

Bharat Heavy Electricals Limited

(A Govt.of India Undertaking)



AN ISO 9001 COMPANY

High Pressure Boiler Plant, Tiruchirappalli 620 014, India
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Tender No.BP:PR & ADMIN005

Dated: 12.04.2012

TENDER NO.005 :
EMPANELMENT OF TRAVEL AGENCIES TO PROVIDE TRAVEL RELATED SERVICES AT BHEL
TIRUCHIRAPPALLI COMPLEX

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1. Scope and General Terms & Conditions
2. Technical Bid – Part I
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Last date for submission : 12/05/2012: 14.00 hours

TENDER FOR EMPANELMENT OF TRAVEL AGENCIES TO PROVIDE TRAVEL RELATED SERVICES IN BHEL, TIRUCHIRAPPALLI COMPLEX
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TENDER DOCUMENT

Tender No. BP: PR & ADMIN :005

Dated: 12.04.2012

GENERAL TERMS & CONDITIONS

Last date for submission of sealed tender : **12/05/2012 ; 14-00 hrs**

Date of opening the tender : **12/05/2012 ; 14-30 hrs**

Venue : Office of the Deputy General Manager
(Public Relations & Administration)
Administrative Building (24 Building)
BHEL, Tiruchirappalli-620 014, Tamil Nadu.

GENERAL INFORMATION

Bharat Heavy Electricals Limited (hereinafter referred as Company) is desirous of empaneling travel agencies to provide travel related services for its offices located in Tiruchirappalli, Tamil Nadu.

The offers are to be submitted in two parts –

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

In token of acceptance of Techno-Commercial Bid (Terms & Conditions), the bidders are requested to forward a copy of the same, duly signed, along with their offer. The Price Bids of only those bidders will be opened whose offers will be found technically acceptable.

You are requested to submit your offer along with your company's profile on or before **14.00 hrs** on **12.05.2012**. The bidders are required to send an amount of **Rs. 2.00 lakhs towards EMD** by way of a DD drawn in favour of BHEL in a separate cover, superscribing as "EMD" on the top of the cover. The EMD will be refunded to the unsuccessful parties in a reasonable time. In case of successful bidders the EMD amount shall be adjusted in the Security Deposit.

The Techno-Commercial Bid and Price bid shall be submitted in separate covers, superscribing as **"Technical Bid"** and as **"Price Bid"** on the top of the covers both addressed to **The Deputy General Manager/Public Relations & Administration Department, Building No.24, BHEL, Tiruchirappalli 620 014**. The Technical bid shall be opened on **12.05.2012** at **14 30 hrs**. The date of the Price Bid opening of the successful Technical bidders shall be intimated later. BHEL reserves the right not to open the Techno-Commercial and / or Price Bid of any party on its sole discretion.

PART-I : TECHNICAL BID

Techno-Commercial Conditions

(Terms & Conditions)

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

a)	Domestic air travel	Rs. 4.0 crores
b)	International air travel	Rs. 1.5 crores
c)	Rail Booking	Rs. 0.5 crore

The above figures are only indicative and not commitment. Approx. 20% increase is anticipated in the above business volume during the contract period of two years.

PRE-QUALIFICATION REQUIREMENT

The average turnover of the bidders should be Rs. 2.0 crores per annum during the past three years. Attested copies of the certified balance sheets for the last three financial years may be attached.

SCOPE OF WORK

1. **Domestic Booking:** Both air and Rail bookings, including if required cancellation and delivery of tickets.
 - 1.1 BHEL will prefer purchase of air tickets at economical rates so as to derive maximum benefits in air travel.
 - 1.2 The space for the implant office shall be provided by BHEL free of cost. The other facilities like fax, telephone, computer, etc. shall be arranged by the travel agency.
2. **International Booking:** Booking of international tickets including preparation of itineraries, delivery and cancellation of tickets etc.
 - 2.1 Arrange excursion tickets for international travel at short notice.
- 3 The successful parties will invariably provide itineraries for the international / domestic air travel as under:
 - i. Schedule & Flights as per requisition.
 - ii. The most optimum alternative with marginal change in schedule/comfort.
 - iii. Most economic options with suggestions on change in schedules/flights (airlines) even with significant change in schedule.The ticket bookings will be finalised and passed on by Public Relations & Administration Department of the Unit.
4. **Incentive payment to BHEL:**
 - ***The bidders may quote their incentive / discount offered in terms of % of basic fare (excluding Fuel charges, Air Port charges etc.,) of air tickets payable by the Travel agencies shall remain firm for the entire contract***

duration for availing domestic and international air travel related services in the Part-II Bid.

- ***Apart from this, the travel agencies shall be paying entire commission being received by them from the airlines. The Travel agents shall submit a proof of commission being paid to them by Airlines on quarterly basis.***
- ***Price-Bid Format. The rates quoted shall be firm for the entire duration of the contract (i.e. Two years)***
- ***The bidders are required to confirm that in case the Air Line Operators offer any Commission/ Discount , the same will be passed on to BHEL in toto.***

5. BHEL reserves the right to negotiate with L1 bidder, if L1 rates are not acceptable as per estimated cost.

5.1 BHEL also reserves the right to offer the negotiated L1 rate to others for matching.

Based on the matching the contract may be split among more than one agency.

5.2 BHEL reserves the right to opt for reverse auction for arriving at L-1 rates.

Based on the ranking of percentage quoted, bidders would be ranked from L-1 position in ascending order. Since BHEL intends to empanel two parties counter-offer of L-1 bidder would be given to the next bidder in the rank, i.e, L-2 bidder. The award of contract would be given to the party that matches L-1 rates.

While L 1 bidder would be allocated 50%-60% of business volume, the L2 would be allocated 40%-50% work.

6. **Contract Value** : Based on the % of management fee/ transaction fee that would be payable by BHEL on the anticipated expenditure for domestic & international air travel, the contract value would be worked out and accordingly Security Deposit would be required to be deposited by the successful bidder as per clause no. 15.

7. **Validity of Offers**: The offers submitted by the parties shall be valid for a period of 4 months from the date of opening of price bids.

8. **Validity of Contract**: The contract will be valid for a period of **two years** including the trial period of first six months.. After satisfactory performance of the initial trial period of six months the contract will be confirmed for the next 18 months. The contract period may however be extended for a period with mutual agreement and on the same terms and conditions and rate of incentives/discounts.

9. As per the guidelines of the GOI, Purchase Preference clause will be applicable for the PSU / Govt. Agency.

10. **Profile of the Bidder Agency** (as per sheet attached **Annexure I**).

11. BHEL reserves the right to split the business between the parties, if it decides to engage more than one party.

12. BHEL reserves the right to terminate the contract at its own discretion with either or both parties. Similarly, the travel agency may also terminate the contract. The notice

period of one month will however be given by either party for termination of the contract. BHEL will not pay any service charges for service enumerated at S.no.4 & 5.

13. **Rail Reservation Charges:** BHEL will pay service charges for booking and cancellation of rail tickets based on the Railways Rules published in the Gazette of India No. 623 dated 21st September, 1998, which reads as follows shall apply in toto – “The agent shall not charge more than Rs.25/- per passenger as service charges for securing reservation in classes other than second classes and Rs.15/- per passenger in the sleeper classes”. **Hence the parties need not indicate these charges separately in the price bid.** However BHEL would revise the service charges consequent to revision of same by the Railway Authorities.

14. **Earnest Money Deposit (EMD):**

EMD of Rs. 2.00 lakhs should accompany the techno-commercial bid in the form of a **bank draft** in favour of BHEL, Tiruchirappalli-14 payable on any **Nationalised / scheduled bank** at Tiruchirappalli in a separate sealed envelope superscribed as “EMD” on the top.

No interest shall be payable by BHEL on EMD amount.

The EMD shall be forfeited in case of

- a) withdrawal of bid or increase in rates or change in bid conditions after opening of the tender.
- b) refusal to enter into a contract after the award of contract.
- c) if operations of the contract are not commenced from the date indicated in the award of contract.

The EMD will be refunded to the unsuccessful bidders within fifteen days of acceptance of award of work by the successful bidder(s).

15. **Security Deposit:** Shall be made as per rules of BHEL, mentioned below:

Upto Rs. 10 lakhs	10%
Above Rs. 10 lakhs upto Rs. 50 lakhs	1 lakh + 7.5% of the amount exceeding Rs. 10 lakhs
Above Rs. 50 lakhs	Rs.4 lakhs + 5% of the amount exceeding Rs. 50 lakhs

Security deposit shall have to be deposited by successful bidder immediately with BHEL after adjusting EMD money deposited earlier in the following form:

- (1) 100% through Pay Order / DD / local cheque of scheduled bank
- (2) 50% in the form of Bank Guarantee and balance 50% through pay order / DD / Cheque
- (3) 100% as FD payable to BHEL, Tiruchirappalli on maturity.
- (4) 50% through pay order/DD/Cheque and balance 50 % will be recovered at the rate of 10% from the running bills.

BHEL will not pay any interest in case of options 1 and 2 above.

16. **Payment Terms:** The bills along with supporting vouchers will be submitted on fortnightly basis and the payment, inclusive of all taxes as applicable, will be made within 15 days from the date of submission of the bills.
17. **Services Required:**
- 17.1 **Passport & Visa:**
- Submission and processing of our applications to the Passport Office and Embassies for obtaining passports and visas including collection of documents from the respective offices and arranging medical insurance and handing over to us. However, the actual charges paid for passport, visa fees and medical insurance will be reimbursed by BHEL.
- .17.2 **Protocol:**
- Protocol services by trained staff on departure and arrival at Chennai / Delhi to GMs & above while going on foreign trips and occasionally for non-BHEL high dignitaries.
- BHEL will not pay any service charges for the services enumerated for Passport, Visa and Protocol.
- 17.3 **Ticket- booking :**
- Services are required for booking of Air Tickets (both Domestic and International)/Train Tickets on all days inclusive of Sundays/Holidays and odd hours also.
 - Receiving requests from Public Relations & Administration Department through E-mail/Phone/Fax for booking /rerouting/cancellation/refunds of Air Tickets/Train Tickets.
 - Air Tickets/Train Tickets have to be arranged through Electronic Ticketing System with least fare air tickets and Confirmed Air/Rail Tickets.
 - E-tickets should be sent through E-mail immediately to the individual and inform the same to Administration Department for verification.
 - Before sending the e-mail to the individual, confirmation to be obtained from Public Relations & Administration Department.
18. Any other BHEL Unit across the country may engage the services of the empanelled travel agency on the same % of management / service fee and terms and conditions with mutual consent.
19. Deviations, if any, may be enumerated in the format enclosed as Annexure II. BHEL at its discretion may agree in full or part or totally reject deviations sought by the bidder(s). BHEL will consider the deviations if the same are specified in the deviation format, or else it will be construed that there is no deviation taken.
20. This is only an invitation to offer and there is no commitment from BHEL for award of Contract.

PART I - ANNEXURE I
PROFILE OF THE BIDDER

1) General Details:

- a) Name of Travel Agencies with Regn. No. :
- b) Address for Communication :
- c) Phone No.,E-mail ID/Fax No. :
- d) Name of contact person with Phone No. :
and Mobile No.
- e) If Branch Office, State the name and
Address of Regd./Head office with
Phone No. and E-mail ID :
- f) Name of the Contact Person at Head
Office. :
- g) Name of Authorised Signatory :

- 2) Audited Balance Sheet of the Company for the last
three years :
- 3) List of clients, including PSUs, if any.
- 4) List of Offices in India and abroad.
- 5) IATA Registration Certificate (attach photocopy).
- 6) Any other information that you would like to furnish.

Signature of Bidder with seal

PART I- ANNEXURE II

FORMAT FOR SEEKING DEVIATION

CLAUSE NO.	DESCRIPTION / DETAILS OF DEVIATION	REMARKS / REASONS

NOTE: Any deviation specified elsewhere in the tender shall not be considered.

SIGNATURE OF BIDDER WITH SEAL

PART - II : PRICE-BID FOR AIR TICKET BOOKING

❖ Incentives / discounts payable by Travel agencies in terms of % on **basic fare (excluding fuel charges, Air Port charges etc.,)** of air tickets on anticipated business volume for the contract period of two years ____%.

❖ In case the Air line Operator offers any Commission / Discount to our Agency / Firm/ Company, we hereby confirm to pass on the same to BHEL in toto.(Ref.Clause No. 4 of Technical Bid)

❖ **Rail Reservation Charges** : For the purpose of price bid evaluation, it has been decided to consider the payment towards service charges based on the Railways Rules published in the Gazette of India No. 623 dated 21st September, 1998, which reads as follows shall apply in toto – “The agent shall not charge more than Rs.25/- per passenger as service charges for securing reservation in classes other than second classes and Rs.15/- per passenger in the sleeper classes”. **Hence the parties need not indicate these charges separately.** BHEL will therefore pay services charges for rail ticket booking and cancellation @ Rs. 25/person/sector.

PART - II : PRICE-BID

Type of Travel	Projected annual volume of business	Anticipated volume of business in case 2 parties are engaged	Incentive/Discounts offered (%) by the agency to BHEL	Amount (Rs.)
	(A)	(B)	(C)	(D) = B x C
(1) Domestic (Air) (incentive)	Rs.4.00 crores	Rs.2.00 crores		
(2) International (Air) (incentive)	Rs.1.5 crores	Rs.0.75 crores		

Apart from this, the travel agencies shall be paying entire commission being received by them from the airlines. The Travel agents shall submit a proof of commission being paid to them by Airlines on quarterly basis.

Kindly mention the present rate of commission offered by the airlines here:

The agency is required to confirm that after award of contract if any fresh commission is paid by the Airlines to Agency or increasing the existing commission due to volume of business the same shall also to be passed on to BHEL in toto.

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