

NATIONAL SEEDS CORPORATION LIMITED

Beej Bhawan, Pusa Complex, New Delhi-110012

Appointment of TRAVEL AGENT(S)

National Seeds Corporation Ltd., (NSC) a premier profit making Central Public Sector Undertaking, under Administrative control of Ministry of Agriculture. It supports travel of its employee/staff to visit different Branch office(s) of the corporation, national and international conferences, workshops, training and project related works etc for official purposes. In the last financial year, it spent approximately Rs. 14.00 lakh on travel related expenses.

NSC invites tenders from International Air Transport Association (IATA) approved Travel Agencies for providing Travel Related services. Established & Reputed Travel Agencies who have more than five years experience in this business & turnover of not less than Rs. 0.25 Cr. may send their tender documents in the specified format along with their agency/company profile.

The tenders should be submitted in a sealed cover, addressed to the Company Secretary, National Seeds Corporation Ltd, Beej Bhawan, Pusa Complex, New Delhi-110012, so as to reach the office of Company Secretary on or before 07.08.2009 by 03.00 P.M. along with EMD of Rs. 0.50 lakh only in the form as mentioned in the tender document. NSC will follow Two-Bid Tender System & hence separate Technical/Financial Bids are to be submitted as per instructions provided. The envelopes containing EMD will be opened first & subsequently on scrutiny of Technical bids (comprising of Agency Details, Annexure(s) I - VI), the Commercial / Financial Bid of only technically acceptable tenderers will be opened (Annexure(s) VII-VIII). The date of Commercial Bid opening will be subsequently intimated to only the technically shortlisted tenderers. Cost of Tender form is Rs.500/- which is non-refundable.

NSC reserves the right to accept or reject any or all the offers without assigning any reason, and to select one or more travel agencies for providing services.

Company Secretary
NSC

NATIONAL SEEDS CORPORATION LIMITED
Beej Bhawan, Pusa Complex, New Delhi-110012

GENERAL INSTRUCTIONS TO THE TENDERERS

1. Tender shall be received by Company Secretary, Room No. 102, National Seeds Corporation, Beej Bhawan, Pusa Complex, New Delhi-110012. Tender should be delivered in person or sent by Registered Post only. Any tender delivered or sent otherwise will be at the risk of the tenderer.
2. Tender must be submitted in a Sealed envelope superscribed as 'Tender for Travel Related Services' and should contain the following three envelopes with relevant contents :
 - (i) Envelope No. 1 superscribed as 'Earnest Money Deposit'
 - (ii) Envelope No. 2 superscribed as 'Technical Bid' and enclosing all the required documents in the given format (comprising of Agency Details- Annexures I & VI)
 - (iii) Envelope No.3 superscribed as Price Bid and so duly filled in (Annexures VII & VIII).
3. All the pages/documents of the Tender should bear the dated signature of the tenderer. All the entries by the tenderer should be in one ink & legibly written. Any over-writing corrections & cuttings should bear dated initials of the tenderer. Corrections should be made by writing again instead of shaping or over-writing.
4. Rates should be quoted both in figures as well as in words. In case the rates quoted in words & figures are at variance, the rates written in words will be taken as final.
5. A technical evaluation shall be carried out prior to operating the financial proposal. The technical evaluation will be mainly on the experience of travel agency, turnover etc. as specified in Agency Details, of which Annexures II & III form an integral part.
6. After technical evaluation, the travel agencies, whose proposals do not meet the evaluation criterion placed as per Annexure I, will not be considered further. Their Financial Proposal will be returned unopened after completing the selection process.
7. The travel agencies that have been selected on technical evaluation criterion shall be notified indicating the date & time set for opening the Financial Proposal. The notification may be sent by registered letter, facsimile or electronic mail.
8. NSC reserves the right to reject or accept any or all application(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many tenderers/bidders are received satisfying the basic pre-requisite criteria.

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TERMS & CONDITIONS

1. The EMD of Rs. 0.50 Lakh be submitted as Demand Draft or Banker's Cheque drawn on a Scheduled Bank in favour of National Seeds Corporation Limited.
2. Acceptance of Tender will be intimated to successful tenderer through a letter of award duly signed by Company Secretary, National Seeds Corporation Limited. Successful tenderer is required to execute an agreement on a non-judicial stamp paper of Rs. 100/- the cost of which is to be borne by tenderer, within the time specified in the letter of award.
3. The agency would ensure booking of tickets/confirmation of wait listed tickets, delivery of tickets, mainly NSC, Beej Bhawan, Pusa Complex, New Delhi, during working hours/holidays/after office hours (at the expense of agency) collection of tickets for cancellation, confirmation/cancellation, upgradation/revalidation of tickets, Delivery/Collection of tickets/documents. The other details of scope of work are mentioned at Pt. No. 13.
4. The Travel Agency shall be responsible for and will ensure compliance with all Central & State laws as per rules, regulations, by-laws & order of the local authorities & statutory bodies as may be in force from time to time during the currency of contract.
5. The Travel Agency shall not assign the contract or any part thereof without the prior written consent of NSC. The Travel Agency shall also not sub-let the work or part of the work except with the written consent of the corporation & such consent even if provided shall not relieve the travel agent from any liability or any obligation under the contract.
6. The EMD of the successful bidder will be converted into Performance Guarantee & shall be retained during the period of appointment. The agency shall not be entitled to any claim or receive any interest on the amount of Performance Guarantee. However the Performance Guarantee of Rs. 0.50 lakh can also be submitted in the form of Bank Guarantee.
7. If the Registration Certificate of IATA is withdrawn or cancelled during the period of appointment, then contract of the agency will automatically stand cancelled.
8. (a) NSC reserves the right to cancel the appointment by giving 30 days notice in writing without assigning any reason whatsoever.
(b) Contract shall be terminated by poor performance.
9. NSC will be engaging two parties for providing services for both International/Domestic tickets & other related services. The bidders so selected shall have to match the best discounted rates received by NSC. The business will be divided on the basis of requirement & quality of services provided by the Agencies. Besides, NSC's staffs have the option to make bookings through the Internet.

10. The E.M.D. amount will be forfeited to NSC in case, (a) if after submission of quotation the tenderer fails to honour the contract or refuses to comply with any/all of the terms & conditions of tender, and (b) if the tenderer withdraws the offer during the validity period.

11. Quotation should be valid for a minimum period of six months from the date of opening of Technical Bid.

12. The contract will be initially valid for a period of two years & after expiry of one year NSC will evaluate the performance of Services. If the services are found satisfactory, then NSC reserves the right to extend the contract for another year on the same terms & conditions.

13. The scope of travel services required includes :

- a) Booking and issuing of International/Domestic Air ticket, including Prepaid Tickets (PTAs).
- b) Booking and arranging for Domestic Railway tickets tickets.
- c) Issuance of Foreign Exchange as per RBI Guidelines.
- d) Obtaining of travel related insurance, including overseas medical insurance.

14. Tenderer should attach the documentary proof/details of their experience regarding competence of undertaking contract while submitting the quotation.

15. Agency may raise the bill for payment of tickets/other Services rendered depending on the credit facility period offered. The bills will be verified by the user and then presented for payment of the bill. The Credit Period will be fully availed by NSC.

16. The losses to the Corporation which are directly attributable to the Agency shall be deducted from the bills/adjusted from Performance Guarantee.

17. The Travel Agency should have computer reservation ticketing (CRT) facility of all airlines for domestic as well as international travel and have an experience of not less than five (5) years of ticketing. Agency should provide on-line booking facility for the same to the employees / staff of NSC.

18. Any dispute, question, claim or difference arising out of or concerning this contract between the parties shall be settled through mutual negotiations by the parties & parties shall make all endeavours to settle these matters amicably. The venue of the conciliation shall be at the office of CMD, National Seeds Corporation, Beej Bhawan, Pusa Complex, New Delhi-10012. The settlement arrived at during conciliation shall be binding on both parties. No work will however be stopped in between for want of settlement of any issue, if under dispute & the decision of CMD, NSC will be final and binding on the travel agent in this regard.

19. Service Tax applicable will be paid to the appointed agency provided it is shown separately in the invoice & actual amount of service tax paid by the Travel agency as per prevailing rates & exemption, if any, being availed. The invoice issued by the travel agency should also be as per provisions of rule 4A (1) of the Service Tax Rules, 1994 as amended from time to time. However the Service Tax Registration No. shall be mentioned on the invoice itself.

20. All questions, claims, disputes or differences of any kind whatsoever arising out of or in connection with concerning this contract, at any time, whether before or after determination of the contract, other than question, claims, dispute of differences for the decision of which specific provisions have been made in the foregoing clauses of these conditions (herein also referred to as expected matter & decision on such expected according to the said specific provision shall be binding on the parties to this contract & shall not be re-opened or attempted to be re-opened on any ground of any informality omission delay or error in the proceeding or any other group whatsoever shall be referred by the parties here to for the decision by a Sole Arbitrator appointed by CMD, NSC. The provisions of the Arbitration & Conciliation Act, 1996 & the rules framed there under, if any & all modifications/amendments thereto shall deem to apply &/or be incorporated in this contract & when such modifications/amendments to the act/ rules are carried out. Services under the contract shall be continued by the Travel Agency under the contract, during the arbitration proceedings & recourse to arbitration shall not be a bar to the continuance for the work. Any dispute arising out of or relating to this tender/contract shall, if not settled amicably, be settled by Sole Arbitrator appointed by CMD, NSC.

21. The Courts of New Delhi shall have the exclusive jurisdiction upon any matter arising out of this contract.

22. The Travel Agency will have to submit, a formatted monthly statement of bills raised showing discount provided, to the Company, New Delhi.

ANNEXURE - I

I. STRUCTURAL & ORGANISATIONAL SET UP

1.	Name & Full Address of the Company with Registration particulars	
2.	Contact Telephone/Fax./E-Mail nos.	
3.	Status of the Organization (Company/Partnership/Pvt. Limited/Ltd., etc.	
4.	Registration with IATA	
5.	PAN/GIR No.	
6.	Date of Incorporation	
7.	Details of Regn. With Government of India, Ministry of Tourism/State Govt., if any.	
8.	Name, Qualifications and Bio-data of Proprietor/Director/Partners/Executives.	
9.	Total number of employees	
10.	Number of years in Business	
11.	Whether computer reservation ticketing facility of air tickets available.	
12.	Office Hours/Service Timings: (a) Normal Working Days (b) Holidays (c) Odd Hours.	

Date:

AUTHORISED SIGNATORY
(With Official Seal)

ANNEXURE - II

II. CAPABILITIES:

1.	Experience in carrying out similar Work.	
2.	List of offices in India	
3.	Name of the Airlines for which you are a ticketing Agent (Domestic and International separate)	
4.	Name of the Airlines for which you are not an Agent but can arrange confirmed tickets. (Domestic and International)	
5.	Ticketing Stock	

AUTHORISED SIGNATORY
(With Office Seal)

Date:

ANNEXURE - III

III. FINANCIAL CAPABILITY:

1.	Audited General Accounts for the Last three years	
2.	Banker's Solvency Certificate	
3.	Turn-over during each of three years of the sale of airlines tickets (both Domestic and International)	

Date:

AUTHORISED SIGNATORY
(With Official Seal)

ANNEXURE - IV

IV. PERFORMANCE RECORDS:

1.	Provide details of prestigious accounts held during past indicating: -	
	(a) Name of the Clint	
	(b) Type of Services presented	
	(c) Value of Work per annum.	
2.	Provide details of Accounts with Public Sector & Govt. Departments held during the past indicating:	
	(a) Name of the Clint	
	(b) Type of Services	
	(c) Value of Work per annum.	

Date:

AUTHORISED SIGNATORY
(With Official Seal)

ANNEXURE - V

V. SERVICE DETAIL:

Arrangement proposed for:

1.	Receiving ticket booking	
2.	Confirmation of booking	
3.	Delivery of ticket for NSC	
4.	Collection of tickets for NSC for cancellation	
5.	Assistance to travelers:	
	(a) Foreign exchange	
	(b) Insurance coverage	

Date:

SIGNATORY SIGNATORY
(With Official Seal)

ANNEXURE - VI

Any Other information, you wish to mention.

We certify that all available information and data have been supplied and that the Foregoing Statement is true and correct.

**AUTHORISED SIGNATORY
(With Official Seal)**

**Note: Please attach supporting documents/certificates, etc.
In order to substantiate your claim.**

ANNEXURE - VII

**TENDER FOR APPOINTMENT OF TRAVEL AGENTS FOR SUPPLY OF
AIR TICKETS AND OTHER RELATED SERVICES**

Tender No.

FINANCIAL BID
FOR DOMESTIC SECTORS
(To be enclosed in a separate envelope)

I/We hereby offer the following rates:

1.	Discount offered on Domestic Airline tickets* (In percentage)	
2.	Service charges for Railway ticketing	
3.	Credit period	

*The discount offered should be uniformly applicable to all carriers/flights.

The discount offered should be in percentage without any rider or explanatory statement attached with it.

Rates to be quoted by the tenderers both in figures and words.

Discounts offered should be on the Basic value of the tickets **ONLY** (excluding all taxes, insurance, Airport tax, etc.)

Date:

AUTHORISED SIGNATORY
(With Official Seal)

ANNEXURE - VIII

**TENDER FOR APPOINTMENT OF TRAVEL AGENTS FOR SUPPLY OF
AIR TICKETS AND OTHER RELATED SERVICES**

Tender No.....

FINANCIAL BID
FOR INTERNATIONAL SECTORS
(To be enclosed in a separate envelope)

I/We hereby offer the following rates:

1.	Discount offered on International Airline tickets* (In percentage)	
2.	Service charge on travel related foreign exchange, if any.	
3.	Credit period	

*The discount offered should be uniformly applicable to all carriers/flights.

The discount offered should be in percentage without any rider or explanatory statement attached with it

Rates to be quoted by the tenderers both in figures and words.

Discounts offered should be on the Basic value of the tickets **ONLY** (excluding all taxes, insurance, Airport tax, etc.)

Date:

AUTHORISED SIGNATORY
(With Official Seal)