructions, forms, terms & specifications in the bidding document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 33) **POST TECHNICAL AUDIT OF WORK & BILLS:** BHEL reserves the right to carry out a post payment audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc. and to enforce recovery of any sums becoming due as a result thereof in the manner provided into the proceeding sub-paragraph provided however, that no such recovery shall be enforced after three years of passing the final bill.
- 34) **SECRECY OF CONFIDENTIAL INFORMATION:** The bidder /Contractor/Travel Agent agree & acknowledge that in the course of their discussions and interaction, BHEL may disclose information of confidential proprietary nature relating to its business, products, know-how, technology, customers, employees and financial to the bidder(s)/contractor. Such information shall be considered as confidential. The contractor agrees to keep it confidential & secret at all times and not directly or indirectly disclose to any party other than its employees and authorized personnel's strictly on a need know basis, without the prior written permission of BHEL.
- 35) **Treatment of cases regarding conflict of interest:**

The bidder notes that a conflict of interest would said to have occurred in the tender process and execution of the resultant contract, in case of any of the following situations:

If its personnel have a close personal, financial, or business relationship with any personnel of BHEL who are directly or indirectly related to the procurement or execution process of the contract, which can affect the decision of BHEL directly or indirectly;

The bidder (or his allied firm) provided services for the need assessment/ procurement planning of the Tender process in which it is participating;

Procurement of goods directly from the manufacturers/ suppliers shall be preferred. However, if the OEM/ Principal insists on engaging the services of an agent, such agent shall not be allowed to represent more than one manufacturer/ supplier in the same tender. Moreover, either the agent could bid on behalf of the manufacturer/ supplier or the manufacturer/ supplier could bid directly but not both. In case bids are received from both the manufacturer/ supplier and the agent, bid received from the agent shall be ignored. However, this shall not



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Annexure-B

debar more than one Authorized distributor (with/ or without the OEM) from quoting equipment manufactured by an Original Equipment Manufacturer (OEM) in procurements under a Proprietary Article Certificate.

A bidder participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as a partner/ JV member or sub-contractor in another bid or vice-versa) in more than one bid shall result in the disqualification of all bids in which he is a party. However, this does not limit the participation of an entity as a sub-contractor in more than one bid if he is not bidding independently in his own name or as a member of a JV.

The Bidder declares that they have read and understood the above aspects, and the bidder confirms that such conflict of interest does not exist and undertakes that they will not enter into any illegal or undisclosed agreement or understanding, whether formal or informal with other Bidder(s), in this regard. This applies in particular to prices, specifications, certifications,

Subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process. In case, the Bidder is found having indulged in above activities, the same will be considered as a violation of the tender conditions, and suitable action shall be taken by BHEL as per extant policies/ guidelines.

- 36) Public Procurement Policy for MSEs is not applicable in this tender as the enquiry is being issued on a limited basis to nominated Government agencies.



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Annexure-C

COMPOSITION OF BIDS

Bidders are requested to quote in two parts as given below
Bidders not quoting as per BHEL Format are liable to be rejected

Please submit your offer in one common sealed cover (master envelope) containing two parts in separate sealed covers as detailed below.

1) First Cover Part — I (Techno-Commercial Bid) — Envelope 1

The Part-I bid shall ONLY contain all details and documents as per Annexure-A including corrigendum / addendum, if any. No other document shall be submitted, unless asked by BHEL. These documents shall be sealed in an envelope labelled as 'Part-I Bid' along with BHEL tender ref. number, tender title, bidder name, bidding date & time legibly indicated

2) Second cover Part — II (Price Bid) — Envelope 2

Part-II bid shall ONLY comprise of Price Bid Format (Annexure-J), duly filled, signed & stamped. This shall be sealed in an envelope labelled as 'Part-II Bid', along with BHEL tender ref. number, tender title, bidder name, bidding date & time legibly indicated.

If the price bid was found later to be different from the unpriced price bid format in any way, the offer will be rejected summarily.

3) Master Envelope

This master envelope shall contain the above 2 sealed envelopes labelled as 'Tender Bid Master Envelope' along with BHEL tender ref. number, tender title, bidder name, bidding date & time legibly indicated

Bids shall be either dropped in Tender Box located at Security Gate of BHE Corp. R & D, Vikasnagar, Hyderabad 500042 or posted / couriered to reach the office of the tender issuing authority, latest by 12:00 Noon. on or before the due date.

Tender Issuing Authority:

Additional General Manager (MM & CWC),
BHEL Corp. R & D Division,
Vikas Nagar (Near Balanagar), Hyderabad
Telangana India
Pin - 500 042

BHEL shall not be responsible for any postal/courier delay

The offers can also be submitted through e-mail and have to be sent in PDF format (files with PDF extension only). Files having extensions other than PDF like RAR, EXE, JPEG etc. and with external links will not be considered. They have to be sent to email id: 'rnd-eoffers@bhel.in' only. Copies should not be marked to anyone. If the offers are marked to anyone other than to 'rnd-eoffers@bhel.in', their offer will not be considered.



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Annexure-C

The e-mail offers should have two attachments.

1) One attachment shall contain

All details and documents signed and stamped as per Annexure-A including corrigendum / addendum, if any. No other document shall be submitted, unless asked by BHEL. These documents shall be signed & stamped.

2) Second attachment

Second Attachment shall comprise of Price Bid Format (Annexure-J), duly filled, signed & stamped.

The subject of the e-mail should contain Tender Enquiry No, Enquiry Date and Due date.



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Annexure-D

ACCEPTANCE LETTER / DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all terms and conditions of the above tender.

Or

We hereby accept all terms and conditions of the above tender except the followings: (Give reference to Clause Nos. of Terms & Conditions which are not acceptable)

- 1.
- 2.
- 3.
- 4.

Note: Deviations may or may not be accepted by BHEL.

I _____ hereby certify that except the deviations mentioned above, we do not have any other deviations to the tender no _____

Dated: _____ Deviations if any, mentioned elsewhere in our bid (whether Techno-commercial bid or Price bid) may be treated as null and void by BHEL.

Signature

With name, Designation & seal of the firm



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Annexure-E

DECLARATION

I/ We hereby declare that I / we have not been banned or de-listed by any PSU / Government Department / Financial Institute / Court and no case is pending with the police / court against our firm/ partner or the company.

We also commit to adhere to the following:

1. BHEL Fraud Prevention Policy
2. BHEL Guidelines on Suspension of Business Dealings

Signature
(Name & Address of the Bidder with official seal)



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Annexure-F

DETAILS OF AGENCY/BIDDER

1	Name of the Travel Agency	
2	Name of the Authorized Representative	
3	Address for communication	
4	Telephone No. (Office) (Mobile) (Fax) (email Address) (Website Address-if any)	
5	GST - Registration No.	
6	PAN	
7	IATA Registration Details	
8	List of clients	



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Annexure-G

UN PRICED BID

SL. No.	CATEGORY OF TRAVELS	QUANTUM OF LIKELY BUSINESS FOR 2 YEARS	SERVICE CHARGE (+/-)	EVALUATED AMOUNT
			PERCENTAGE OF SERVICE CHARGES ON BASIC FARE / AIR FARE (Prefix "+" if chargeable from BHEL and "-" if payable to BHEL)	AMOUNT CHARGEABLE FROM BHEL OR PAYABLE TO BHEL IN CASE OF AIR TICKET (Prefix "+" if chargeable from BHEL and "-" if payable to BHEL IN Rs.)
UNIT		In Rs	% (upto 2 decimal places)	Rs. (upto 2 decimal places)
1	2	3	4	5 = (3) x (4)
A	Air ticket (DOMESTIC) Booking	Rs 76,16,190/-	Quoted	Quoted

NOTES:

- 1 QUANTUM OF BUSINESS IS INDICATIVE & IS ALSO USED FOR THE PURPOSE BID EVALUATION.
- 2 TOTAL IMPACT OF RECEIVABLES & PAYABLE SHALL BE CONSIDERED FOR EVALUATION.
- 3 SERVICE CHARGES QUOTED BY BIDDER ARE FIRM FOR THE ENTIRE CONTRACT PERIOD.
- 4 THIS IS UN PRICED BID DO NOT MENTION ANY SERVICE CHARGES HERE.

WE CONFIRM THAT THE PRICES QUOTED BY US ABOVE ARE AS PER THE TENDER TERMS AND CONDITIONS.

(SIGNATURE OF THE BIDDER WITH SEAL)



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Annexure-H

BHEL R&D

RD: DP: MPX: F-22

LOADING FACTORS

NOTE: IN CASE OF DEVIATION TO BHEL TENDER SPECIFIED TERMS, LOADING FACTOR INDICATED IN FOLLOWING TABLE WILL BE APPLIED TO QUOTED PRICE WHILE EVALUATING THE LOWEST QUOTE

A. LOADING FACTOR FOR PAYMENT TERMS		
SL. NO	COMMERCIAL TERMS	LOADING FACTOR ON ACCEPTABLE DEVIATIONS
A	Payment Terms (As per tender)	Any deviation from BHEL payment terms, if accepted (by BHEL), shall be loaded @ "Repo rate+4%" for the period of relaxation sought by the bidder, for the purpose of bid evaluation.
B. PENALTY FOR DELAYED DELIVERY		
SL. NO	COMMERCIAL TERMS	LOADING FACTOR ON ACCEPTABLE DEVIATIONS
B	LD Clause (As per tender)	In case of deviations to the BHEL LD clause, loading is applicable to the extent to which not agreed by bidder.



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Annexure-I

समझौता संख्या | AGREEMENT No: HY/CRD/ दिनांक | DATE:

1. कार्य का नाम | :
Name of the Work
2. ठेकेदार का नाम और पता | :
Name of Travel Agent and Address
3. स्वीकृत निविदा की राशि | :
Amount of Tender accepted.
4. एल ओ आई संदर्भ सं | :
Letter Of Intent Reference No.
5. कार्य प्रारंभ करने की दिनांक | :
Date of commencement of Work
6. कार्य पूरा करने के लिए आवंटित समय | :
Time Allotted for completing the work
7. शेड्यूल-ए में मदों की संख्या | :
No. of Items in the Schedule-A
8. समझौते में पृष्ठों की संख्या | :
No. of Pages in the Agreement
9. रखरखाव एवं दोष दायित्व अवधि | :
Maintenance & Defect Liability Period
10. जॉब सं | Job No. :
11. पी एफ कोड सं | PF Code No. :
12. ई एस आई सं | ESI No. :
13. एफ सी सं | F C No. :
14. Fund Commitment No. :
15. एच पी सी एवं दिनांक | HPC No. & Date :

This Agreement is made on -----between M/s Bharat Heavy Electricals Limited (a Government of India Undertaking) a Company incorporated under the Companies Act.1956, having its Registered Office at BHEL House, Siri Fort, New Delhi-110 049 through its Unit/Division at Corporate Research & Development Division, Vikasnagar, Hyderabad-500 042 (hereinafter called "the company" of first part) and (hereinafter called "The Travel Agent" of the second part) which expression shall unless repugnant to the context or meaning thereof be deemed to include its successors and as signs.

WHERE AS

A. BHEL desires to engage an agency to provide Travel related Services viz, booking of Air Tickets (domestic), for employees of BHEL Corporate Research & Development, Vikasnagar, Hyderabad-500042.

B. The agency which is specialized in the above services has agreed to provide the aforesaid services for a period of 2 year i.e., -----.

NOW THEREFORE IT IS AGREED BETWEEN THE PARTIES



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Annexure-I

The terms and conditions of this agreement as stipulated in Annexure 'A' (NIT) and 'B' (LOI) to this agreement shall form part of this agreement. Both the parties have agreed that in the event of any ambiguity between the NIT and the agreement, the provisions contained in this Agreement shall prevail.

The Travel Agent has agreed to provide services of Booking of Airline tickets, as agreed in the price bid of the NIT quoted by the Travel Agent.

1) **BUSINESS**

Considering the past data, the approximate business volume for the next Two years is estimated to be **Rs. XXXXXXXXXX** lakhs, inclusive of taxes.

The above figure is indicative for tender purpose only & does not guarantee the business volume for the contract period of 2 year. This may increase or decrease depending upon the actual requirements.

2) **SCOPE OF WORK**

Travel agency (after contract finalization) will be required to provide all tendered services to BHEL Corporate R&D all-round the clock (24 hrs. x 7 days a week).

The Scope of Work shall be as per details given below:

a) Airline Tickets: Booking / cancelling / re-scheduling for domestic travel, to be arranged as soon as the direction of BHEL authorized official / approved Movement Order is received, but not later than 6 hours. Round the clock service on all days incl. holidays shall be required.

b) The travel agency has to get themselves mapped with all domestic airlines, which have a Corporate Deal with BHEL for exclusive benefits & privileges like cancellation waiver, free meal, discounts on fares, etc. For airlines with which BHEL does not have a corporate deal, it is desired that the travel agency, which has bagged the order, use their Corporate Deals to maximize the benefits to BHEL, without any financial implications to BHEL.

c) VALIDITY OF CONTRACT

The contract will be valid for a period of two years. The same may however be extended further with mutual agreement, in writing, and on the same Rates / Service Charges, Terms and Conditions.

d) TERMINATION & FORECLOSURE OF CONTRACT

BHEL reserves the right to terminate or foreclose the contract at its own discretion by giving 30 days' notice in writing.

e) PAYMENT TERMS:

No Advance payment shall be made to the Travel Agent

The bills along with supporting documents shall be accepted on fortnightly basis and the payment shall be made within 30 days from the date of submission of the bills, complete in all respects after due verification subject to other terms & conditions. No interest shall be payable for delay in making the payment.

No interest shall be payable by BHEL on earnest money or security deposit or any money due to the Travel Agent by BHEL

f) VERIFICATION PROCESS

BHEL may carry out the verification of air tickets, as & when required, on random selection basis. For this, requisite support from the travel agency and airlines shall be required.



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Annexure-I

g) TAXES & DUTIES

a. All taxes and duties like GST, TDS and income tax etc. are applicable as per guidelines issued by Govt. of India from time to time.

h) PENALTY CLAUSE

a. The agency must book the ticket at the earliest after receipt of the Movement Order from the concerned BHEL Travel Desk Representative but in any case within 06 hours from the time of receipt of the Movement Order. In the event of failure to do so, the Travel Agent will be liable to pay a sum of Rs. 500/- per incident of delay or non-performance.

b. The agent must book the ticket strictly at the most economical fare available for the indicated time slot, as per the Deal Code of various airlines with BHEL (as provided by BHEL) unless otherwise specified in the Movement Order or as per the written instructions (through EMAIL, WHATSAPP or SMS) given by concerned BHEL Travel Desk Representative or User. Failing to do so shall lead to penalty of Rs. 500/- per incident.

c. In case, cancellation of the ticket is not made by the travel agent even after written communication (through EMAIL, WHATSAPP or SMS) requesting such cancellation has been made by the Executive concerned or by the BHEL Travel Desk representative within the permissible time (as per the Airline Rules) for making the cancellation, no payment shall be made to the travel agency for that particular transaction.

d. Penalty as mentioned above are applicable with sufficient documentary proof like email communication, documents, movement orders etc. from BHEL, airlines and travel agency.

i) 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.

j) BHEL at any time, during execution of contract, may go with the Travel Credit Card to avail maximum benefit. Accordingly, the travel agency shall have to accept the same during execution of contract.

k) CONCILIATION:

Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably in accordance with the conciliation procedure as per BHEL Conciliation Scheme 2018. The proceedings of Conciliation shall broadly be governed by Part-III of the Arbitration and Conciliation Act 1996 or any statutory modification thereof and as provided in - "Procedure for conduct of conciliation proceedings" (as available in www.bhel.com)).

Note: Ministry of Finance has issued OM reference No. 1/2/24 dated 03.06.2024 regarding "Guidelines for Arbitration and Mediation in Contracts of Domestic Public Procurement. In the said OM it has been recommended that Government departments/ Entities/agencies are to encourage mediation under the Mediation Act. 2023. The said Act has not yet been notified by the Government. Therefore, the clause "Settlement of Disputes" shall be modified accordingly as and when the Mediation Act 2023 gets notified.



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Annexure-I

l) ARBITRATION

Except as provided elsewhere in this contract, in case amicable settlement is not reached between the parties, in respect of any dispute or difference; arising out of the formation, breach, termination, penalty deduction, validity or execution of the Contract; time extension, or, the respective rights and liabilities of the Parties; or, in relation to interpretation of any provision of the Contract; or, in any manner touching upon the contract, then such dispute or difference shall be taken up by either party for resolution through AMRCD

In the event of any dispute or difference relating to the interpretation and application of the provisions of commercial contract(s) between Central Public Sector Enterprises (CPSEs)/ Port Trusts inter se and also between CPSEs and Government Departments/Organizations (excluding disputes concerning Railways, Income Tax, Customs & Excise Departments), such dispute or difference shall be taken up by either party for resolution through AMRCD (Administrative Mechanism for Resolution of CPSEs Disputes) as mentioned in DPE OM No. DPE-02/0001/2023-AMRCD-FTS-13578 dated 8th December 2025 and the decision of AMRCD on the said dispute will be binding on both the parties.

m) 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.

n) JURISDICTION OF COURT

Court at Hyderabad 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.

o) DEFAULT/BREACH OF CONTRACT

In case of breach of contract, BHEL reserve the right to terminate the Purchase Order/ Contract either in whole or in part thereof without compensation to the vendor.

In case of Breach of Contract, BHEL shall recover 10% amount of the contract value from the vendor in following manners:

- (i) Forfeiture/ encashment of Security instruments (Performance security, EMD etc.) available against the said contract.
- (ii) In case the value of security instruments available is less than 10% of the contract value, the balance amount shall be recovered from other financial remedies (i.e. available bills of the vendor, retention amount etc. with BHEL R & D or any other units of BHEL.
- (iii) Demand notice for deposit of balance recovery amount shall sent to the vendor, if security instruments or financial remedies are insufficient to affect the complete recovery.
- (iv) In case recovery is not possible from security instruments or from financial remedies mentioned above, legal remedies shall be pursued.

This is without prejudice to any other action as may be deemed fit by BHEL. BHEL reserve right to recover damages on account of levy of liquidated damages, debarment, termination, de-scoping, short-closure, etc as per provisions of the contract.

p) DATA:

Service Provider shall ensure compliance with data protection laws and outline how personal data will be handled, stored, and protected. These compliances should be in lines with the provision of The Digital Personal Data Protection Act, 2023. The clause will be amended further with the introduction of the draft rules.

q) INDEMNITY:

Either Party agrees to indemnify and hold harmless the other Party and their respective directors, employees and agents from and against any and all liability, loss, damages, costs, and



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expenses which other Party may incur, including, but not limited to, attorneys' fees and costs, which other party may be required to pay, directly, by reason of or arising directly out of (i) breach of Agreement or applicable law by such defaulting Party (ii) or resulting from wilful misconduct, fraud of the defaulting Party, or its directors, officers, employees, agents or contractors (iii) breach of representation and warranty made by either Party (iv) infringement action by any third-party due to wrongful use of intellectual property of the third-party by the defaulting Party.

The Party seeking indemnification hereunder will inform the defaulting Party promptly after receipt of notice of any Claim with respect to which such indemnity is asserted and will grant said defaulting Party the right to control the defence of such Claim.

This clause shall survive the termination or expiry of this agreement.

r) FORCE MAJEURE: A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrongdoing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM within 30 days of its occurrence and it cannot be claimed ex-post facto. There may be a FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

(Authorized Signatory)
For and on behalf of
Name and Designation

(Authorized Signatory)
For and on behalf of BHEL
Name and Designation

Witnesses:

1.

2.



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PRICE BID

SL. No.	CATEGORY OF TRAVELS	QUANTUM OF LIKELY BUSINESS FOR 2 YEARS	SERVICE CHARGE (+/-)	EVALUATED AMOUNT
			PERCENTAGE OF SERVICE CHARGES ON BASIC FARE / AIR FARE (Prefix "+" if chargeable from BHEL and "-" if payable to BHEL)	AMOUNT CHARGEABLE FROM BHEL OR PAYABLE TO BHEL IN CASE OF AIR TICKET (Prefix "+" if chargeable from BHEL and "-" if payable to BHEL IN Rs.)
UNIT		In Rs	% (upto 2 decimal places)	Rs. (upto 2 decimal places)
1	2	3	4	5 = (3) x (4)
A	Air ticket (DOMESTIC) Booking	Rs 76,16,190/-		

NOTES:

- 1 QUANTUM OF BUSINESS IS INDICATIVE & IS ALSO USED FOR THE PURPOSE BID EVALUATION.
- 2 TOTAL IMPACT OF RECEIVABLES & PAYABLE SHALL BE CONSIDERED FOR EVALUATION.
- 3 SERVICE CHARGES QUOTED BY BIDDER ARE FIRM FOR THE ENTIRE CONTRACT PERIOD.
- 4 ALL BIDDERS ARE REQUIRED TO FILL THE BID VALUES AGAINST A (4), A (5).

WE CONFIRM THAT THE PRICES QUOTED BY US ABOVE ARE AS PER THE TENDER TERMS AND CONDITIONS.

(SIGNATURE OF THE BIDDER WITH SEAL)