



**Notice Inviting Tender for Selection of Travel Agency
for
Overseas Travel Arrangements**

Tender No: HPSDP/HPKVN/1(364)/2019

Himachal Pradesh Kaushal Vikas Nigam (HPKVN), Shimla invites Tender under single stage two part system (Part I: **Technical Bid** and Part II: **Price Bid**) from reputed Company/Firm registered with IATA for selection of Travel Agency for overseas travelling arrangements.

The details/scope of work is available in this tender document.

Tender document may be downloaded from Himachal Pradesh Kaushal Vikas Nigam (HPKVN) website: <http://hpkvn.in>

Corrigenda or clarifications, if any, shall be hosted on the above-mentioned website only. HPKVN reserves the right to accept or reject any tender. SCHEDULE OF TENDER (SOT)

1.	Tender No. / Event No.	HPSDP/HPKVN/1(364)/2019
2.	Mode of Tender	Tender under single stage two part system (Part I: Technical Bid and Part II: Price Bid) The intending bidders are required to submit their offer to: The Managing Director, Himachal Pradesh Kaushal Vikas Nigam, SDA Complex, 2nd Floor, STPI Building, Kasumpti, Shimla, Himachal Pradesh- 171009. Tender documents (Technical document and Financial Document in separate envelopes needs to submit in physical form.
3.	Date of publication of Tender through publication in National News Papers.	01st November, 2019.
4.	Date of availability of NIT to the Vendors for downloading from HPKVN website.	01st November, 2019.
5.	Date of Starting of Tender for submission	11th November, 2019
6.	Last date of submission of Technical Bid and Financial Bid	11th November, 2019 at 1400 hrs.
7.	Date & time of opening of Part-I (Technical Bid)	11th November, 2019 at 1430 hrs.
8.	Date & time of opening of Part-II (Price Bid)	11th November, 2019 at 1630 hrs.
9	Bid security / Earnest Money (EMD)	Rs. 10,000/- (EMD in a separate envelop, shall be part of the Technical Bid) by a Demand Draft in favour of “ The Managing Director, Himachal Pradesh Kaushal Vikas Nigam ” payable at Shimla.

Note1. In the event of any unforeseen closure of work/ holiday on any of the above days, the same will be opened / held on the next working day without any further notice.

1. INTRODUCTION

In September 2015, Government of Himachal Pradesh established Himachal Pradesh Kaushal Vikas Nigam (HPKVN)-as a not for profit company to deliver the mandate of the HP Skill Development Mission by bringing convergence across the TVET programs being run by different departments, and aligning all training with the competency levels specified in India's National Skill Qualification Framework (NSQF) and other national quality assurance and certification norms.

The External Aided Skill Development Project will modernize and reform HP,s TVET institutional framework, scale up the State's annual TVET training capacity and align it to the needs of the market so that the employment prospects of HP,s youth improves.

HPKVN intends to provide overseas training to policy makers, senior administrators of skill development, ITI/Polytechnic management cadres and HPKVN with ITE Education Services Pte. Ltd. Singapore. The training programme shall be covering total 320 participants to be sponsored in batches as under:

1. Programme 1 for 20 participants

(For Senior policy makers covering in 2 batches of 10 each).

2. For Programme 2 for 300 participants

(From ITIs/Polytechnic/HPKVN)

(The above is maximum limit and is subject to change)

2. SCOPE OF WORK

The agency would ensure booking of tickets/confirmation of waitlisted tickets, issue of tickets during working hours/holidays/after office hours, getting visa of participants, confirmation/cancellation, up gradation/revalidation of tickets, delivery of tickets, documents. The scope of work of the agency in brief is as under:

- a) Services shall be provided to HPKVN and as per the instruction of the concerned officer.
- b) Obtaining visa in respect of the officers sponsored for training to ITE Education Services Pte. Ltd. Singapore and submitting passport at the embassies including deposit of visa fee.
- c) Booking and issuing of Air Tickets (e-ticket/ counter) from Delhi to Singapore and back to the officers sponsored for training.
- d) Obtaining travel related insurance including overseas medical insurance.
- e) The agency will be available at all times for booking/cancellation of Air Tickets.
- f) Ensuring receipts of proper statement from Airlines on points gained on deal codes secured by HPKVN and ensuring proper utilization thereof.
- g) Assisting HPKVN in securing deal codes with other airlines.
- h) Delivery of the tickets and travel documents at HPKVN Head Office through internet/mail or as may be directed.
- i) Availability of Travel Agency on 24 hrs. x 7 basis with dedicated Single Point of Contact Person.

3. ELIGIBILITY

1. Bidder shall be an Indian Company/Firm engaged in Tours and Travels (Domestic/ International Airlines Tickets) for last five years and have its sales office in Delhi /Chandigarh.
2. The Agent should be member of IATA.
3. The bidder should have an average annual turnover of more than Rs. 30 Lacs for the last 3 years i.e. 2016-17, 2017-18 and 2018-2019.
4. Bidder must have executed contract of providing services to Government Departments/PSEs of similar nature during the preceding 3 (three) financial years.
5. Bidder should have valid GST No/PAN No/IATA Registration No.
6. Bidder should have 24 hour+s Helpline numbers.

HPKVN reserves the right to carry out capability assessment of the Bidder and HPKVN's decision shall be final in this regard.

4. DURATION OF CONTRACT PERIOD

The proposed contract shall be valid for a period of 2 year from the date of signing of the Agreement which may be extended for a further period of one year at the sole discretion of HPKVN on satisfactory performance of contract by the travel agency.

5. VALIDITY OF PROPOSAL

The following will be considered for the validity of the proposals deemed submitted:

- a) Proposals shall remain valid for a period of 180 days from the date of opening of Proposal.
- b) HPKVN reserves the right to reject a proposal valid for a shorter period as non- responsive.
- c) In exceptional circumstances HPKVN may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing.

6. RIGHT TO ACCEPT OR REJECT ANY PROPOSAL

HPKVN reserves the right to annul the Tender process, or to accept or reject any or all the proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

7. PERFORMANCE SECURITY

The successful tenderer will be required to submit a Performance Security amounting Rs.1,00,000/(Rupees One Lakh Only) in the form of FDR pledged in the name of Managing Director, Himachal Pradesh Kaushal Vikas Nigam or in the shape of Bank Guarantee from any Indian Scheduled Commercial Bank in favour of “Managing Director, Himachal Pradesh Kaushal Vikas Nigam” for a period of two year within seven days of award of contract. The Security Deposit shall be refunded after the contract period, subject to necessary deductions, if any and certification for fulfilment of all obligations by Travel Agent as per the contract.

8. PREPARATION OF PROPOSAL

The Bidder must comply with the following instructions during preparation of Proposals:

- a) The Bidder is expected to carefully examine all the instructions, guidelines, terms and condition and formats of the Tender Document. Failure to furnish all the necessary information as required by the Tender Document or submission of a proposal not substantially responsive to all the requirements of the Tender Document shall be at Bidder’s own risk and may be liable for rejection.
- b) The Proposal and all associated correspondence shall be written in English and shall be in a clear and legible language.
- c) No Bidder is allowed to modify, substitute, or withdraw the Proposal after its submission.

9. SUBMISSION OF PROPOSAL

Bidders shall submit their Proposals on or before the last date and time for receipt of proposals mentioned in SOT. Proposals shall be submitted in two parts. The proposals should not contain any irrelevant or superfluous documents. The two parts of the Proposal should be as per following:

Part-I: Technical bid will be opened on specified date and time as given in the NIT in the presence of Bidder(s) who wish to participate.

Part-II: Price bid will be opened of only those bidder(s) whose Part I Techno Commercial Bid is found to be acceptable by HPKVN. Such bidder(s) will be intimated the date of opening of Part II Price bid, through valid email as indicated in the Technical Bid.

10. EVALUATION OF PROPOSALS

The Bid will be opened as per the schedule mentioned in the Schedule of Tender. HPKVN shall constitute Evaluation Committee to evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the Tender Document, a two stage process, as explained below, will be

adopted for evaluation of Proposals submitted by the specified date and time.

a) Evaluation of Technical Bid

For evaluation of Technical Proposal a checklist is given in **Annexure – A**. Vendors have to upload the scanned copies of the filled up annexure and documents as per requirement.

b) Evaluation of Price Bid

Financial proposals of only those firms who are technically qualified shall be opened on the date & time specified. Hence the tenderers are advised to submit their most competitive rate as depicted in **Annexure – B**.

11. AWARD OF CONTRACT

- a) The requisition for air tickets and visa must be taken by the agency from the authorized person to be designated for making requisition of tickets by the HPKVN. **Any tickets made from unauthorized requestor shall not be considered for payment.**
- b) The e-tickets sent to HPKVN must contain in the subject line Name of the Batch, and Date. The email must be sent to the authorized requestor and the traveler.
- c) The agency shall make the tickets on the least cost basis and payment of the same made by the Agency and reimbursed from HPKVN.
- d) Any change (s) in requirement must be addressed on priority.
- e) For assistance in obtaining Visa, VFS service charges on approved rate/prescribed by VFS centres will be paid by the Travel Agency and reimbursed from HPKVN.
- f) No alternative offer shall be considered.
- g) HPKVN reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.
- h) Failure to furnish all information required and/or false/incorrect information and/or submission of bid not substantially responsive to the bidding document in every respect will be at the bidder risk and may result in rejection of its bid.
- i) The bidder must comply with all terms and condition of contract. No deviation in terms and conditions of the contract shall be entertained.
- j) The bidder will 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 from time to time during the contract period.
- k) The travel agency shall not sublet the work or part of the work except with the written consent of HPKVN and such consent even if provided shall not relieve the agency of successful execution of the contract.
- l) Withdrawal or cancellation of registration certificate of IATA during the contract period will

automatically result in cancellation of the contract.

- m) In the event all the Airlines pay commission to their agents in such a situation HPKVN may stop payment of service charge to that extent.

12. TERMS OF PAYMENT

- a) Bidder shall raise bills for reimbursement of visa fee and air tickets immediately to HPKVN which shall arrange to release the payment within 10 days from the date of receipt of bills.
- b) Income Tax deduction/statutory deductions as applicable shall be made from the bills of the agency as per Government Rules/Acts.
- c) The applicable taxes will be paid extra to the Travel Agency provided it is shown separately in the invoice. The GST No. shall be mentioned on the entire invoice itself.

13. PERFORMANCE

In case the performance of the agency is found to be unsatisfactory, HPKVN may terminate the contract with the Travel Agency.

14. CONFLICT OF INTEREST

- a) The selected Firm/Agency should provide professional, objective and impartial service and hold HPKVN interest paramount.
- b) The selected Firm/Agency shall not downstream or outsource any part of the scope of work. However the selected entity may engage professionals of required expertise on contractual basis.
- c) Non-disclosure of such an association will lead to termination of Agency.

15. DISCOUNT TO BE PASSED (PASSED ON TO HPKVN)

- a) The Agency shall quote Airline wise Discount Rate, if any.
- b) GST shall be payable extra by HPKVN as per prevailing rates provided GST Registration No. is mentioned in the bill/invoice separately.

16. TERMINATION OF CONTRACT

HPKVN reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:-

- a) If the Travel Agency is adjudicated insolvent by a Competent Court or files for insolvency or the Travel Agency's Company is ordered to be wound up by a Competent Court.
- b) Travel Agency commits any material breach of the terms of this contract with HPKVN or if found guilty of any malpractice in the performance of the contract.
- c) If any charge-sheet is filed by the competent authority of the Government against the Travel Agency

or its Company or Travel Agency is convicted by a criminal court on grounds of moral turpitude.

- d) In the event of unsatisfactory service or failure on the part of the Travel Agency or if the Agency shall neglect to execute the work with due diligence or expedition or shall refuse or neglect to comply with any reasonable order given to him by HPKVN in connection with work or shall contravene the provisions of the contract, HPKVN shall have the option to declare the contract as cancelled and may get the work executed by any alternate sources at the Travel Agency's risk and cost. In such event the Travel Agency shall have no claims whatsoever against HPKVN in consequence of such termination of the contract. The decision of HPKVN in terminating the contract will be final and binding on the Travel Agency.
- e) In the event of Termination of contract, Security Deposit shall be forfeited and Travel Agency shall not have any claim in this regard.

17. FORECLOSURE OF CONTRACT

HPKVN shall have the right to foreclose the Contract at any time during the tenure of the contract without assigning any reasons whatsoever by giving notice of at least thirty days to the Travel Agency of its intention to do so, without any claim of damages by the Travel Agency. The Travel Agency may also foreclose the contract by giving at least three months advance notice to HPKVN without assigning any reasons.

18. OTHER TERMS AND CONDITIONS

- a) The agency should inform HPKVN about the various incentives such as extra incentive/discount/complimentary ticket etc. being offered by various airlines from time to time over and above the discount offered by them.
- b) Cancellation charges of all International Air Tickets will be paid as per norms of concerned Airlines.
- c) In case of any promotional fare offered by the Airlines, the same will be informed to us and passed on to HPKVN over and above the discount offered by your firm.
- d) In case of any extra incentive/privilege like extra ticket etc. i.e. over and above normal incentive/discount to Travel Agents) is given by the Airlines the same will be passed on to the account of HPKVN and not to the person for whom ticket is arranged.

12. PENALTY

- a) In case of failure on the part of Travel Agency to deliver the ticket(s) within the required time or well before the reporting time of the flight/train, resulting in cancellation of the trip of the Employee of HPKVN, the Agency shall be liable to bear the cancellation charges of all the air ticket(s) as levied by the airline and in addition, pay a penalty of Rs.1000/- (Rupees One Thousand Only), in such event, Travel Agency will not be entitled for service charge.

- b) In case of wrong entry of name/flight/date of travel etc. by Travel Agency resulting into modification of air tickets, all cancellation/modification charges levied by the airline shall be borne by the Agency. In such event, Travel Agency will not be entitled for service charges on the transaction.
- c) In case of any failure on the part of the agency to book and deliver the air tickets as per the itinerary in time, the additional cost if any, for procurement of the air tickets from other sources would be recovered from the running bills of the agency. Such failure may also call for termination of the contract.

13. JURISDICTION

- a) The contract for empanelment of travel agency for Domestic and International air ticketing and other related services; shall be governed and interpreted in accordance with the Laws of India.
- b) Disputes, if any arising pursuant to execution of contract shall be subject to Shimla Jurisdiction.

14. ARBITRATION

Any disputes, differences, whatsoever, arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement shall be settled between HPKVN and the Travel Agency amicably. If however, HPKVN and the Travel Agency are not able to resolve their dispute/differences amicably as aforesaid the said dispute/differences shall be settled through the process of Arbitration of a Sole Arbitrator to be appointed/ nominated by the Managing Director, HPKVN.

EVALUATION OF TECHNICAL BID**Check list for submission of documents to be filled and uploaded
Travel related services – Technical Bid****(Pre-qualification)**

Sl. No	Items	Information/inputs to be filled by
1.	Name and address of the agency, telephone number, fax, mobile number, e-mail address, including Delhi/Chandigarh.	
2.	Experience in the field of Tour and Travels (please furnish)	_____years
3.	Type of organization (Whether Proprietorship, Partnership, Private Limited, Public Limited Company) (Please furnish documents/evidence) Experience of similar work in the field during the last five years and having its sales office in Delhi/Chandigarh. Bidder must have executed contract of providing services to Government Departments/PSEs of similar nature during the preceding 3 (three) financial years. Bidder should have valid GST No/PAN No/IATA Registration No. Bidder should have 24 hours Helpline numbers.	
4.	IATA Registration No. (Please furnish document/evidence)	Yes/No
5.	24 hour helpline numbers	
6.	Annual Turnover for the 3 years; Financial Year – 31-03-2017 Financial Year – 31-03-2018 Financial Year – 31-03-2019 (Please furnish documentary evidence/copies of audited accounts)	
7.	GST No. (Please furnish a copy of registration no.)	
8.	Income Tax Permanent Account No. (Please furnish copy of PAN Card)	

- a) HPKVN may, at its discretion, call for additional information from the Bidder(s). Such information has to be supplied within the set out time-frame, otherwise the Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the Bidders the Proposal is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the proposal.
- b) Only Technically qualified bidders shall be considered for financial bid opening.

EVALUATION OF FINANCIAL BID

The bid will be evaluated as given under:-

- 1) **For International Air Travel:** The Composite Service Charge for Air Tickets, Reschedule & Cancellation Charge and Service Charges for VISA will be evaluated. The bidder quoting the least Composite Charge shall be awarded the work.

Sl. No.	Particulars	
1	<u>Rate of Service Charges for VISA</u>	
	A. Service Charges for VISA per person (Fee for VISA will be reimbursed on actual)	Rs. _____
2	<u>Rate of Service Charge for International Air Tickets</u>	
	A. Service Charge for purchase of Ticket per person (Air Fare will be reimbursed on actual)	Rs. _____
	B. Service Charge for re-schedule and cancellation (wherever applicable) – per person	Rs. _____
	C. Discount offered per ticket	Rs. _____
	Net Service Charges after Discount (A+B-C)	

Stamp & Signature of the Authorized Representative of Bidding Firm.