



# NATIONAL INSTITUTE OF FASHION TECHNOLOGY

(A statutory body governed by the NIFT Act 2006 and set up by the Ministry of Textiles, Govt. of India)

No. 1312/341)/Admin/HO/Empanelment of Travel Agency/2015/2018

## TENDER DOCUMENT FOR HIRING TRAVEL SERVICES

NIFT (Head Office & its 16 Campuses)

### **Time schedule for tender process:**

Date of publication of tender notification on official website and e-portal	05/12/2018 at 3.00 PM (Wednesday)
Tender document will be available from	05/12/2018 at 3.30 P.M (Wednesday)
Last date for receipt of duly filled in tender through online only	26/12/2018 at 10.30 A.M (Wednesday)
Date and Time of opening the Technical Bids	26/12/2018 at 11.00 A.M (Wednesday)
Date and Time of opening the Financial Bids	Will be notified to the technically qualified tenderers

***Note: This tender document contains 15 pages (total no. of pages including Annexures) and tenderers are requested to sign on all the pages***



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## 1. INTRODUCTION:

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under the Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in field of Fashion Technology. NIFT provides fashion business education across the country through its network of 16 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management & fashion technology and short duration education program to address the specialized needs of professional and students in the field of fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

## 2. NOTICE INVITING TENDER

The NIFT Head Office invites Online tenders under "**TWO BID SYSTEM**" from interested tenderers for selection of an agency for the purpose of hiring travel services for NIFT-HO & its 16 campuses. The interested travel agency should have experience of at least 5 years in the relevant field and should have provided travel related services to various reputed Organizations/Department of Government of India /Autonomous Organizations/Public Sector Undertakings/Statutory Bodies/MNCs.

The details of the tender are given below:-

- a. Description of Services: selection of an agency for the purpose of hiring travel services for **NIFT HO & its 16 Campuses.**
- b. Closing date & time for submission of bids: **26/12/2018 till 10.30 A.M**
- c. Date & time of opening of Bid:
  - i. Technical bid: **26/12/2018 at 11.00 A.M** (in presence of the tenderers or their authorized representatives.
  - ii. Financial bid : After evaluation of Technical Bid
  - iii. Bid validity upto: 30 days from the date of opening of financial bid

"**TWO BIDS SYSTEM**" shall be followed for this tender. Bids received shall be evaluated as per the Criteria prescribed in the tender document. NIFT will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc.

The tender document is not transferable to any other person. The tender document can be downloaded from the NIFT's official website [www.nift.ac.in](http://www.nift.ac.in) as well as from Central Public Procurement Portal i.e. <https://eprocure.gov.in/cppp/>

In case of any clarification required relating to this tender, the same can be sought from the following officers of NIFT:

- a. Dr. Suhail Anwar, Director (Administration), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, Hauz Khas, New Delhi – 110016  
Phone No. 011-26535890 and email id: [director.admin@nift.ac.in](mailto:director.admin@nift.ac.in)
- b. Ms. Asha Rani, Assistant Director (Purchase), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, Hauz Khas, New Delhi – 110016  
Phone No. 011-26542071/26542176 and email id : [ad.purchase.ho@nift.ac.in](mailto:ad.purchase.ho@nift.ac.in).

### **3. ONLINE SUBMISSION OF TENDER**

Online submission of eligibility criteria and technical bid as prescribed in Annexure-1&2 are to be made along with scanned copies of Earnest Money Deposit (EMD) of **INR 4,62,000/-** (Rupees Four Lakh Sixty Two Thousand only) in the form of Demand Draft/Banker Cheque, fixed deposit receipt, Bank Guarantee in favor of 'National Institute of Fashion Technology' and payable at New Delhi with all relevant documents. Online financial bid may be submitted /filled only as per **Annexure–II**.

Original EMD may be sent to Ms. Asha Rani, Assistant Director (Purchase), National Institute of Fashion Technology, Head Office, Near Gulmohar Park, Hauz Khas, New Delhi – 110016. Phone No. 011-26542071/26542176



The online financial bid will be opened on the date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.

***The interested bidders are advised to read carefully the entire tender document before submitting their tender. The tender documents not received online in prescribed format and/or are found incomplete in any respect will be summarily rejected.***

Any further clarifications can be sought from the service provider for online submission of the tender on e-portal i.e. Mr. Sandeep Bhandari Mobile No. +91 8826814007, alternate number NIFT Purchase Officer +91 11 2654 2176/ 2071/ +91 9891628548.

You are required to sign each page of each part of this tender document for acceptance of terms and conditions and submit alongwith your bid.

This tender document is being issued with no financial commitment and the buyer reserves the right to change or vary any part thereof or foreclose the procurement case at any stage. The Buyer also reserves the right to disqualify any vendor, should it be necessary, at any stage on grounds of National Security.

You may contact The Purchase Officer, National Institute of Fashion Technology, NIFT Campus, Near Gulmohar Park, Hauz Khas, New Delhi-110016, Phone No. +91 11 26542017/2176, email-[purchase.ho@nift.ac.in](mailto:purchase.ho@nift.ac.in) for grievance related to bidding condition, bidding process and/or rejection of bid. With regards to bidding condition, this shall be done in writing atleast 10 days in advance of the stipulated date of submission of bid.

#### **4. PROCESS OF ONLINE REGISTRATION**

The interested vendors should apply online and submit their tender and the bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids, all duly signed, on the <https://nifttenders.eproc.in> from **05/12/2018 at 3.00 P.M.** (IST) up to **26/12/2018 at 10.30 A.M.** Tender document is also available for viewing on the “tenders” link of the NIFT website i.e. <https://nifttenders.eproc.in> ; <http://www.nift.ac.in>.

Applications to this tender will be accepted only through the online mode through <https://nifttenders.eproc.in>.

No other mode of application will be considered.

For applying online, the firm should get itself registered at <https://nifttenders.eproc.in> by paying online.



Please note that:

- a) The bidder needs to mention his Company Name, Address, User ID to register.
- b) Registration Charges of Rs. 2000/- + 360/- (18%GST) = Rs. 2,360/- (Two Thousand Three Hundred Sixty only – Non refundable are to be borne by Seller) to be made through NEFT.
- c) Bid Processing Fee charges of Rs. 5000/- + 900/- (18%GST) = Rs. 5900/- (Five Thousand and Nine hundred only, non refundable) to be made through NEFT.
- d) The basic requirements for registration and applying for tender online are as under:
  - Operating System should be atleast windows 7.
  - Java version : Java 8 update 25.
  - Use Internet Explorer 11.
  - All java add-ons must be enable in the system.
  - Always use Class III B Digital Signature Certificates (DSC) having Signing and Encryption both.
- e) The bidder should ensure that it complies with the above requirements before applying for tender upto **26/12/2018 (Wednesday) till 10.30 A.M.**

### **5. GENERAL INSTRUCTIONS:**

1. Tender shall be submitted in prescribed tender form only. The tender shall be liable for rejection if not submitted in the prescribed format.
2. The list of the services to be rendered should not be altered by the tenderer. If the tenderer wants to propose any modifications / alterations to the tender document then the same should be proposed through a separate letter accompanying the tender. No paper shall be detached from the document.
3. The name and address of the tenderer must be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender
4. The tender is liable to be rejected if complete information is not given there-in or if the particulars of data (if any) asked for in the Tender document are not filled in.



5. Tenders received after the specified date and time, due to whatever reason, shall not be considered for bidding.
6. All the technical bids will be opened by the Committee authorized for this purpose in the presence of tenderers / authorized person(s) of the tenderers at **26/12/2018 at 11.00 A.M.**

Financial Bid of the technically qualified tenderers will be opened later on and the date and time will be informed accordingly.

#### **6. TERMS & CONDITIONS:**

1. The agency should be having experience of at least 5 years in relevant field and providing travel related services to various reputed Organizations/Department of Government of India/Autonomous Organization/Public Sector Undertaking/Statutory Bodies/MNCs.
2. The agency should be a member of IATA and authorized Rail Ticket Booking Agency of IRCTC. A Certificate needs to be attached along with the tender in this regard.
3. The details of inputs/information required to be submitted by the agency is as per **Annexure – I (Technical Bid)**.
4. The details of current / previous clients are to be submitted with Technical Bid as per the following format : -
  - (a) **Details of current/previous clients**
    - i) Name of the Company/Organization/Office.
    - ii) Contact person with telephone number and e-mail IDs.
    - iii) Contract period.
    - iv) Copy of contract/agreement /experience certificate to be enclosed.
  - (b) **Number of branches in Cities where NIFT is located, if any.**
5. The agency would ensure booking of tickets / confirmation of waitlisted tickets, forwarding of tickets through e-mail to the **NIFT Head Office & its 16 Campuses** during working hours /holidays/ after office hours, getting visa, passport, confirmation/cancellation, up-gradation/revalidation of tickets. The scope of work of the agency in brief is as under : -
  - i) Booking and issuing of International/Domestic air tickets including pre-paid tickets.
  - ii) Booking and arranging for domestic railway tickets/foreign railway tickets.
  - iii) Assistance for issue/obtaining new passport/renewal and miscellaneous passport related services.

- iv) Assistance for obtaining visa and submitting passport at the embassies.
  - v) Issuance of foreign exchange as per RBI guidelines.
  - vi) Obtaining travel related insurance including overseas medical insurance.
  - vii) The agency will be available at all times for booking/cancellation of both air and railway tickets.
  - viii) The agency will pass on to NIFT all concessions/facilities extended by the airlines to the passenger on air journeys booked by NIFT.
  - ix) Assisting NIFT's representatives in getting enrolled in frequent flyer programmes.
  - x) Tenderer agency should be an authorized Rail Ticket Booking Agency of IRCTC.
  - xi) Cancellation charges shall be paid as per actual as charged by airlines
6. The travel agency shall be responsible for compliance with all central and state laws as per rules/regulations/byelaws and order of the local authorities and statutory bodies as may be in force time to time during the contract period.
7. Acceptance of tender will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of the NIFT. The successful tenderer is required to execute the agreement on a non-judicial stamp paper of Rs. 100/- within the time specified in the LOI.
8. The bidders are required to submit and Earnest Money Deposit (EMD) (except for those bidders who are specifically exempted by NSIC certification) of **Rs. 4,62,000/- (Rupees Four Lakh Sixty Two Thousand only)** in the form of Demand Draft/Banker Cheque, fixed deposit receipt, Bank Guarantee in favour of NIFT payable at New Delhi along with tender document. The Earnest Money Deposit (EMD) of unsuccessful bidders will be returned after one month of signing of agreement with successful bidder.
9. The Earnest Money Deposit (EMD) of the successful tenderer of **Rs. 4,62,000/- (Rupees Four Lakh Sixty Two Thousand only)** will be converted into Security Deposit and balance of Security Deposit of **Rs. 23,08,000/- (Rupees Twenty Three Lakh Eight Thousand only)** should be deposited by the successful tenderer in the form of Demand Draft/Banker Cheque, fixed deposit receipt, Bank Guarantee in favor of **NIFT payable at New Delhi** within 10 days and shall be retained for the entire period of contract. The **Security Deposit of Rs. 23,08,000/- (Rupees Twenty Three Lakh Eight Thousand only)** will be refunded to the agency on termination / completion of the contract without any interest. The Earnest Money Deposit (EMD) shall be forfeited to NIFT in case:-
- i) If the tenderer withdraw their offer during the period of tender validity.





- ii) If after submission of quotation the tenderer fails to owner the contract or refuses to comply with any or all terms and conditions of the tender.
10. The contract will be initially valid for a period of one year and after expiry of one year NIFT will evaluate the performance of services of the agency. If the services are found satisfactory, the NIFT reserves the right to extend the contract for year to year on the same terms and conditions to overall maximum of 3 years.
  11. NIFT reserves the right to cancel the agreement by giving one month notice in writing without assigning any reason whatsoever. The contract shall be terminated if the service of the agency is not found satisfactory or the agency changes the rate of contract during the contract period and NIFT shall not be held liable for any reason whatsoever.
  12. If the agency is registered with IATA and registration of IATA is withdrawn or cancelled during the contract period, then the contract of the agency shall automatically stands cancelled.
  13. No advance payment will be made for any kind of booking. The payment of the air / train tickets will be released after the journey performed to and fro by the concerned Centre or within one month (may be centre specific) whichever is earlier from the date of purchase of ticket.
  15. The Agency should give their offer to all officials of NIFT for similar arrangement at our Head Office & all 16 Campuses of NIFT i.e. Delhi, Bengaluru, Bhopal, Bhubanehwar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, Patna, Raebareli, Shillong and Srinagar, it should be on same terms and conditions.
  16. The travel agent will have to provide the travel related services in time. If the agent fails to provide tickets and other travel related services after the scheduled time, the agency will be solely responsible for the same and no payment will be made for it.
  17. The losses to the NIFT which are directly attributable to the agency shall be deducted from the bills/adjusted from the Security Deposit.
  18. The Travel Agency shall not assign and or sub-let the contract or any part thereof or any benefit or interest therein or there-under without the prior approval of NIFT in writing and such approval shall not relieve the travel agency from any liability or obligation under the contract and the agency shall be fully responsible for the acts/defaults and neglects of his agents servants or workmen as if they were the acts, defaults or neglects of the travel agency, his agents, servants or workmen.
  19. The travel agency should have Computer Reservation Ticketing facility of all airlines for domestic and international travel / Rail tickets and providing on line booking facility for the same to the NIFT.



20. The provisions of Goods & Service Tax (GST) as applicable from time to time will be binding on travel agency.
21. Overall highest discount offered on domestic and international air travel shall be considered as H1 bidder for awarding the contract. Cancellation charges shall be paid as per actual as charged by airlines.
22. Conciliation & Arbitration:
  - i. In the event of any dispute/difference which may arise between the parties, it shall be referred for a mutual and amicable settlement between the parties within 30 days from the date of receipt of a written notice raising such dispute by either of the party.
  - ii. In case there is no amicable settlement between the parties. The dispute or difference arising in relation to meaning or interpretation of this order, the same shall be referred to a sole arbitrator to be appointed by Director General-NIFT. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be (based upon the location of NIFT Centre).
  - iii. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding.
22. NIFT reserves its right to remove from the list of approved agency or to ban business dealing with the agency if found to have committed fraud, deception, misconduct etc. and also to suspend business dealings pending investigation.
23. That in case of any dispute arising out of the tender, the same shall be referred to the courts of exclusive jurisdiction at (based upon the location of NIFT Centre).

## **6. ELIGIBILITY CRITERIA:**

- 1 Earnest Money Deposit (EMD) of Rs. 4,62,000/- (Rupees Four Lakh Sixty Two Thousand only)
- 2 Tenderer should be an authorized Rail Ticket Booking Agency of IRCTC (copy of registration to be enclosed).
- 3 Agency should be registered under IATA (copy of the same to be enclosed)
- 4 Income Tax return for the last three financial years i.e. 2014-15, 2015-16 & 2016-17 (copy of return must be attached)

- 5 Total turnover/ Income of the travel agency during last three financial years i.e. 2014-15, 2015-16, 2016-17 (minimum turnover should be Rs. 5 Crores (enclose copy of Audited Balance Sheet)
- 6 GSTIN (Goods & Service Tax Regn. No)/certificate, TIN/PAN number (copy of the same must be attached)
- 7 Proof of minimum experience of 5 years in booking of air (International/Domestic)/Train Tickets and other related services)
- 8 Proof of branches in Cities where NIFT is located, if any (with complete address, telephone number, fax, mobile number & email address)
- 9 Declaration on separate sheet that the bidder is not debarred by any Govt. Institution / PSU organization
- 10 24 hour helpline numbers
- 11 At least three similar contracts of Travel agency of **Rs. 5 Crores per annum** in the last three years i.e. 2015-16, 2016-17 and 2017-18. A copy of each of 3 such contracts should be attached as proof for fulfillment of this condition.

**8. Technical Bid**

**(To be sealed in envelope superscribing “Technical Bid”)**

1. Name and address of the Tenderer :
2. Name and designation of authorized person(s) signing the :  
the tender documents
3. Telephone number, fax :
4. Mobile number(s) of authorized person :
5. Email address(s) :
6. Nature of business carried by the tenderer :

**7. Eligibility Criteria for Selection:-**

<b>S. No.</b>	<b>Items</b>	<b>Information/inputs to be filled by the tenderer/ Supporting Doc to be attached</b>
1	Earnest Money Deposit (EMD) of Rs. 4,62,000/- (Rupees Four Lakh Sixty Two Thousand only)	Scanned copy To be Attached online & hard copy to be submitted
2	Tenderer should be an authorized Rail Ticket Booking Agency of IRCTC (copy of registration to be enclosed).	Scanned copy To be Attached
3	Agency should be registered under IATA (copy of the same to be enclosed)	Scanned copy To be Attached
4	Income Tax return for the last three financial years i.e. 2014-15, 2015-16 & 2016-17 (copy of return must be attached)	Scanned copy To be Attached
5	Total turnover / Income of the travel agency during last three financial years i.e. 2014-15, 2015-16, 2016-17 (minimum turnover should be Rs. 5 Crores (scanned copy of Audited Balance Sheet to be enclosed)	Scanned copy To be Attached
6	GSTIN (Goods & Service Tax Regn. No)/certificate, TIN/PAN number (copy of the same must be attached)	Scanned copy To be Attached
7	Proof of minimum experience of 5 years in booking of air (International/Domestic)/Train Tickets and other related services)	Scanned copy To be Attached
8	Proof of branches in Cities where NIFT is located, if any (with complete address, telephone number, fax, mobile number & email address)	Scanned copy To be Attached
9	Declaration on separate sheet that the bidder is not debarred by any Govt. Institution / PSU organization	Scanned copy To be Attached
10	24 hour helpline numbers	Document in support of Established Call centre
11	At least three similar contracts of Travel agency of Rs. 5 Crores per annum in the last three years i.e. 2015-16, 2016-17 and 2017-18.	A copy of each of 3 such contracts should be attached as proof for fulfillment of this condition

**9. Financial Bid**
**To be sealed in separate envelope superscribing “Financial Bid”)**

<b>S.N.</b>	<b>Item</b>	<b>Unit</b>	<b>Rate for service charges (in %)</b>
<b>A.</b>	<b>Air Travel</b>		
1.	For booking of domestic air tickets in all classes	Percentage of discount	
(a)	Air India		
(b)	Jet Airways		
(c)	Jet Connect		
(d)	Indigo		
(e)	Go Air		
(f)	Spicejet		
(g)	Other		
<b>2.</b>	<b>For cancellation of domestic air tickets in all classes</b>	Charges	
(a)	Air India		
(b)	Jet Airways		
(c)	Jet Connect		
(d)	Indigo		
(e)	Go Air		
(f)	Spicejet		
(g)	Other		
<b>3.</b>	<b>For booking for international air tickets</b>	Percentage of discount	
(a)	Air India		
(b)	Other airlines		
<b>4.</b>	<b>Cancellation charges for international air tickets</b>	Charges	
(a)	Air India		
(b)	Other airlines		
<b>B.</b>	<b>Railway tickets</b>		



1.	Train ticket booking charges	Service charges for tickets	
(a)	Indian Railways		
(b)	Foreign Railways		
<b>C.</b>	Other Services		
1.	Visa Service Charges		
2.	Passport Service Charges		
3.	Any other related service charges		

**Note: - Overall highest discount offered on domestic and international air travel shall be considered as H1 bidder for awarding the contract. Cancellation charges shall be paid as per actual as charged by airlines.**

**Signature the authorized signatory of the agency: -----**

**Name of the Authorized Signatory: -----**

**Name of the Travel Agency: -----**

**Seal of the Travel Agency: -----**

**Address: -----**

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**Contact No. -----**

**Date:**

**Place:**



**10. DECLARATION BY TENDERER**

- 1. I ..... Son / Daughter / wife / of Sh.  
..... authorized signatory of the agency hereby declare that I am competent to sign this declaration and execute this tender document.
- 2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
- 3. I declare that neither the agency nor myself are debarred by any of the Govt./ PSU organization/ NIFT Centre.
- 4. The information / documents furnished along with the technical and financial bids are true and authentic to the best of my knowledge and belief. I have no objection to NIFT verifying any or all the information furnished in this document with the concerned authorities, if necessary. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

**Signature the authorized signatory of the agency: -----**

**Name of the Authorized Signatory: -----**

**Name of the Travel Agency: -----**

**Seal of the Travel Agency: -----**

**Address: -----**  
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**Contact No. -----**

**Date:**  
**Place:**