



भारतीय प्रबंध संस्थान इंदौर  
 प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453556  
**INDIAN INSTITUTE OF MANAGEMENT INDORE**  
**Prabandh Shikhar, Rau-Pithampur Road, Indore – 453 556**  
**(E-PROCUREMENT MODE ONLY)**

**NOTICE INVITING TENDER FOR SELECTION OF TRAVEL AGENCY FOR  
 BOOKING OF DOMESTIC AND INTERNATIONAL AIR TICKETS AND ALLIED SERVICES**

Indian Institute of Management Indore invites online bids (e-tender) in Two Bid System from IATA registered, reputed and experienced travel agencies for the following services.

Description of Services	Estimated Tender Amount	Earnest Money Deposit (EMD)
Selection of Travel Agency for Booking of Domestic and International Air Tickets and Allied Services Such as VISA, Travel Insurance, Foreign Exchange etc.	Rs. 3,00,00,000/-	Rs. 6,00,000/-

**Note:**

- Detailed information pertaining to this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore <https://www.iimidr.ac.in/tenders/> and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt of the bids due to internet issues or any other reasons.

**Disclaimer:** This Tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

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**Section-1 : Schedule of Tender**

<b>Sn</b>	<b>Event</b>	<b>Date and Time/Remarks</b>
1	Tender availability on Institute website and Central Public Procurement Portal	01-06-2022, 1530 Hrs. Onward
2	Bid Submissions Start	01-06-2022, 1530 Hrs.
3	Bid Submissions Close	15-06-2022, 1600 Hrs.
4	Opening of Technical Bid	16-06-2022, 1600 Hrs.
5	Opening of Financial Bid	To be updated later on CPP Portal
6	All the communication with respect to this tender shall be addressed to	Officer (Stores, Purchase and Contracts) Phone: 0731-2439630 Email: stores@iimidr.ac.in

**Note:**

- If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.

**Section-2 : About IIM Indore**

With the objectives of imparting high quality management education and training, the Department of Higher Education, Ministry of Education, Government of India established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017.

Situated atop a scenic hillock, the 193 acre campus of IIM Indore provides an ideal backdrop for contemplative learning. IIM Indore has the latest in teaching aids, rich learning resources, a strong IT backbone, state-of-the-art sports complex and hostels as well as contemporary infrastructure.

**Section-3 : Instruction to Bidders**

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore **reserves the right to accept or reject bid**, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ considered, in any case.
6. Useful information for potential bidders is available at <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
8. The bidder should participate as a single entity; no consortium will be allowed.

**Section-4 : Eligibility Criteria & Online Bid submission Procedure**

Indian Institute of Management Indore invites online bids (e-tender) in Two Bid System from IATA registered, reputed and experienced travel agencies for the booking of domestic and international Air Tickets and Allied Services such as VISA, Travel Insurance, Foreign Exchange etc.

In order to participate in this tender, the intending bidders must fulfill the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

**4.1 Eligibility Criteria (the bidders must submit the following)**

1. Valid PAN, GST Registration, and Firm establishment / Company incorporation certificate as on the date of submission of the bid **(Self-certified scanned PDF files to be uploaded in respective packet of Other Important Documents (OID))**.
2. Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents **(As per the Annexure-III given in this tender document)**.
3. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm/ company or its owner/ partner(s)/ Director(s) anywhere in India **(A duly completed self-declaration certificate for the Clean Track Record to this effect is to be submitted as per the Annexure-IV given in this tender document)**.
4. The Travel Agency should have been providing domestic and international air ticket booking services, to Educational Institutions of National Importance, Training Academies, PSUs, ,MNCs/ Public Sector Banks, Autonomous Bodies, Large Corporate Houses in the last three financial years ended 2021-22. **(Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted as per the Annexure- V)**.
5. Average financial turnover for the last three years ending 31st March 2022 should be at least 30% of Estimated Tender Value. **(Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VI, the year in which no turnover is shown would also be considered for working out the average)**.
6. The Travel Agency can be a sole proprietor concern/ partnership firm/ company and should be registered with the Registrar of Firms / Companies/LLP, wherever applicable. **Certificate for the same is to be enclosed.**
7. The Travel Agency should have IATA Registration. **Copy of registration to be enclosed.**
8. The Travel Agency should be approved by IATA and/or as applicable and Central Government authorities for overseas and domestic air ticket bookings. **Copy of the same to be submitted.**
9. The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems. **Self-Declaration to be submitted.**
10. The Travel Agency should be prepared to deliver the requisite services on all days including the Sundays / Holidays and also on short notice, if so required by the Institute. **Self-Declaration to be submitted.**

**4.2 Online Bid Submission Procedure**

Bidders are directed to upload the required, relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected.

**4.2.1 Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.
Packet-2	GST registration certificate	
Packet-3	Firm establishment / Company incorporation certificate	

**4.2.2: Statutory Documents: Cover-1-**To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)
Packet-1	Bidder's Profile	Annexure-I
Packet-2	Check list of the documents to be uploaded	Annexure-II
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents <b>(As per the Annexure-III given in this tender document)</b>	Annexure-III
Packet-4	Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm/ company or its owner/ partner(s)/ Director(s) anywhere in India <b>(A duly completed self-declaration certificate for the Clean Track Record to this effect is to be submitted as per the Annexure-IV given in this tender document)</b>	Annexure-IV
Packet-5	The Travel Agency should have been providing domestic and international air ticket booking services, to Educational Institutions of National Importance, Training Academies, PSUs, ,MNCs/ Public Sector Banks, Autonomous Bodies, Large Corporate Houses in the last three financial years ended 2021-22. <b>(Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted as per the Annexure- V).</b>	Annexure-V

Packet-6	Average financial turnover for the last three years ending 31st March 2022 should be at least 30% of Estimated Tender Value. <b>(Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VI, the year in which no turnover is shown would also be considered for working out the average).</b>	Annexure-VI
Packet-7	The Travel Agency can be a sole proprietor concern/ partnership firm/ company and should be registered with the Registrar of Firms / Companies/LLP, wherever applicable. <b>Certificate for the same is to be enclosed.</b>	-
Packet-8	The Travel Agency should have IATA Registration. <b>(Copy of registration to be enclosed)</b>	-
Packet-9	The Travel Agency should be approved by IATA and/or as applicable and Central Government authorities for overseas and domestic air ticket bookings. <b>(Copy of the authorization to be submitted)</b>	-
Packet-10	The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems. <b>(Self-Declaration to be submitted)</b>	-
Packet-11	The Travel Agency should be prepared to deliver the requisite services on Sundays / Holidays also and in short notice, if so required by the Institute. <b>(Self-Declaration to be submitted)</b>	-



**Section-5: Scope of Work**

**The scope of work typically includes the following:**

- Booking and issuing of international and domestic air tickets including pre-paid tickets.
- Assistance for obtaining a visa to facilitate international travel and for that purpose submitting and collecting passports at the embassies.
- Facilitating towards Issuance of foreign exchange as per RBI guidelines.
- Obtaining Travel related insurance including overseas medical insurance.
- Ensuring receipts of proper statement from airlines on discounts gained on deal codes secured by the Institute and ensuring proper utilization thereof.
- Assisting the Institute in securing deal codes with other airlines.
- The contractor has to provide a dedicated manpower for addressing all the issues/ matters pertaining to the travel agency in IIM Indore campus
- The contractor has to provide the services related to the booking / cancellation / rescheduling etc. on all days in a week on a 24 x 7 basis.
- Assisting institute's travelers in getting enrolled in frequent flyer programmes.

**Other Terms and Conditions:**

- i) The contractor will be responsible for compliance with all central and state laws as per rules/regulations / bye-laws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.
- ii) The contractor will have to submit a monthly report showing the amount of ticket booking airline wise / sector-wise / booking type / domestic / international / sector-wise with a fair of concerned airline.
- iii) The estimated tender amount is for reference purpose only and the institute does not guarantee for any such volume of tickets/revenue.

**Section-6 : Financial Bid**

The Financial Proposal/Commercial bid format (BoQ1 and BoQ2) are provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app> :

1. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
2. Bidder shall not tamper/modify the downloaded price bid template (BoQ1 and BoQ2) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
3. Bidders are advised to quote the offer (inclusive of all charges and expenditure required to be incurred by the bidder for the required scope of work as per the bid document) excluding applicable taxes. Only taxes as applicable shall be extra over and above the quoted rates.
4. The payment shall be made as per the financial quotes submitted by the bidder and accepted by the buyer.
5. No advance payment shall be made to the contractor.
6. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.
7. Bidders are requested to upload the duly filled (BOQ1 and BoQ2) under the cover-2 on the CPP Portal as mentioned below:

**Packet-1: Financial Bids in (BoQ1 and BoQ2) XLS version Filled with all relevant information.**

**Section-7 : Bid Evaluation**

The offer which meets the NIT requirements, technically (including eligibility criteria) and commercially, shall be eligible for further consideration. Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.

Based on results of the Technical evaluation, IIM Indore evaluates the Financial Bid of those Bidders who qualify in the Technical evaluation.

The commercial bid will be evaluated as follows:

<b>Sr. No.</b>	<b>Scope of Work</b>	<b>Weightage</b>
1.	Domestic Air Tickets Booking	<b>70%</b>
2.	International Air Tickets Booking	<b>5%</b>
3.	Date Change & Reissue	<b>5%</b>
4.	Ticket Cancellation	<b>5%</b>
5.	Visa Processing	<b>5%</b>
6.	Overseas Travel Insurance	<b>5%</b>
7.	Currency Exchange	<b>5%</b>
<b>Total</b>		<b>100%</b>

The Financial Bid (BoQ1 and BoQ2) with the lowest price after giving the weightage to each component as mentioned above, will be considered the highest evaluated bid.

**Section-8 : General Terms and Conditions**

1. **Tender Type:** Two Bid System through Online Mode.
2. **Bidder:** The expression "Bidder" shall mean the Tenderer who submits the tender.
3. **Contractor / Service Provider:** The expression "Contractor" or "Travel Agency" or "Service provider" shall mean the bidder selected by the Institute for the performance of the required services.
4. **Officer-in-charge:** "Officer-in-Charge" shall mean any officer of the Institute or representative authorized to act as the Officer-in-charge to oversee the day to day operation of the contract.
5. **IIMI:** "IIMI" or "Institute" shall mean Indian Institute of Management Indore.
6. **Earnest Money Deposit Details:**

- a. EMD of Rs. 6,00,000/- (Rupees Six Lakh only) should be submitted preferably in the form of Bank Guarantee from any of the Scheduled Banks. However, the bidders may submit the EMD in the form of Account Payee Demand Draft/ Fixed Deposit Receipt / Banker's Cheque/ or online transfer in an acceptable form.

It is also required to submit an EMD before 15-June-2022 at 1400 hrs.

- Name of beneficiary: Indian Institute of Management Indore
  - Address: Prabandh Shikhar, Rau-Pithampur Road, Indore-453556, M.P.
  - Account No.: 53018623445
  - Name of the Bank: State Bank of India
  - Branch Address: IIM Indore Campus
  - IFSC Code: SBIN0030525
- b. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these Services/ Items only, are exempted from EMD. However, **they have to enclose valid self-attested registration certificate(s) along with the Annexure-III of this tender.**
  - c. The bidders who seeks exemption from EMD as per clause no. c above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
  - d. EMD is to remain valid for a period of forty-five days beyond the final bid validity period.
  - e. EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 9.
  - f. In case of a successful tenderer, the EMD (if any) other than bank Gaurantee, may be adjusted towards the Performance Security deposit on request.
  - g. The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws/alters the bid after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
  - h. No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
7. **Validity of Bid:** Bid submitted by the bidder shall remain valid for a period of 90 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right or remedy, in case the Bidder withdraws his bid during the validity period or in case he

changes his offer to his benefits, which are not acceptable to IIM Indore.

**8. Award of Contract:**

Contract shall be awarded to the bidder who quotes the lowest price after giving the weightage to each component, and will be considered the highest evaluated bid.

In case the weighted price of two or more are found to be the same, the bidder with the higher experience shall be awarded the contract

Any effort by a firm to influence IIM Indore in its decision on bid evaluation or placement of Work Order may result in rejection of the firm's bid.

**9. Performance Guarantee / Security Deposit (SD):**

To ensure due performance of the contract, the Successful bidder (who is awarded the contract) shall submit the Security Deposit (SD) of Rs. 9,00,000/□ (Rupees Nine Lakh only) in the form of Account Payee Demand Draft / Fixed Deposit Receipt / Banker's Cheque/ Bank Guarantee from any of the Scheduled Banks/ RTGS. The validity of the Security Deposit will be valid for the contract period plus three months.

This SD will be refunded without any interest after completion of the Contract. The Contract without Security Deposit will be summarily rejected.

Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.

**10. Period of Contract:**

The contract shall be valid initially for a period of two years from the date of commencement of work at site, which will be reviewed every year based on the performance and deliverables of the selected vendor.

This contract may be extended for a further period of three years on the same terms & conditions as mentioned in the tender document, provided such requirement of the office persists at that time or, may be curtailed in case partial services are required, with concomitant apportionment of costs thereof.

If the registration certificate of IATA is withdrawn or canceled during the contract period, then the contract of the Agency will automatically stand canceled.

The contract is liable to be terminated at any time before the completion of normal tenure, owing to deficiency in service or substandard quality of services, or any other reason leading to dissatisfaction of the user(s).

**11. Performance Evaluation:**

The performance of the Service Provider in compliance with the terms and conditions of the tender document will be periodically reviewed by the Institute.

12. The documents submitted by the bidder against the eligibility / qualifying criteria may be cross verified from the issuer end.

**13. Legal**

- i. The Service Provider will be solely responsible for compliance of all statutory provisions in respect of the persons deployed in IIM Indore.

- ii. Any discrepancies or disputes arising on account of non-adherence to any statutory laws would be the sole responsibility of the service providers & IIM Indore will not be responsible for the same.
  - iii. In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Indore is put to any loss/obligation, monetary or otherwise, IIM Indore will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the contractor to the extent of the loss or obligation in monetary terms.
14. Scope of work indicated in this tender is indicative of current requirements. Such requirements may vary from time to time as per emerging needs of the Institute and extraneous factors, etc. IIM Indore reserves the right to reduce or increase the services, if considered necessary, the same will be communicated to the service provider by the Institute and the payment will be made accordingly on the mutually agreed terms and conditions.
  15. The deployed personnel by the service provider will always keep an Identity Card with him/her for verification while working. Identity cards for the vendor's employees, as required under the law, would have to be provided at their own cost. IIM Indore shall not pay any extra charges to the service provider against these items.
  16. Necessary license, permit, consent, sanction etc. as may be required or called for / from / by local or any other authority for doing such job shall have to be obtained by the Service Provider. The Service Provider shall comply at its own cost with all applicable laws, rules and regulation in force from time to time whether of Central or State Govt. as applicable to him or this contract without any liability and responsibility to IIM Indore, whatsoever it may be.
  17. The persons deployed by the service provider should not have any adverse Police Records/Criminal cases against them. Service Provider will be required to produce antecedents duly verified by police of the personnel deployed at IIM Indore. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs or identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the Institute. The service provider will also ensure that the personnel deployed are medically fit and will keep a record of their medical fitness. The contractor shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request. The service provider should ensure that his worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.
  18. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in Indore and only courts in Indore shall have jurisdiction to determine/decide the same.
  19. The persons deputed shall not be below the age of 18 years and not more than 60 years and should be physically fit, healthy for performing assigned duties.
  20. The point of Contact/ Manager-in-charge (or, equivalent) of the service provider posted at site shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIM Indore, s/he and her/his team shall work under the directives and guidance of IIM Indore.
  21. The persons deployed by the service provider should be disciplined and should not participate in any activity prejudicial to the interest of IIM Indore. In case any of the persons so deployed by the service provider is found to be failing in terms of general discipline/etiquette or does not perform her / his duties properly or indulges in any unlawful activity including riots or disorderly conduct, the service provider on the order of the Institute, shall immediately withdraw such person(s) from the premises of the Institute.

22. The decision of Competent Authority, IIM Indore in regard to interpretation of the terms and conditions and the agreement shall be final and binding to the service provider.
23. The scope of work & the terms and conditions of tender shall form the part and basis of the contract and decision of the Institute in reference to all matters of dispute shall be final and binding.
24. No accommodation/transport/any other facility not explicitly stated in the tender document will be provided by IIM Indore for the personnel deployed by the contractor.
25. Any violations of these terms and conditions will lead to termination of the contract with the contractor, forfeiture of the security amount and blacklisting of the service provider for future works.

**26. Mode of Payment:**

**a. No advance payment will be made in any case.**

- b. Service Provider shall raise invoices on monthly basis on completion of each month. Payment will be made generally within 30 days after deducting penalty amount (if any), on receipt of bills.
- c. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

**27. Terms & Conditions of Termination:**

The contract may be terminated by serving 30 days' notice, in case the Service Provider:

- a. Assigns or sub contracts any of the service without obtaining prior approval of the Competent Authority.
  - b. Violates/ contravenes any of the terms and conditions mentioned herein like not having a valid license etc.
  - c. Performance of services is not found satisfactory and does not improve in spite of feedback/request(s)/complaint(s)/reminder(s).
  - d. Violates Government or Institute guidelines / Terms of Contract or suppression of fact(s)
  - e. Declared insolvent by a competent court of law.
  - f. Act or action by its personnel that adversely affects the Institute and/or its brand/image/reputation.
1. If a Service Provider desires to exit the contract under normal circumstances, 90 days' notice in writing in advance should be submitted by the contractor.
  2. On termination of the contract, it shall be the sole responsibility of the Service Provider to remove/withdraw her/his person(s) on expiry of the notice period. IIM Indore shall not indemnify any loss caused by the contractor by such termination, whatsoever it may be. During the notice period of the termination of the contract in the situations contemplated above, the Service Provider shall keep on discharging his duties till the expiry of the notice period.
  3. In the event of premature closure of the contract for the reasons as mentioned in Point No.1 above, the security deposit money shall be absolutely forfeited by IIM Indore.

28. MISCONDUCT: If and whenever any of the SERVICE PROVIDERS or their agent(s) / subagent(s), consultant(s) or employee(s) shall in the opinion of the IIM Indore Authorized Person (whose opinion in this behalf shall be final) be guilty of misconduct or be incompetent or insufficiently qualified or negligent in the performance of his / their duties, or if in the opinion of the IIM Indore Authorized Person (which shall be final) it is undesirable for any reason (which need not be disclosed to the SERVICE PROVIDER) for such person(s) to be employed in the work, the SERVICE PROVIDER, if so directed by the IIM Indore Authorized Person, shall forthwith remove or cause to be removed such person(s) from employment thereon, and any person(s) so removed shall not be re-employed in the work except with the prior permission in writing of the IIM Indore Authorized Person.

29. PENALTY

In the event of unsatisfactory services provided/any deviation from the scope of work (without prior approval of the Institute) by the service provider, appropriate penalty (if any) as decided by the competent authority of the Institute will be levied and recovered from the monthly bill.

The service provider will have the option to represent the case as may be to the Institute. However, the decision of the competent authority of the institute shall be final and binding upon the service provider.

30. Force Majeure: Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.

31. Conciliation & Arbitration: Any dispute, if arises, in connection with the work, shall be tried to be settled mutually by seeking references to conditions in tender documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration. Such arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996 or as amended from time to time. The Venue for such arbitration will be in Indore. The award of the Arbitrator shall be final, conclusive and binding on all parties.



**Annexure-I: BIDDER'S PROFILE**

(On Company/ Firm's Letterhead)

<b>Profile</b>		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

**Authorized Signatory**

Name:

Designation:

Date:

Place:



## ANNEXURE-II

**CHECK LIST OF THE DOCUMENTS TO BE UPLOADED  
AS MENTIONED IN SECTION-4**

**4.2.1 Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents	Complied (Yes/No)
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.	
Packet-2	GST registration certificate		
Packet-3	Firm establishment / Company incorporation certificate		

**4.2.2: Statutory Documents: Cover-1-**To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)	Complied (Yes/No)
Packet-1	Bidder's Profile	Annexure-I	
Packet-2	Check list of the documents to be uploaded	Annexure-II	
Packet-3	Details of Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents <b>(As per the Annexure-III given in this tender document)</b>	Annexure-III	
Packet-4	Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm/ company or its owner/ partner(s)/ Director(s) anywhere in India <b>(A duly completed self-declaration certificate for the Clean Track Record to this effect is to be submitted as per the Annexure-IV given in this tender document)</b>	Annexure-IV	
Packet-5	The Travel Agency should have been providing domestic and international air ticket booking services, to Educational Institutions of National Importance, Training Academies, PSUs, ,MNCs/ Public Sector Banks, Autonomous Bodies, Large Corporate Houses in the last three financial years ended 2021-22. <b>(Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted as per the Annexure- V).</b>	Annexure-V	

Packet-6	Average financial turnover for the last three years ending 31st March 2022 should be at least 30% of Estimated Tender Value. <b>(Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VI, the year in which no turnover is shown would also be considered for working out the average).</b>	Annexure-VI	
Packet-7	The Travel Agency can be a sole proprietor concern/ partnership firm/ company and should be registered with the Registrar of Firms / Companies/LLP, wherever applicable. <b>Certificate for the same is to be enclosed.</b>	-	
Packet-8	The Travel Agency should have IATA Registration. <b>(Copy of registration to be enclosed)</b>	-	
Packet-9	The Travel Agency should be approved by IATA and/or as applicable and Central Government authorities for overseas and domestic air ticket bookings. <b>(Copy of the authorization to be submitted)</b>	-	
Packet-10	The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems. <b>(Self-Declaration to be submitted)</b>	-	
Packet-11	The Travel Agency should be prepared to deliver the requisite services on Sundays / Holidays also and in short notice, if so required by the Institute. <b>(Self-Declaration to be submitted)</b>	-	

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-III**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

Officer (Stores, Purchase and Contracts)  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Indore – 453 556

**Subject: DETAILS OF EMD DEPOSITED, WITH A SELF-DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS**

Dear Sir,

I/we hereby submit our Selection of Travel Agency for Booking Domestic and International Air Tickets along with other required documents.

I/we are enclosing herewith the following towards Earnest Money Deposit.

<b>Particular</b>	<b>Amount</b>	<b>Transaction No &amp; Date</b>	<b>Bank Name</b>	<b>Remarks</b>
Earnest Money Deposit (EMD)	Rs. 6,00,000/-			

I/We have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-IV**

**SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify that the above firm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



## ANNEXURE-V

## PRIOR WORK EXPERIENCE

Evaluation Criteria	Year	Name of the Client	Order No. & Date	Amount	Remark
The Agency should have been providing domestic and international air ticket booking services, to Educational Institutions of National Importance, Training Academies, PSUs, ,MNCs/ Public Sector Banks, Autonomous Bodies, Large Corporate Houses in the last three financial years ended 2021-22.	2019-20				Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted with this Annexure)
	2020-21				
	2021-22				

## Authorized Signatory

Name:

Designation:

Date:

Place:



**Annexure-VI****AVERAGE ANNUAL TURNOVER**

Average financial turnover for the last three years ending 31st March 2022 should be at least 30% of Estimated Tender Value.

<b>Financial Year</b>	<b>CA Certificate with UDIN (Yes/No)</b>	<b>Annual Turnover (Figure in Rs.)</b>	<b>Remarks</b>
2018-19			Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with this Annexure.
2019-20			
2020-21			
<b>AVERAGE ANNUAL TURNOVER :-&gt;</b>			

**Note:** The year in which no turnover is shown would also be considered for working out the average.

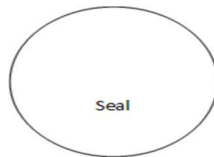
**Authorized Signatory**

Name:

Designation:

Date:

Place:



**ANNEXURE –VII****FINANCIAL BID (BOQ1) - FOR REFERENCE ONLY**

<b>Sr. No.</b>	<b>Description of Services</b>	<b>UoM</b>	<b>Service Charges INR (Exclusive of Taxes) (In Figures To be entered by the Bidder in Rs. P)</b>	<b>Weightage</b>	<b>Tax amount In Figures To be entered by the Bidder in Rs. P</b>
1.	Domestic Air Tickets	Per Ticket	Rs...../-	<b>70%</b>	
2.	International Air Tickets	Per Ticket	Rs...../-	<b>5%</b>	
3.	Date Change & Reissue	Per Ticket	Rs...../- )	<b>5%</b>	
4.	Ticket Cancellation	Per Ticket	Rs...../-	<b>5%</b>	
5	Visa Processing	Per Visa	Rs...../-	<b>5%</b>	
6.	Overseas Travel Insurance	Per Traveler	Rs...../-	<b>5%</b>	

**FINANCIAL BID (BOQ2) - FOR REFERENCE ONLY**

<b>Sr. No.</b>	<b>Description of Services</b>	<b>UoM</b>	<b>Basic Service Charges (Exclusive of Taxes) in percentage to be entered by the Bidder</b>	<b>Weightage</b>	<b>Tax Percentage to be entered by the Bidder</b>
7.	<b>Currency Exchange:</b> (On the total value of the transaction in INR based on date of the transaction and prevailing currency exchange rate)	Per Transaction	In Percentage .....%	<b>5%</b>	