

**Request for Proposal (RFP)**

**For**

**Selection of Travel Agency**



**Punjab Information & Communication Technology Corporation Ltd**

**(A State Govt. Undertaking)**

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## Disclaimer

The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of Punjab Information & Communication Technology Corporation Ltd (PICTC) or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by PICTC to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their technical proposals and financial offers pursuant to this RFP (the Proposal”).

This RFP includes statements, which reflect various assumptions and assessments arrived at by PICTC in relation to the Assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for PICTC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources. Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. PICTC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. PICTC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage. PICTC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. PICTC may in its absolute discretion, but without being under any

obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that PICTC is bound to appoint the Selected Bidder or Travel Partner, as the case may be, for the Assignment and PICTC reserves the right to reject all or any of the Bidders or Proposals without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by PICTC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder.

PICTC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or for submission of the Proposal, regardless of the conduct or outcome of the Bidding Process.

## Document Control Sheet

DOCUMENT CONTROL SHEET		
S. No.	Particulars	Details
1.	Document Reference Number	<b>PICTC/IR/TP/2018-19/02</b>
2.	Start Date for issue of Tender Document	January 5 <sup>th</sup> , 2019 (11.00 AM onwards)
3.	Last Date of Purchase of Tender Document	January 27 <sup>th</sup> , 2019 (till 2.00 PM)
4.	Last Date for submission of Pre-Bid Queries by mail	January 14 <sup>th</sup> , 2019 (till 5.00 PM)
5.	Pre Bid Meeting	Will be intimated by e-mail
6.	Last date for reply of Pre Bid Queries	January 18 <sup>th</sup> , 2019
7.	Start date of submission of bids	January 19 <sup>th</sup> , 2019
8.	Last date and time for receipt of Bids	January 28 <sup>th</sup> , 2019 (till 2.00 PM)
9.	Date and time of opening of Prequalification bids	January 29 <sup>th</sup> , 2019 (11.00 AM onwards)
10.	Date and time of opening of Commercial bids	February 4 <sup>th</sup> , 2019
11.	Tender Fees	Rs 1,000/- (Rs One Thousand Only)
12.	Earnest Money Deposit (EMD)	INR 10,000 (Rupees Ten thousand Only) – as below via RTGS/NEFT Name of the Bank : ICICI Bank Ltd. Address : SCO 9-11, Sector 9 D, Chandigarh Current Account No. 001305001162 IFSC Code : ICIC0000013
13.	Processing Fee	The bidder has to pay the amount of processing fees as given on the portal Rs. 2000 +GST
14.	Punjab InfoTech Contact Details	Punjab Information & Communication Technology Corporation Ltd. (Punjab InfoTech) 5 <sup>th</sup> & 6 <sup>th</sup> Floor, Udyog Bhawan, 18 Himalaya Marg, Sector-17, Chandigarh – 160017 Email: contact@punjabinfotech.in Phone: 0172-5256400-401/432

15.	e-Tender Website	Website: <a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> Email : eproc@punjab.gov.in Contact No: 0172-2791326, 2791226
16.	Method of Selection	L1 method
Note: - In case a Central/ State Holiday are declared on any day, the event will be held on the next working day at the same time and same venue.		

## Definitions

Unless the context otherwise requires, the following terms whenever used in this tender have the following meanings:

- a) **“Bidder”** means bidder who submits Bid in response to this tender document.
- b) **“Bids/Proposals”** means Online Bids/Proposals submitted by bidders in response to the tender issued by the Corporation.
- c) **“Committee”** means committee constituted for evaluation of Bids.
- d) **“Contract”** means the Contract entered into by the parties for providing services defined in the tender along with the entire documentation specified in the tender.
- e) **“Corporation”** means Punjab Information & Communication Technology Corporation Ltd (PICTC) also known as Punjab InfoTech.
- f) **“Department”** means Deptt. Of Industries & Commerce, Deptt. Of Investment Promotion or any relevant department of Govt. of Punjab.
- g) **“EMD”** means Earnest Money Deposit.
- h) **“Implementing/Nodal Agency”** means Punjab Information & Communication Technology Corporation Ltd (PICTC)
- i) **“LOA”** means the letter of Award issued by PICTC to the selected bidder.
- j) **“PBIP”** means Punjab Bureau of Investment Promotion.
- k) **“Personnel”** means skilled and support staff assigned by the bidders to perform services to execute an assignment and any part thereof.
- l) **“Portal”** means e-tender website <http://eproc.punjab.gov.in>
- m) **“Services”** means the work to be performed by the bidder pursuant to this tender.
- n) **“Selected Bidder”** means the selected Travel Partner.
- o) **“The Term”** means Two years period of contract.
- p) **“Tender No. or Document Reference No”** means the document or tender No. mentioned in the Document Control Sheet irrespective of whatever may be mentioned in the text of this document.



## Important Notices

1. This tender document is not transferable.
2. The response to this tender document should be full and complete in all respects. Incomplete or partial responses are liable to be rejected.
3. Bidders are advised to study the document (all instructions, forms, requirements) carefully. Submission of response shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
4. The bidder should upload all required documents / information with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, Punjab Infotech reserves its right in seeking clarification from bidder and may disqualify bidder if bidder is not able to provide clarification / desired information.
5. The bidder shall bear all costs associated with the preparation and submission of the response, including cost of demonstration, benchmarking and presentation for the purposes of clarification of the bid, if so desired by Punjab Infotech. Punjab Infotech will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the short listing process.
6. Further clarifications, corrigendum and any other information related to this tender will be available at the e-tendering website <http://eproc.punjab.gov.in> only.
7. Bidders are advised to check e-tendering portal regularly for any Addendum / Corrigendum / Amendments related to the tender.
8. Punjab Infotech reserves the right to accept or reject any or all responses without assigning any reason.
9. All payments towards Cost of Tender Document (If Applicable), Earnest Money Deposit and Processing fees (If Applicable) shall be deposited online through e-payment gateway of the portal. Bids will be rejected if any of the payments are not reflected on the portal.

## Section 1: Invitation for Bids

### 1.1 Introduction

#### i. Background

Govt. of Punjab, in its endeavor to facilitate investors, has concrete plans to create awareness among existing and prospective entrepreneurs about the current incentives and facilities being offered in the New Industrial & Business Development Policy 2017 by Government of Punjab for facilitating investments. In this backdrop, the state has plans for Investment Promotion Campaign wherein it will participate in and organize events, conferences, seminars, road shows, business development Conferences, G2B Conference etc.

To meet the above objectives and in order to showcase the initiatives of Government of Punjab, the govt. officials need to travel to various cities of India and abroad to meet the prospective as well as existing investors.

### 1.2 Invitation

- a. PICTC invites **Request for Proposal (RFP) (the “Proposals”)** for selection of Travel Partner (the “**Bidder**”) to undertake the assignment as defined in the Terms and Conditions mentioned in this RFP document. Any contract that may result from this tender will be issued for a term of two years (“**The Term**”), extendable for another 2 years (“**The Term**”). The Corporation reserves the right to extend “**The Term**” for a period or periods to be mutually decided by the parties, such extension or extensions may be given on the terms and conditions of the RFP.
  - b. Proposals must be submitted not later than the date and time mentioned in the **Document Control Sheet**. Proposals will not be accepted by the system after due date and time.
- 1.2.1. The Corporation may, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to bidders through corrigendum issued on e-tendering portal.
  - 1.2.2. All payments towards Tender Fees, Earnest Money Deposit and Processing fee shall be deposited as per the details on the Document Control Sheet before submitting their proposal online through the portal. Bids will be rejected if any of the payments are not reflected. Therefore, payment must be made by either of the modes described in the Instructions for e-payment.
  - 1.2.3. Bidders desirous of using NEFT or OTC mode for making payments must download challan form from the portal and not use any other challan form.

## Section 2: Instructions to Bidders

### 2.1 Information & Instructions for e-Tendering

- a) For participation in this tender, prospective bidders are required to ensure their registration on the e-tendering portal. The user must be in possession of a valid Digital Signature Certificates (DSC) which may be procured from any of the authorized Certifying Authority (CA), such as; e-mudra, N-code, Sify etc. Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode.
- b) Documents must be scanned and uploaded through e-tendering website within the period of tender submission.
- c) Tender documents shall be opened only for those bidders, whose Earnest Money Deposit, Tender and Processing Fees are found in order.

### 2.2 Conflict of Interest

The selected bidders should provide professional, objective, and impartial services and at all times hold the Corporation's interest as paramount, strictly avoid conflicts with other assignments/ jobs or their own corporate interests and act without any consideration for future work.

### 2.3 Validity of Bids

- a) Bids shall remain valid for a period of 180 days from the date of opening of Commercial Bids. The Corporation reserves the right to reject a Bid valid for a shorter period as non-responsive.
- b) In exceptional circumstances, the Corporation 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. Extension of validity period by the bidder should be unconditional. The bid security shall also be suitably extended.

### 2.4 Right to Accept or Reject Bid(s)

The Corporation reserves the right to annul the tender process, or to accept or reject any or all the Bids 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.

### 2.5 Fraud and Corruption

It is required that the Bidders submitting Bid and the successful bidder selected through this tender must observe the highest standards of ethics during the process of selection and during the performance and execution of contract.

- a) For this purpose, definition of the terms are set forth as follows:

- i) **“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of the Corporation or its personnel in contract executions.
  - ii) **“Fraudulent practice”** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or non-competitive levels and to deprive the Corporation of the benefits of free and open competition;
  - iii) **“Unfair trade practice”** means supply of services different from what is ordered on, or change in the Scope of Work given in Section 4.
  - iv) **“Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- b) The Corporation will declare a bidder ineligible, either indefinitely or for a stated period of time, for participation in any tender, if at any time it determines that the selected bidder has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

## 2.6 Clarifications and Amendments of Tender

- a) During the process of evaluation of the Bids, the Corporation may, at its discretion, ask Bidders for clarifications on their Bid. The Bidders are required to respond within the prescribed time frame.
- b) The Corporation may for any reason, modify the tender from time to time. The amendment(s) to the tender would be clearly spelt out and the bidders may be asked to amend their Bid due to such amendments. Bidders are advised to check e-Tendering portal regularly for amendments to the tender.
- c) In order to allow bidders reasonable time in which to take amendment into account in preparing their bids, Punjab Infotech may at its discretion extend the deadline for submission of bids.

## 2.7 E-payment Instructions

All payments (Tender fees, Processing Fees and EMD) are to be made online through the e-payment gateway prior to submission of bids as per details given in the **Data control sheet**. For detailed information regarding modes of payment etc, please refer to instructions to bidders for e-tendering (**Appendix A**).

## 2.8 Earnest Money Deposit (EMD)

- a) Earnest Money Deposit shall be deposited to Punjab Infotech account given in the Document Control Sheet (Sr. No. 12).
- b) The bidder shall furnish EMD amounting to INR 10,000 (Rupees Ten thousand Only) (specified in Data control sheet). EMD is required by the Corporation against risk of company's / agency's conduct, which would warrant EMD forfeiture.
- c) The EMD lying with the Corporation in respect of other tender/ RFP / Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this tender. In case of re-tender, bidders will be required to resubmit the EMD.
- d) The EMD will be forfeited on account of one or more of the following reasons:
  - i) Bidder withdraws its Bid during the validity period specified in the tender.
  - ii) Made misleading or false representations.
  - iii) Bidder does not respond to requests for clarification of its Bid.
  - iv) Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
  - v) If successful bidder fails to sign the contract in time or fails to furnish PBG in time.
- e) Refund of EMD: The EMD of unsuccessful bidders shall be refunded within one month of final award of contract. EMD of the successful bidder will be retained as a performance guarantee.
- f) No interest shall be paid on EMD by the Corporation.

## **Section 3: Selection Process**

### **3.1 Process for Selection of Travel Partner**

This tender is to select a Travel Partner for travel arrangements for the officials of Govt. of Punjab. The responses received pursuant to this tender will be evaluated by a Committee constituted by the Corporation as per the criteria specified in this document and bidder will be selected as per Least Cost Criteria. The selected bidder would be required to undertake the assignments as mentioned in the 'Section 4: Scope of Work.'

### **3.2 Eligibility Criteria (Pre-Qualification)**

The bidders will be assessed as per the pre-qualification criteria defined in the RFP. Only the bidders who qualify pre-qualification shall be eligible for financial evaluation. Non-conforming Proposals will be rejected and will not be eligible for any further processing.

The pre-qualification criterion is as below:

- a. Should be a single Business Entity. (Any kind of consortium/ Joint Venture / Sub-contracting is not allowed). Business Entity shall mean a company registered in India under the Companies Act, 1956 or a partnership firm registered under the Limited Liability Partnership Act of 2008.
- b. Minimum experience of 3 years as Travel agency. The bidder should have served as Travel Partner for Govt. of India or any State Govt./Public Sector Undertaking in India for at least one year in the last three FY (2015-16, 2016-17 and 2017-18).
- c. Minimum average turnover should be 10 crores from travel business in India during last three financial years 2015-16, 2016-17 and 2017-18.
- d. Should be registered with IATA.
- e. Should have Tie ups with minimum two Domestic and two International airlines.
- f. Should have Tie ups with minimum two major Hotel chains for special rates in Metro/Major cities in India & Abroad.
- g. Should have Tie-ups with major Tourist Car Operators in Metro/Major cities and abroad.
- h. Should have atleast one office in Chandigarh/Mohali/Panchkula.
- i. Should not be currently blacklisted by the Government of India/State/UT Government for corrupt and fraudulent practices.
- j. Should provide 24/7/365 days support (Holidays/Sundays included).

### Information about other services-

	<b>Write Yes or No as per the availability of the below mentioned services</b>	
	<b>Other Services</b>	<b>Yes/No</b>
1	Passport Application Services- Online submission	
2	Airport Meet & Assist- Departures- Domestic/International (Business/Economy)	
3	Airport Meet & Assist- Arrivals- Domestic/International (Business/Economy)	

Services mentioned in the above table are not included in the pre-qualification criteria and have been merely added to check the availability of these services with the bidder.

### 3.3 Disqualifications

The Corporation may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder, if the Bidder has:

- Made misleading or false representations.
- Exhibited a record of poor performance such as abandoning works, not properly completing the obligations, inordinately delaying completion or financial failures etc. in any project in the preceding three financial years;
- Submitted a Bid that is not accompanied by correct / relevant documents or is non- responsive;
- Failed to provide clarifications when sought within applicable/cited stipulated time;
- Currently ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- Submitted a Bid with price adjustment/variation provision.

### 3.4 Prebid queries

Bidders can submit pre-bid queries, if any, in the prescribed Performa 9 on the e-mail mentioned on the document control sheet. Pre bid meeting date, if required may be intimated accordingly. Performa 9 is to be submitted by the bidder on company's letter head at the time of submission of Pre bid queries along with the proof of purchase of tender document.

### 3.5 Preparation of Bids

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

- a) The Bidder is expected to carefully examine all the instructions, guidelines, terms and conditions and formats of the tender. Failure to furnish the necessary information as required by the tender or submission of a Bid not substantially responsive to all the requirements of the tender shall be at Bidder's own risk and will be liable to rejection.
- b) The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the Bid.
- c) Bidder is allowed to modify/ substitute the Bid even after its submission but before "Last date for submission of bids" as mentioned in Document Control sheet. No bid can be modified subsequent to the deadline for submission of bids.

### 3.6 Submission of Bids

Bidders shall submit their bids through e-Tendering website on or before the last date and time for submission of bids as per **Document control sheet**.

#### 3.6.1 Pre-Qualification

The bidders will submit the relevant documents as mentioned in Section 6 of the RFP. Only the bidders who qualify pre-qualification shall be eligible for commercial evaluation. Non-conforming Proposals may be rejected and may not be eligible for any further processing.

#### 3.6.2 Commercial Bid

- i. In preparing the Financial Proposal, firms are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should be as per Performa 8 of RFP.
- ii. All the costs associated with the assignment shall be included in the Financial Proposal. The service charges for each service indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
- iii. The financial proposal shall be exclusive of taxes and should be duly submitted as per Performa 8 of RFP.



### **3.7 Evaluation of Bids/ Proposals.**

- i. PICTC shall use L1 method involving two stages of evaluation (collectively the “Selection Process”) in evaluating the Proposals. Prequalification stage will be the first stage to check conformance to the bidder’s eligibility criteria. Based on the above the applicants will be shortlisted and Commercial Evaluation will be the second stage carried out as specified in Clause.3.7.2.
- ii. Tender Evaluation Committee may, at its discretion, call for additional information from the bidder(s) at any stage of evaluation. Such information has to be supplied within the set out time frame, otherwise Tender Evaluation Committee is at discretion to reject/ accept/ extend the date for receiving such information. Seeking clarifications cannot be treated as acceptance of the proposal. Tender Evaluation committee may waive any minor informality, non-conformity or irregularity in bid which does not constitute material deviation, provided such waiver does not affect the relative ranking of bidder.
- iii. Proposals will finally be ranked according to their financial proposal.

#### **3.7.1 Pre-qualification**

- i. Preliminary Scrutiny: Preliminary scrutiny of the bid for eligibility will be done to determine whether the bids are in order and complete, whether the documents have been properly signed, whether any computational errors have been made. Proposals not conforming to such preliminary requirements are subject for being rejected.
- ii. Conformance to eligibility criteria: Proposal responses conforming to preliminary scrutiny requirements will be checked for conformance to the eligibility criteria stated in the clause 3.2 of RFP and Non-conforming proposals will be rejected.

#### **3.7.2 Commercial Bids**

- i. Commercial bids would be opened for only those bidders who qualify the eligibility criteria.
- ii. Commercial bids would be examined by the Tender Committee.
- iii. Least cost commercial proposal will be designated as L1.

### **3.8 Selection of Bidder**

The Corporation will notify the successful bidder in writing that their proposal has been accepted. On receipt of notification the bidder shall furnish acceptance of award within 7 days of its issuance from PICTC. The bidder shall sign the Contract Agreement (Appendix B) with PICTC within 15 days from the issue of letter of award. After signing of the Contract Agreement, no variation in

or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

Failure of the successful bidder to sign the contract or willful violation of the bid process shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD).

### **3.9 Confidentiality**

Information relating to the examination, clarification and comparison of the Bids shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Bid. During the execution of the project except with the prior written consent of the Corporation, the selected bidder or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ selected bidder and/ or the Corporation / department to each other including, but not limited to, the services, product information, financial data and statistics, whether or not marked as confidential or proprietary by the parties.

## **Section 4: Scope of Work**

- 4.1** The scope of work to be undertaken by the Travel Agency is given below and the same is merely illustrative and not exhaustive.

The Travel Agent in all cases are required to book the lowest available fares and to research alternate itineraries (at least three options, if available) in order to provide the lowest appropriate fares. The travel policies embody the following basic principles which, however, are subject to subsequent revision and not limited to:

- Where available, use of the lowest applicable fare (including penalty fares) is the preference.
- Full economy fares may be used if no appropriate reduced fares are available.
- Business class travel or equivalent may be applicable only in limited situations.
- Travel regulations prohibit first-class travel except for a few specific categories.
- The Travel Agent must be knowledgeable in preparing special fares, restricted fares, discounted fares, and group fares for use whenever appropriate.

### **4.2 Services to be Furnished by the Travel Partner**

The Travel Agent shall provide a wide range of travel management services and should have the capacity to handle corporate accounts.

#### **a. General**

1. The Travel Agent should provide travel services from 8.30 am to 6.00 p.m. during working days. In addition, Travel Agent shall provide 24 hours a day emergency service, as well as services during weekends and official holidays where emergency travel service is required. One of the Travel Agent's employees of appropriate level shall always be reachable by phone.
2. Much of the official travels are organized at short notice. The Travel Agent must therefore ensure efficiency and rapid communication in handling all such travels.

#### **b. Reservation and ticketing**

1. For every duly approved travel request, Travel Agent shall immediately provide rates of three (3) main airlines operating the route and prepare appropriate itineraries based on the lowest fare and the most direct and convenient routing.

2. In the event that the required travel arrangements cannot be confirmed, Travel Agent shall notify the Punjab Infotech of the problem and present three (3) alternative routings for consideration.
3. For wait-listed bookings, Travel Agent shall provide regular feedback on status of flight booking.
4. Travel Agent shall promptly issue and deliver accurately printed tickets and detailed itineraries, (in printed and electronic format) showing the accurate status of the airline; and shall keep abreast of carrier schedule changes, as well as all other alterations and new conditions affecting travel, and make appropriate adjustments for any change(s) in flight schedules prior to or during the traveler's official trip. When necessary, tickets and billings shall be modified or issued to reflect these changes.
5. Travel Agent shall accurately advise the ticketing deadlines and other relevant information, including visa requirements, when necessary every time reservations are made, in order to avoid cancellations of bookings.
6. Travel Agent shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
7. Travel Agent shall only act on travel requests for official travel submitted by the staff of Punjab Infotech.
8. Travel Agent shall provide an information service to notify Punjab Infotech and the traveler of such events like airport closings, canceled or delayed flights, and strike situations as well as of local political or safety conditions which may affect travel to any particular destination.

#### **c. Hotels**

1. The Travel Agent shall make reservations for lodging accommodations when requested. This service shall include confirming reservations, and confirming the all -inclusive rate at which the reservation is made.
2. The Travel Agent should negotiate for discounted rates/corporate rates, for hotel accommodations applicable to official travel.

#### **d. Local conveyance**

The Travel Agent shall arrange commercial vehicles for the officials, when requested for domestic or international locations. The driver's details shall be duly shared with the travelers well in time.

The drivers should be properly dressed up (uniform) and the vehicle provided for the visit should not be more than 3 years old. Basic amenities like water bottle, napkins, newspaper etc. should be available in the vehicle.

The Travel Agent may have a tie up with another agency for local conveyance but shall be solely responsible for the quality of service.

In case of breakdown of vehicle, the Travel Agent(s) shall be responsible for the arrangement of another vehicle.

**e. Travel Insurance**

The Travel Agent shall provide the travelers with travel insurance as may be requested; this service includes issuance of travel insurance policy.

**f. Visa clearance**

The Travel Agent shall provide the assistance in obtaining passports and visa as and when required.

**g. Traveler's Profiles**

The Travel Agent shall maintain computerized profiles of all frequent travelers, as designated or defined from time to time by Punjab Infotech, setting forth the traveler's preferences regarding airlines, seats and meal requirements, passport information, and such other information that is useful to facilitate such travelers travel arrangements.

**h. Service Standards**

The Travel Agent shall provide polite, responsive and efficient service at all times to fulfill Punjab Infotech's travel requirements.

**i. Performance Evaluations and Review**

The Travel Agent shall from time to time discuss with Punjab Infotech issues of mutual concern, to review the Travel Agent's performance and to discuss improvements which the Travel Agent or Punjab Infotech should make in order to achieve more effective travel management. The Travel Agent shall arrange meetings with Punjab Infotech, if possible to discuss travel updates, if any.

**j. Personnel Requirements**

1. The Travel Agent shall assign adequate personnel to service satisfactorily the volume of work and to fulfill its obligations under the Contract with Punjab Infotech. In general, the Travel Agent shall assign the relevant personnel according to their technical know-how and reliability.
2. The Travel Agent shall assign a senior representative (one point of contact) experienced in providing corporate travel services to oversee the travel management services provided to Punjab Infotech and to ensure full compliance with all requirements of the Contract.
3. The Travel Agent's employees shall perform their functions in a highly efficient and professional manner.

## **Section: 5 General Contract Conditions (GCC)**

### **5.1 Application**

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the tender or LOE/Contract Agreement, the interpretation of the Corporation shall be final and binding.

### **5.2 Relationship between the Parties**

Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the Corporation and the Bidder. The Bidder subject to this contract for selection has complete charge of its personnel in performing the services under the Project from time to time. The Bidder shall be fully responsible for the services performed by it or any of its personnel on behalf of the Bidder hereunder.

### **5.3 Standards of Performance**

The Bidder shall perform the services and carry out its obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Bidder shall always support and safeguard the legitimate interests of the Corporation, in any dealings of the bidder with the third party. The Bidder shall abide by all the provisions/rules etc. of relevant laws/rules/standards and subsequent amendments prevalent in the country. The Bidder shall conform to the standards laid down in the tender in totality.

### **5.4 Applicable Law**

- i) Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Punjab
- ii) The bidder will submit an undertaking specifying that they have obtained or will be in a position to obtain all necessary statutory and obligatory permissions, if any, required to carry out the contract.

### **5.5 Intellectual Property Rights**

No deliverable covered under the Contract shall be shared, sold or disposed by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Bidder shall indemnify the Corporation from all actions, costs, claims, demands, expenses

and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Bidder, the Corporation shall be defended in the defense of such proceedings.

## **5.6 Governing Language**

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

## **5.7 Performance Guarantee**

- a. EMD of the successful bidder will be retained as a performance guarantee of Rs. 10,000 (Ten thousand rupees only) and it is valid for the entire contract period plus three months as its commitment to perform services under the contract.
- b. Failure to comply with RFP conditions and submit PG as per sub para 5.7 (a) above shall constitute sufficient grounds for forfeiture of the EMD.
- c. Failure to perform services as per RFP conditions after acceptance of Letter of Award shall constitute sufficient grounds for revocation of the PG.
- d. The PG amount shall be released after expiry of its validity period provided there is no breach of contract on the part of the Vendor.
- e. No interest will be paid on the PG.
- f. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee amount as and when it is due on account of extension of the project for any reason.
- g. Client shall also be entitled to make recoveries from the bidder's bills, performance guarantee amount, or from any other amount due from bidder side, the equivalent value of any payment made to him due to inadvertence, error, mis-construsion or misstatement etc.

## **5.8 Payment Schedule**

The full payment shall be released within 45 days from the date of submission of bills.

## **5.9 Penalties**

If during an assignment, the services are found to be non-satisfactory or delayed at any point of time, PICTC reserves the right to impose penalty Rs. 2000 for each default upto 2 defaults and Rs. 5000 for subsequent defaults during the term of contract. The Corporation reserves the right to recover any dues payable by the selected Bidder / penalties from any amount outstanding to the credit of the selected bidder, including the pending bills under this contract.

## 5.10 Indemnity

Successful Bidder who has been awarded the contract (the "Indemnifying Party") undertakes to indemnify contractor (the "Implementing Agency") from monetary loss or loss of reputation to any customer Department/s arising in favor of any person, Corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance.

The indemnities set out shall be subject to the following conditions:

- a) The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- b) The Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such defence;
- c) The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
- d) The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favor of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
- e) The Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;

In the event either of the Party seeks indemnification from other on account of any specific loss or losses (including any claim for damages) then party making the claim would be stopped from making any further claim, financial or otherwise in respect of that loss or losses (including any claim for damages)

## 5.11 Termination of Contract

- a) **Material Breach:** In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the Nodal Agency or Implementation Agency, as the case may be will have the option to terminate the Agreement.



- b) Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:
  - i) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
  - ii) If the selected bidder fails to perform as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract.
- c) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, Punjab Infotech reserves the right to give the contract to another party of its choice by giving one month's notice for the same.
- d) In the event of the sum of all unpaid penalties exceeding 25% of total service charges charged by the vendor on any given date, the contract shall stand terminated automatically and PBG shall stand revoked in total.

#### **5.12 Termination for Insolvency, Dissolution etc**

The Corporation may at any time terminate the contract with immediate effect by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Corporation.

#### **5.13 Termination for Convenience**

The Corporation reserves its right to terminate, by prior written notice of one month, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for its convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

#### **5.14 Consequences of Termination**

- a) In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Corporation shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/ breach, and further allow the next successor

Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/ continued execution of the scope of the Contract.

- b) Nothing herein shall restrict the right of the Corporation to invoke the Performance Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Corporation under law or otherwise.
- c) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

#### **5.15 Force Majeure**

- a) The Bidder shall not be liable for forfeiture of its PG or termination of contract for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Bidder shall promptly notify the Corporation in writing of such condition and the cause thereof. Unless otherwise directed by the Corporation in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **5.16 Taxes and Duties**

The Bidder shall be entirely responsible for all taxes; duties, etc. incurred as may be applicable at any given point of time within Union of India.

#### **5.17 Resolution of Disputes**

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/ their representatives or officers.

##### **a) Amicable Settlement**

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

**b) Arbitration**

In case dispute arising between the Corporation and the Bidder, which has not been settled amicably, the Bidder can request the Corporation to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the Principal Secretary, Industries & Commerce. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Chandigarh, Punjab. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

**c) Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Chandigarh only.

**5.18 Notices**

- a) Any notice or other document which may be given by either Party under this Agreement shall be given in writing, in person or by post.
- b) In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address.

## Section 6: Proposal Formats

Following are the proposal formats to be used by the bidders for submitting their Proposals for selection under the RFP:

S. No.	Performas	Description
<b>Pre-Bid</b>		
1	Performa-9	Prebid Query Format
<b>Pre-qualification</b>		
2	Performa-1	Covering Letter
3	Performa-2	Checklist
4	Performa-3	Particulars of the Bidder
5	Performa-4	Prior Experience Form
6	Performa-5	Declaration letter on non blacklisted company/firm
7	Performa-6	Certificate from Statutory Auditor
<b>Financial Bids/Proposals</b>		
8	Performa-8	Financial Proposal
<b>Selected Bidder</b>		
9	Performa-7	Special Power of Attorney
10	Appendix B	Contract Agreement

## Performa 1: Covering Letter

(To be filled, signed, scanned and uploaded in prequalification section of e-tendering Portal)

### **BID SHEET**

Tenderer's Bid Reference No. & Date:

Tenderer's Name & Address:

Person to be contacted:

Designation:

Telephone No.:

Email ID:

Fax No.:

To:

**The Managing Director,**

Punjab Information & Communication Technology Corporation,  
5<sup>th</sup> & 6<sup>th</sup> Floor, Udyog Bhawan, Sector 17, Chandigarh.

**Subject: Selection of Travel Agency Investment Promotion Campaign**

**Dear Sir,**

1. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the Selection as Travel Partner for Investment Promotion Campaign

#### **2. PRICE AND VALIDITY**

All the prices mentioned in our Bid are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the date of opening of bids.

We do hereby confirm that our bid prices are exclusive of all taxes and levies.

#### **3. EARNEST MONEY**

We have paid the required earnest money through e-payment gateway. It is liable to be forfeited in accordance with the provisions of Tender document.

#### **4. DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the Scope of Work and specifications mentioned in the Tender document.

#### **5. BID PRICING**

We further declare that the prices stated in our Bid are in accordance with your terms & conditions in the bidding document.

#### **6. CONTRACT PERFORMANCE SECURITY**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Guarantee (PG) as per terms of the Tender document.

7. We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge & belief.
8. Bid submitted online by us is complete in all respect as per tender.
9. We understand that you are not bound to accept the lowest or any bid that you may receive.

Thanking you,

Yours faithfully,

<Signature >

Name:

Date:

Designation:

Place:

<Seal>

Business Address:

## Performa 2: Checklist

(To be filled online in prequalification section of e-Tendering Portal)

### **CHECKLIST & ORDER IN WHICH DOCUMENTS ARE TO BE SUBMITTED**

Name of Bidder: \_\_\_\_\_

#### **A. Pre-Qualification Checklist**

Sr. No.	Condition / Item	Yes / No	Page No.
<b>Will be checked at the time of Prequalification Evaluation(Eligibility Criteria)</b>			
1	<p>The bidder should be a single Business Entity. (Any kind of consortium/ Joint Venture / Sub-contracting is not allowed).</p> <p>(For the purpose of this Invitation for RFP document, a Business Entity shall mean a company registered in India under the Companies Act, 1956 or a partnership firm registered under the Limited Liability Partnership Act of 2008, and operating for the last 3 years as Travel Agency as of March 31, 2018).</p> <p><b>Incorporation / Registration Certificate- Self Attested</b></p>		
2	<p>The bidder should have served as Travel Partner in India for minimum period of 3 years and should have served Gol or any State of India as Travel partner for atleast one year in last three FY (2015-16, 2016-17 and 2017-18).</p> <p><b>The Information to be provided in Performa 4. Work Order/Contract Agreement/Completion Certificate to be duly attached.</b></p>		
3	<p>The bidder should have a minimum average turnover of INR 10 crores from Travel services (exclusive of taxes) in India of the last three financial years (FY-2015-16, FY 2016-17 and FY 2017-18).</p> <p><b>Certificate from statutory auditor (as per format mentioned in Performa 6-of this RFP) /audited financial statements for the three previous financial years with CA's Registration Number / Seal.</b></p>		

4	The bidder should be registered with IATA.  <b>Copy of the accreditation certificate from IATA</b>		
5	The bidder should have a Tie up with airlines- Minimum two for Domestic and International.  <b>Copy of the agreements with the airlines.</b>		
6	The bidder should have Tie ups with minimum two major Hotel chains for special rates in Metro/Major cities in India & Abroad.  <b>Copy of the agreements with hotels.</b>		
7	The bidder should have a Tie-up with major Tourist Car Operators in Metro/Major cities and abroad.  <b>Copy of the agreements with the car operators.</b>		
8	Should have atleast one office in Chandigarh, Mohali or Panchkula.  <b>Addresses of the offices to be provided on the letter head of the Company</b>		
9	The bidder should not be currently blacklisted by any agency of the central/ state government, public sector undertaking.  <b>Self-certification from the Bidder as per Performa- 5.</b>		
10	The bidder should provide 24/7/365 days support (Holidays/Sundays included)  <b>Self-undertaking by the bidder</b>		
11	Tender fees and Processing Fees- Online Submission as mentioned in the data sheet.  <b>Acknowledgement/screenshot of fee paid online</b>		
12	Earnest Money Deposit.  <b>Acknowledgement/Screenshot of fee paid online</b>		



## B. Information about other services

Write Yes or No as per the availability of the below mentioned services		
Sr. No.	Other Services	Yes/No
13	Passport Application Services- Online submission	
14	Airport Meet & Assist- Departures- Domestic/International (Business/Economy)	
15	Airport Meet & Assist- Arrivals- Domestic/International (Business/Economy)	

Services mentioned in the above table are not included in the pre-qualification criteria and have been merely added to check the availability of these services with the bidder.

### Performa 3: Particulars of Bidder

(To be filled, signed, scanned & uploaded in prequalification section of e-tendering portal )

#### BIDDER PARTICULARS FOR TENDER NO.

1. Name of the Company : \_\_\_\_\_
2. Registered Office Address : \_\_\_\_\_
  
3. Telephone No : \_\_\_\_\_
4. Fax.No : \_\_\_\_\_
5. PAN No. : \_\_\_\_\_
6. Constitution of the bidder company : \_\_\_\_\_
7. Core Business activities : \_\_\_\_\_
10. World wide Presence : \_\_\_\_\_
11. Presence in India : \_\_\_\_\_
12. Total number of employees : \_\_\_\_\_
13. Details of main branches : \_\_\_\_\_
14. Name & address of the officer to whom : \_\_\_\_\_  
all references shall be made regarding : \_\_\_\_\_  
this Tender : \_\_\_\_\_  
E-Mail : \_\_\_\_\_  
Telephone : \_\_\_\_\_  
Fax No. : \_\_\_\_\_
15. GST Reg. Number : \_\_\_\_\_
16. IATA Registration Number : \_\_\_\_\_

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Signature

Name

Designation

Company

Address

Date

### Performa 4: Prior Experience Form

(To be filled, signed, scanned and uploaded in prequalification section of e-tendering portal)

**(Using the format below, provide information in respect of major assignments as Travel Partner by the company. Proof of work completed/in progress for private, MNCs, Government of India/any State Government of India must also be attached)**

		Period		Nature and Volume of Booking			
		From	To	Air	Railway	Hotel	Local Conveyance
a)	Govt. Deptt. / Boards/ Corporations						
b)	M.N.C.						
c)	Public Sector Undertaking						
d)	Private Sector						

(Signature of the Authorized Person)

Date:

Name:

Place:

Designation:

Business Address :

Seal :

### **Performa 5: Declaration Letter on Non Blacklisted Company/Firm**

(To be signed, scanned and uploaded in prequalification Section of e-Tendering portal)

*[Bidders are required to submit the Declaration letter as given here on their letterhead]*

To

*The Managing Director*

*Punjab Information & Communication Technology Corporation Ltd.*

*5th & 6th Floor, Udyog Bhawan*

*18 Himalaya Marg, Sector 17, Chandigarh - 160017*

**Sub:** Declaration for not being ineligible due to corrupt or fraudulent practices or blacklisted by any Government or Public Sector Units in India.

Dear Sir,

We, the undersigned, hereby declare that:

We are not under a declaration of blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

## Performa 6: Certificate from Statutory Auditor

(To be filled, signed, scanned and uploaded in prequalification section of e-tendering portal)

(On the letterhead of statutory auditor)

The Managing Director,  
Punjab Information & Communication Technology Corporation Ltd.  
5<sup>th</sup> & 6<sup>th</sup> Floor, Udyog Bhawan;  
18, Himalaya Marg, Sector 17;  
Chandigarh, 160017

### CERTIFICATE

We hereby certify the following information on the basis of the audited Profit and Loss Accounts for the Financial Years ended on 31 March 2016, 31 March 2017 and 31 March 2018 of [Name and Address of the Bidder].

Financial Year ended on	Turnover from Consultancy Services (exclusive of taxes) (Amount in INR)
31 March 2016	
31 March 2017	
31 March 2018	
Average Turnover for the above mentioned financial years	

We further certify that [Name of the bidder] is providing Travel services for more than last three years and has average turnover in excess of Rs. 10 crores on account of travel services (exclusive of taxes) in India in the last three financial years (FY 2015-16, FY 2016-17 and FY 2017-18).

Signature, Address, Seal & Membership No. of Chartered Accountant

## Performa 7: Special Power of Attorney

(To be filled, signed, scanned and uploaded in prequalification section of e-tendering Portal)

### **SPECIAL POWER OF ATTORNEY**

Know all men by these presents that we <<name of company>> incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") DOTH hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

1. To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender (No /<<..>>) for selection of Bidder for <<project name>> and all affairs ancillary or incidental thereto.
2. AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its <<reference/ number/ meeting held on>> dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>> <<month>>, <<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<<Signature, name & designation of person executing attorney and name of company>>

WITNESS:

*<<Signature, name & designation of person witness to this attorney>>*

*<<Signature & name of the person in whose favour authority is being made under  
the attorney >>*

CERTIFIED:

*<<Signature, name & designation of person executing attorney and name of  
company>>*

## Performa 8: Financial Proposal

(To be filled, signed scanned and uploaded in financial section of e-tendering portal)

(On Bidder's letter head)

[Location, Date]

FROM: [Name of Bidder]

.....

.....

To  
The Managing Director,  
Punjab Information & Communication Technology Corporation Ltd,  
5<sup>th</sup> & 6<sup>th</sup> Floor, Udyog Bhawan,  
18, Himalaya Marg, Sector 17;  
Chandigarh; India

**Sub: Selection of Travel Partner for Investment Promotion Campaign**

Dear Sir,

We, the undersigned, offer to provide the services as Travel Partner for Investment Promotion Campaign

In accordance with your RFP, Our Financial Proposal for Assignment is as follows:

Sr. No.	Travel Services Offered	Weightage (A)	Service Charges (INR) (B)	Total (A * B = C)
<b>A</b>	<b>Air/Rail Ticket Booking</b>	<b>70</b>		
1	Domestic Air Ticket- Issuance (Economy)	15		
2	Domestic Air Ticket- Issuance (Business)	5		
3	Domestic Air Ticket- Cancellation (Economy/Business)	5		
4	Domestic Rail Ticket- Issuance/Reissuance	5		
5	International Air Ticket- Issuance (Economy)	5		



6	International Air Ticket- Issuance (Business & First Class)	7		
7	International Air Ticket- Cancellation (Economy/Business/First Class)	5		
8	International Air Ticket- Reissuance (Economy/Business)	5		
9	International Rail Ticket- Issuance/Reissuance	3		
10	Travel Insurance- Issuance/Cancellation	10		
11	Visa Facilitation Services	5		
	<b>Total</b>			
<b>B</b>	<b>Hotel Stay</b>	<b>10</b>		
12	Domestic Hotel- Booking/Cancellation	7		
13	International Hotel- Booking/Cancellation	3		
	<b>Total</b>			
<b>C</b>	<b>Local Conveyance</b>	<b>20</b>		
14	Domestic Car - Booking	12		
	International Car - Booking	3		
15	Domestic/International Car – Cancellation	3		
16	No show charges/ partial usage (in case of local conveyance)	2		
	<b>Total</b>			
	<b>Grand Total (A+B+C)</b>	<b>100</b>		

The service charges mentioned above are exclusive of taxes.

1. The weightage added in the above table is indicative only and just for the purpose of calculation of L1. It in no way indicates the amount of business that shall be provided to the selected bidder.
2. Our Financial Proposal shall be binding upon us up to the expiration of the validity period of the Proposal, as per RFP.
3. The Financial Proposal is without any condition.

4. The service charges quoted by us are inclusive of all not specifically mentioned in the RFP document, but essential for successful completion of assignment.
5. We undertake that in competing for and, if the award is made to us, in executing the above travel assistance services, we will strongly observe the laws against fraud and corruption in force in India.
6. These rates would be valid for the period of assignment.

Yours sincerely,

Authorized Signature: Name and Title of Signatory:

Name of Bidder: Address:

### Performa 9: (Prebid Query Format)

(To be submitted by the bidder on company's letter head at the time of submission of Pre bid queries along with the proof of purchase of tender document)

Name of the Company:


Queries must be sent in the following format:

<b>Sr No.</b>	<b>Reference (Page No. / Para/ Sub Para No. &amp; Heading / Sub Heading</b>	<b>Existing Clause / text</b>	<b>Clarification / Amendment Sought</b>	<b>Suggestions / Remarks (if any)</b>
<b>1</b>				
<b>.</b>				
<b>N</b>				

(Authorised signatory & seal of Company)

Date :

## Appendix A: Instructions to Bidders for E-Tendering

Sr. No.	Title	Description					
1	Punjab e-Tendering Website	<a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a>					
2	View and print Tender Documents Free of cost	<p>To Download/ View the tender notifications and corrigendum follow the steps given below:</p> <p>a. Click on “Tenders by Organisation” after opening the e-Procurement website.</p> <p>b. Please click on link under “Tender Count” in “Organisation Name” i.e. “Punjab Information &amp; Communication Technology Corporation Ltd” from the list.</p> <p>c. A list of tenders will appear on the screen.</p> <p>d. Click on link under “Title and Ref.No./Tender ID” to view particular tender.</p> <p>e. Click  to print (right top side).</p>					
3	Digital Signatures	<p>The user must be in possession of a valid Digital Signature Certificates (DSC) which may be procured from any of the authorized Certifying Authority (CA), such as; e-mudra, N-code, Sify etc. In case of any problem in compatibility of DSCs, you may go through “Bidders Manual Kit” or “FAQ’s” (right bottom on home screen) or e-Procurement helpdesk may be contacted. Helpdesk contact details are at “Contact Us” (top right on home screen)</p>					
4	e-Payment Options and procedure	<p>1. The cost of the bidding documents (non-refundable) shall be paid online through Net Banking at portal <a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a></p> <p>2. Bid Security/Earnest Money Deposit (EMD) of the amount specified for the Project/Work(s) in the table above shall be paid online through Net Banking at portal <a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a></p> <p>Following options are available for making e-Payment:</p> <table><tr><td>Purpose &amp; Amount</td></tr><tr><td>Registration Fee – As of Now Free (Subject to updates on website)</td></tr><tr><td>Tender Fee (differs for each tenders)</td></tr><tr><td>Processing Fee (0.1 % of tender estimated value + GST – Varies between Rs. 500.00 to Rs. 5000.00) Rs. 2000.00 + GST for tenders where estimated value is not known</td></tr><tr><td><b>EMD</b> (differs for <b>each</b> tenders)</td></tr></table>	Purpose & Amount	Registration Fee – As of Now Free (Subject to updates on website)	Tender Fee (differs for each tenders)	Processing Fee (0.1 % of tender estimated value + GST – Varies between Rs. 500.00 to Rs. 5000.00) Rs. 2000.00 + GST for tenders where estimated value is not known	<b>EMD</b> (differs for <b>each</b> tenders)
Purpose & Amount							
Registration Fee – As of Now Free (Subject to updates on website)							
Tender Fee (differs for each tenders)							
Processing Fee (0.1 % of tender estimated value + GST – Varies between Rs. 500.00 to Rs. 5000.00) Rs. 2000.00 + GST for tenders where estimated value is not known							
<b>EMD</b> (differs for <b>each</b> tenders)							

5	Registration  Refer to Manual – “Registration of Bidders” under “Bidders Manual Kit”(right bottom on home screen)	Steps to be followed for registration of bidders: a. Click on “Online Bidder Enrollment” and fill the online registration form. (Home Page – Right Side) b. Registration Fee – As of Now Free (Subject to updates on website). c. Note the User ID and Password allotted by the system.
6	Login & Participation in the Tendering process	Log in with your <b>User Id and Password</b> (which was allotted by the system after registration). For participating in the tendering process follow the instructions given below: a. Insert the PKI (which consists of your DSC) in your PC USB port (make sure that necessary driver software of PKI is installed in your system). b. To open the Microsoft Internet Explorer (from the Desktop of your computer) click on the Internet Explorer icon, or c. Go to Start > Programs > Internet Explorer. d. Type <a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a> in the address bar, to access the Login Screen. e. Enter e-Procurement User Id and Password, click on “Login”. f. Again Click on “Login” for selecting the DSC (Middle Left of the Screen). g. Enter DSC token Password. h. Click “Search Active Tenders” on the left side of the page to search the tenders. i. Then select the Organisation (in this case Punjab Information & Communications Technology Corporation Ltd.) from the drop box in whose tender you intend to participate and click submit.
7	Online Request for Tender Documents	Please refer to manual “Online e-Bid Submission” under “Bidders Manual Kit” (right bottom on home screen) and please
8	Pay EMD and update details in the web site	
9	Upload files – Technical Sheet/ Price bid Sheets and attach documents to the tender	
11	To Submit the Tender	a. Bids once submitted may be revised prior to tender closing date and time. b. Note down / take a print of “Bid Acknowledgement Page” once it is displayed on the screen.
12	To view the tender opening process	Tender opening event can be viewed online as per procedure given below: a. Log in with your User Id and Password (which was allotted by the system after registration). b. Click “Search Active Tenders” on the left side of

		<p>the page to search the tenders.</p> <p>c. Then select the Organisation (in this case Punjab Information &amp; Communications Technology Corporation Ltd.) from the drop box in whose tender you intend to participate and click submit.</p>
13	e-Procurement Help Desk details	Helpdesk contact details are at “Contact Us” (top right on home screen)

## Appendix B: Contract Agreement

Date:

Reference No. : PICTC/IR/TP/2018-19/02

### CONTRACT AGREEMENT

**THIS AGREEMENT** is made on the <<day>> day of <<month>> 2018.

#### **BETWEEN:**

*Punjab Information & Communication Technology Corporation Ltd.* having its offices at the Punjab Information & Communication Technology Corporation Ltd., Govt. of Punjab Undertaking, Udyog Bhawan, Sec-17, Chandigarh – 160017, India hereinafter referred to as “**Punjab Infotech**” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the FIRST PART;

#### **AND**

M/s <<name of selected company>>, incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) and place of business at <<business address of company>> hereinafter referred to as “**The Company**” (which term or expression unless excluded by or repugnant to the subject or context shall mean and include its successors-in-office and assigns) of the SECOND PART;

#### **WHEREAS**

- (I) Punjab Infotech is desirous of appointing Travel Partner for Investment Promotion.
- (II) The **Company** having represented to Punjab Infotech that it has the required professional skills and personnel and technical resources, has agreed to provide the equipment, services on the terms and conditions set forth in this Contract;

#### **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

- (a) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP.
- (b) The following documents in relation with Request for Proposal issued for selection of bidder shall be deemed to form and be read and

construed as part of this Agreement viz:

- 1) Invitation for Bids.
  - 2) Instructions to Bidders (ITB).
  - 3) General Contract Conditions (GCC).
  - 4) Scope of Work (SOW).
  - 5) All Annexure, amendments, supplements, corrigendum or clarifications thereto.
  - 6) Award of Contract.
- (c) The contract shall begin from the date of signing of the contract, as and when the Project would be assigned to the Company.
- (d) The mutual rights and obligations of the Department and the Company shall be as set forth in the Contract, in particular:
- 1) the company shall carry out the services in accordance with the provisions of the Contracts;
  - 2) the company shall provide services in conformance to terms and conditions laid out in RFP and strictly avoid conflicts with other assignments/ jobs, downstream projects or their corporate interests and act without any consideration for future work; and
  - 3) Punjab Infotech shall make payments to the Company in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

**Signed by:**  
**(Name and designation)**

**Signed by:**  
**(Name and designation)**

**Authorized Signatory of the  
Company**

**Authorized Signatory of the  
Company**

**Witness**

**Witness**