WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED
(A GOVT. OF WEST BENGAL ENTERPRISE)

CORPORATE OFFICE

WBSETCL BIDYUT BHABAN (8TH FLOOR): BLOCK - 'D' SALT LAKE CITY: SECTOR-II: BLOCK-DJ: KOLKATA – 700091.

FACILITY & LOGISTICS CELL,
10th Floor,'D'Block,Bidyut Bhavan.

Open Tender for engagement of Air Ticket Booking Agency

First date of Issue of Tender Forms	:	31.10.2012
Last date of issue of Tender Forms	:	05.11.2012
Last date for submission of Tender Forms	:	12.11.2012 (Upto 14:30 hrs.)
Pre-Bid Discussion	:	08.11.2012 (At 15:00 hrs.)
Date of opening of Technical Bid	:	12.11.2012 (At 15:30 hrs.)

[A] INSTRUCTION TO THE TENDERERS

1. The Tender documents duly filled in and signed on all pages are to be submitted in two sealed cover super scribing **(i) "Tender for supply of Air Ticket – Technical Bid" and (ii) "Tender for supply of Air Ticket – Price Bid"** and enclose them in one envelope super scribing **"Tender for supply of Air Ticket" & "The date of Opening the Tender:"** to the Manager (HR & A), Facility & Logistics Cell, West Bengal State Electricity Transmission Company Limited, Bidyut Bhaban (10th Floor), Kolkata 700091 on or before the last date for submission of tender as specified above.

2. The tender documents are in 2 (two) parts. In **first part** the tenderers are to furnish the details of their Company, as prescribed, and in the **second part** tenderers required to offer **Single Discount Rate** against **Grand Total (Base Fare and Fees & Surcharges / Levies as a whole) of Air Tickets** for **all domestic routes** of **scheduled airlines** (IA, Jet, Jetlite, Kingfisher etc.) and **low cost carriers** (Kingfisher red, Spice Jet, Indigo etc) in **percentage only**.

3. **Conditional / Incomplete quotations are liable to be rejected**.

[B] EARNEST MONEY DEPOSIT

Tender(Technical bid) must accompany an **EMD** of **Rs.75,000/**- (Rupees Seventy Five Thousand only) in a separate envelope by Demand Draft/Pay Order/Banker Cheque drawn on any Schedule Commercial Bank, except Cooperative and Grameen Banks & Catholic and Syrian Banks, in favour of **WBSETCL payable at Kolkata**. EMD will be refunded to the unsuccessful tenderers within 30 days from the date of opening of Price Bid/ awarding the contract, whichever is earlier. The said deposit is non-interest bearing. No request for adjustment of earlier dues in place of EMD will be entertained.

[C] SECURITY DEPOSIT

Each successful tenderer's EMD for Rs. 75,000/- (Rupees Seventy Five Thousand only) already deposited will be converted as Security Deposit. The security deposit will be non interest bearing and will be refunded only upon successful completion of contract period.

[D] TERMS AND CONDITIONS

1. The Price bids of only technically qualified tenderer will be opened on the day intimated over phone/ letter or e-mail. The qualified tenderer may attend the opening of financial bid either on their own or through an authorised representative on the notified date and time.

2. EMD of unsuccessful tenderers will be returned without interest. EMD of successful tenderers will be retained and will be converted into security deposits and shall remain with WBSETCL during the tenure of contract.

3. The EMD of successful tenderers will be forfeited in case they fail to accept the order.

4. **The Agency (ies) must have their own Office at Kolkata to carry out day to day functioning.**

5. **The Agency / Firm should have the IATA membership and should be serving at least 3 Govt. / PSUs/ Reputed Company (proof should be attached) for the last 3 years. Agency should have average annual turnover of minimum Rs. 50,00,000 (Rupees Fifty Lakh) for supply of air ticket during the last 3 financial year i.e. 2009-10, 2010-11 & 2011-12.**

6. The selected tenderers (herein after referred as Agency) will have to ensure fast and timely delivery of tickets by hand/ email/ fax at the Facility & Logistics Cell, WBSETCL, Bidyut Bhaban, Kolkata-700 091. At times the ticket and other related service will also be required at very short notice (1-3 hours).

7. Agencies shall not transfer or assign the contract to any person or sub-agent.

[E] SELECTION OF AGENCIES

Two agencies will be selected on the basis of offering highest discount (H-1).
The party offering the highest discount **(H-1)** will be selected as the **FIRST PARTY**. **The H-1 party will be given 70% of the job**. **If two parties offer the same H-1 rate**, the job will be distributed between them equally in the ratio of **50:50.**

In case there is only **one H-1 qualified rate**, the agency offering **H-2 rate** will be asked to match the **H-1 rate** for distribution of remaining **30% of the job to be ordered**. **If the H-2 party refuses** to match their price with **H-1 rate**, the **H-3 party will be asked to match their price with H-1 rate and so on**. Only the **agencies who agree to match their rates with H-1 rate** will be **considered** as per their **original ranking in the price bid statement**. The **splitting of order** among the **2 (two) Agencies** will be done in the following manner:

Criteria	Distribution
As per original ranking H-1 and H-2	70:30
Tie of two parties at H-1 level	50:50
Tie of more than two parties at H-1 level	H-1 bidders will have to submit fresh bid

[F] RESPONSIBILITIES OF AGENCIES

1. Agencies should provide confirmed tickets only. Agencies should be able to provide air tickets at a very short notice (One to Three Hours) either during office hours or beyond office hours including Sundays and holidays. Agencies will also be required during exigencies to deliver the tickets at the residence of Executives as per instruction.
2. For booking of tickets, agencies should try to book the lowest fare tickets available at the time of giving booking by Facility & Logistic Cell, WBSETCL **within half an hour of the said instruction(s)**.
3. The agency will inform the traveller about the cancellation, rescheduling of flights by the airlines **through phone/SMS**.
4. In case the tickets are not delivered within time the Agency will be solely responsible for the same and no payment will be made. In that case the agency may be liable to penalty clause mentioned herein after.
5. **PENALTY CLAUSE**: In case the agency fails to book/provide or intimate non availability of tickets on time, the penalty will be **5% of the normal fare** and shall be imposed **in case of each air ticket booking**.
   Note: *These conditions will come into force only where the agency is at fault and not under unforeseen circumstances.*
6. **Recurrent occasion of such failure to provide ticket on time may also call for termination of agency**.
7. In case of cancellation the proof of actual cancellation charge, charged by airline shall have to be provided and WBSETCL will pay the actual cancellation charges only.

[G] TERMINATION CLAUSES

1. In case of unsatisfactory performance the services of the agency (ies) may be terminated by giving one month's notice. Decision of WBSETCL shall be final in this regard.

2. The discount offered in percentage by the selected agencies will remain firm during the entire tenure of the contract. In case such selected agency (ies) stops supplying air tickets as per terms and conditions of the contract, the contract is liable to be terminated by WBSETCL along with forfeiting of security deposits.

[H] SETELLEMRNT OF DISPUTE

i. All questions, claims, disputes or differences of any kind what so ever, other than the accepted matters as would be decided by the WBSETCL, arising out of or in connection with or concerning this contract at any time whether before or after the determination of this contract (except as to any matters the decision of which is specifically provided for in the conditions referred to above), shall be preferred to the Manager (HR & A), Facility & Logistics Cell, WBSETCL, Bidyut Bhaban and that will be referred to the General Manager (HR&A), WBSETCL for the decisions, who hear the case at Kolkata – The Headquarter of WBSETCL. The decision of General Manager (HR&A), WBSETCL on this aspect will be final will bind upon both the parties.

ii. Work / Supply / Services under the contract shall be continued by the Agency, under the Contract, during this process shall not be a bar to continuance of the work or supply or service.

iii. **Excepted** matter as per contract shall not be the subject matter of Conciliation / Arbitration.

iv. The court of Kolkata shall have a jurisdiction over all the matter of dispute.

(I) TENURE OF CONTRACT & INDICATIVE VALUE OF CONTRACT

i. The contract will remain valid for a period of 2 (two) years from the date of issue of work order however, the contract may be extended for a further period of one year at the option of WBSETCL on the same rate, terms and condition.

ii. Indicative value of the contract for contract tenure period (one year) will be around Rs. 30, 00,000 (Thirty Lakh). The contract value is only indicative and WBSETCL does not give any guarantee of the value of tickets to be booked.

[J] PAYMENT TERMS

1. Bills are to be submitted fortnightly to the Manager (HR & A), Facility and Logistic Cell, 8th Floor, D- Block, Bidyut Bhaban, WBSETCE Kolkata- 91.

2. The payment will be credited to the bank account of the agencies through electronic mode (e-payment) or through account payee cheque normally within two weeks of receipt of the same after deducting the discount amount as per terms of the contract for which the successful agencies shall submit the details of their bank account(s) on the prescribed format to be provided by WBSETCL subsequently.

3. **Service tax on the agency commission will be paid extra at the applicable rate subject to their mentioning Service Tax Registration Number in the invoices**.

4. The agency will submit the bill/invoice in triplicate in which their Service Tax Registration Number and Service Tax amount will be separately indicated.

FIRST PART
TECHNICAL BID
TENDER FOR AIR TICKET

1. **ABOUT THE AGENCY :**

a) Name and Address of the Agency at Kolkata :

b) Address of the Agency's HQ / Registered Office :

c) Year of establishment with Trade Licence No. & Date :

(Copy of last renewed trade licence to be enclosed)

d) Name and residential address of the

Proprietor / Partners / Directors :

e) Contact person's address, telephone no.

(Mobile no./ Fax no./ E-mail (during office hour) :

f) Contact person's address telephone no.

(Mobile no./ Fax no./ E-mail beyond office hour :

g) PAN No. (copy of PAN Card to be enclosed) :

h) Service Tax registration no. :

(Copy of certificate to be enclosed)

i) Whether Govt. Undertaking / Private Ltd./ MNC/

Co-operative agency :

2. **Details of previous experience in travel related services(attach documentary proof):-**

Year	Name of Company	Volume of Air Ticket Booking per annum

3. **CURRENT LIST OF CLIENTS:-**

Sl No.		Period From	To	Volume of Air booking (In Lakh per annum)
1.	Govt. Deptt /Ministries			
2.	Public Sector Undertaking			
3.	Private Sector			
4.	Any Other			
				Total :-

4. **DETAILS OF TURNOVER OF AGENCY FOR LAST THREE YEARS (Enclose proof like Audited Accounts etc):-**

Year	Total Amount (In Rs.)
2009	
2010	
2011	

5. **Registration No. of the Firm with IATA (enclose a copy of valid registration certificate.**

We have read and understood the terms and conditions stipulated for appointment of travel agent and agree to abide by the same.

DATE: **SIGNATURE WITH SEAL OF THE AGENCY**

PLACE: **(Full Name and Designation)**

SECOND PART

PRICE BID

TENDER FOR AIR TICKET

RATE OF CORPORATE DISCOUNT IN PERCENTAGE ONLY on Grand Total (Base Fare and Fees & Surcharges / Levies as a whole) of Air Tickets (excluding service tax, education cess higher education cess) on both schedule airlines (IA, JET LITE, Kingfisher etc) and low cost carriers (Spice Jet, Kingfisher Red, Indigo etc).

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We have read and understood the terms and conditions stipulated for appointment of travel agent and agree to abide by the same.

DATE: **SIGNATURE WITH SEAL OF THE AGENCY**

PLACE: **(Full Name and Designation)**