

OFFICE OF THE COMMISSIONER STATE TAXES & EXCISE, HP.

Website: <https://www.hptenders.gov.in>

Email: etc-hp@nic.in

SHORT TERM NOTICE INVITING E-TENDER

E-tender is invited from the interested travel agents for hiring the services of travel agency to facilitate visit of various stakeholders to certain foreign countries by the State Taxes & Excise Department. Prescribed tender form can be downloaded from website <https://www.hptenders.gov.in> on or before last date and time for submission of tender. The last date and time for submission & uploading of filled in tender document is 21.08.2023 upto 10.30AM. The Tender will be opened on 21.08.2023 at 11:00 AM.

Cost of Tender Document (non-refundable) of Rs. 500/- (Rupees Five hundred only) in the shape of Demand Draft (DD) in favour of Commissioner ST&E issued by any of the Scheduled Bank and Earnest Money Deposit of Rs. 3,00,000/- (Rupees three lakh only) in the form of Fixed Deposit Receipt (FDR) pledged in favour of Commissioner of State Taxes & Excise or Demand Draft (DD) issued by any of the Scheduled Bank in favour of Commissioner ST&E is required to be deposited by the bidder. The proof of deposit should be uploaded in the Technical Bid. All subsequent corrigendum, modifications and clarifications in respect of this tender will be published only on aforesaid website. The bidders are advised to visit the aforesaid website regularly. The undersigned reserves the right to reject any or all the tenders offered without assigning any reason.

**Commissioner State Taxes & Excise,
Himachal Pradesh.**

OFFICE OF THE COMMISSIONER STATE TAXES & EXCISE, HP.

Website: <https://www.hptenders.gov.in>

Email: etc-hp@nic.in

File No.

**TENDER DOCUMENT
FOR
HIRING TRAVEL SERVICES**

E-TENDERING SCHEDULE:-

Date and time of on-line publication:	11.08.2023
Last date and time for submission/uploading of e-tender along with cost of tender document, Earnest Money Deposit:	21.08.2023 upto 10:30 AM Office of the CST&E(HP)
Date & time for opening of Technical Bid:	21.08.2023 At 11:00 AM Venue: office of the Addl.CST&E(HP)
Cost of the tender document:	Cost of Tender Document (non-refundable) Rs. 500/- (Rupees Five hundred only) can be deposited in the shape of Demand Draft(DD) issued by any of the Scheduled Bank in favour of Commissioner ST&E.The proof of deposit is required to be submitted along with technical bid.
Earnest Money Deposit(EMD):	Earnest Money Deposit of Rs.3,00,000/- (Rupees three lakh only) can be deposited in the form of Fixed Deposit Receipt(FDR) pledged in favour of Commissioner ST&E or Demand Draft (DD) issued by any of the Scheduled Bank in favour of Commissioner ST&E.
If the date fixed for the opening of tender is declared a holiday, the tender shall be opened on the next working day at the same time as fixed for the original date for this purpose.	

INDEX

Sr. No.	Particulars	Page No.
1.	Introduction	3-6
2.	Scope of Work	6-7
3.	Eligibility	7-8
4.	Duration of contract period	8
5.	Right to accept or reject any bid	8
6.	Specific Instructions	8
7.	Terms of payment	9
8.	Performance	9
9.	Conflict of interest	9
10.	Discount to be passed (passed on to HPSTED)	9
11.	Termination of contract	9-10
12.	Foreclosure of contract	10
13.	Other terms & conditions	10-11
14.	Penalty	11
15.	Jurisdiction	11
16.	Arbitration	11
17.	Technical Bid (Annexure-A)	12
18.	Format for providing declaration (Annexure-B)	13
19.	Financial Bid (Annexure-C)	14

1. INTRODUCTION

E-tenders are invited from interested travel agents (hereinafter also referred to as “Bidder”) by the office of the Commissioner of State Taxes and Excise Department, Block No. 30, SDA Complex, Kasumpti Shimla 171009 (hereinafter also referred to as “the Hirer”) for hiring the services of travel agent to facilitate visit of groups comprising of Hon’ble Minister, Chief Parliamentary Secretaries, MLAs, & officers of various stake holder departments to certain foreign countries where the agro climatic conditions are similar to the Himalayan foothills and where latest practices such as use of nanotechnology is prevalent for developing high yielding and disease resistant varieties of crops. Accordingly three groups have been made who would visit two countries each and study the modern practices relating to cultivation of new crops as mentioned in the schedule below:-

Detail of Groups	Name of Country to be visited	Date of Visit	No. of Participants
Group-I	USA & Canada	01-09-2023 to 07-09-2023	07
Group-II	Netherlands & France	01-09-2023 to 07-09-2023	07
Group-III	Italy & Germany	01-09-2023 to 07-09-2023	07

Note: The above mentioned tentative dates of visit can vary subject to approval of the Competent Authority.

A. INSTRUCTIONS FOR E-BIDDING

1. The Bidder should register on website <https://hptenders.gov.in> and obtain User-ID and Password before tendering. In case of any problem, you may contact office of CST&E (HP), on Phone No. (0177-2621835).
2. Entire tender process will be carried out on line through above-mentioned website. Bidder are advised to procure E-Token/Digital Signing Certificate from suitable vendors or from any authorized agency.
3. Before submission of online bids, bidders must ensure that scanned copies of all necessary documents shall have been uploaded with the bid.
4. The process for e-tendering can be observed/practiced on demonstration site <https://demoeproc.nic.in>.
5. Bidder are advised to check / see website <https://hptenders.gov.in> regularly to check for any amendment/corrigendum in the tender document. All subsequent notifications / amendments/notices shall be published only on the aforesaid website only.
6. The bids shall be opened on the date and time mentioned in the Tender Notice in the presence of Bidders who opt to be present. If the date fixed for the opening of the tender is declared a holiday, the tenders shall be opened on the next working day at the same time as fixed for the original date for this purpose. The Commissioner ST&E reserves the right to

cancel the tender process at any stage and to accept or reject any or all tenders in part or whole without assigning any reason, what so ever.

7. Any amendment/modification in tender document will be uploaded by the depts. on website <https://www.hptenders.gov.in> and will be binding on the Bidder.

B. PREPARATION AND SUBMISSION OF THE BID

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

The e-tender document shall be uploaded in two parts. Bidders shall submit their Bids on or before the last date and time for online submission of bids. The bids should not contain any irrelevant or superfluous documents.

- i) Technical/Eligibility Bid: The Bidder shall submit and upload required documents, information required as per tender document. It shall contain scanned copies of all requisite documents, certificates etc. as specified in the tender document duly filled in, signed and stamped. All the documents must be scanned and uploaded in PDF format with 100 dpi with black and white option. The scanned documents should be clear and legible. Technical bid will be opened on specified date and time as given in the NIT in the presence of Bidder(s) who wish to participate.
- ii) Financial Bid/Price Bid/BOQ: It shall contain financial bid / BOQ uploaded in .xls. The financial bid / BOQ will be opened only of those Bidders who qualify technical evaluation /Pre-qualification/Eligibility Bid criteria. Financial Bid /BOQ will not be accepted in physical form. Date & Time for opening of Financial Bid/Price Bid/BOQ shall be published on the aforesaid website after technical evaluation. Price bid will be opened only of those bidder(s) whose Technical bid is found to be qualified

C. INSTRUCTIONS FOR SUBMISSION OF COST OF TENDER DOCUMENT AND EARNEST MONEY DEPOSIT

1. The tender document and other instructions can be downloaded or viewed from the portal <https://hptenders.gov.in>.
2. Cost of Tender Document(non-refundable) of Rs. 500/-, be deposited in the shape of Demand Draft (DD) issued by any of the Scheduled Bank in favour of Commissioner ST&E and Earnest Money Deposit of Rs. 3,00,000/- (Rupees Three lakh only) be deposited in the form of Fixed Deposit Receipt (FDR) pledged in favour of Commissioner of State Taxes & Excise(HP) (minimum for a period of three months) or Demand Draft (DD) issued by any of the Scheduled Bank in favour of Commissioner ST&E. In case of deposit through DD/FDR the same should be submitted in an envelope and be dropped in the tender box kept in the office of Commissioner State Taxes & Excise (HP). The

envelope should be superscripted “Tender for hiring travel services for the State Taxes & Excise Department to be opened on 21.08.2023” The name of the bidder, complete postal address and Mobile No. must be mentioned on the left hand side corner of the envelope.

3. The proof of deposit should be uploaded in the Technical Bid.
4. EMD will not carry any interest.
5. EMD in case of unsuccessful Bidders will be refunded to them within 30 days of award of the contract to the successful Bidder without any interest.
6. EMD will be forfeited in the event of the Bidder withdrawing or modifying his bid after opening of the tenders and till completion of the tender process i.e. till award of the contract or in the event of the Bidder who has been awarded the contract declining to honour the same.
7. In case the EMD or proof of remittance of the EMD is not found submitted in the Technical Bid or the EMD has not been submitted in physical, the tender shall be liable to be rejected.

D. GENERAL INSTRUCTIONS

1. Tenders not confirming to the essential requirements, as per checklist will be rejected and no correspondence thereof shall be entertained whatsoever.
2. Bids submitted must be unconditional and no communication will be made till the finalization.
3. Price bid of only those bidders shall be opened who are found qualified in technical bid/ Eligibility Bid. Time & Date for opening of Price Bid shall be fixed and intimated only to the technically qualified bidders.
4. Every paper of the tender document should be signed by the Bidder or an authorized signatory with seal of Agency/ Firm before uploading.
5. The envelope containing Cost of tender document, Earnest Money Deposit should be superscripted “Tender for hiring the services of travel agency to be opened on 21.08.2023” The name of the bidder, complete postal address, and Mobile No. must be mentioned on the left hand side corner of the envelope.
6. **PERFORMANCE SECURITY:** The EMD of the successful bidder will be retained as Performance Security. The Security Deposit shall be refunded after the contract period, on satisfactory performance subject to necessary deductions, if any and certification for fulfillment of all obligations by Travel Agent as per the contract. In the event of any breach / violation or contravention of any terms and conditions contained herein by the bidder, the said security deposit shall be forfeited by the Tender Inviting Authority. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest shall be paid by the Tender Inviting Authority on earnest money or security deposits.
7. Bidder submitting a tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance rejection of the tender.
8. Any Act on the part of the Bidder to influence anybody in the Department is liable to rejection of his tender.

9. The Bidder shall provide a non-judicial stamp paper of Rs. 100/- for preparing a Contract Agreement.
10. The Bidder shall not engage any Sub- contractor or transfer the contract to any other person in any manner.
11. The offer of rates by the Bidder will be subject to price fall clause. If any item/contract is offered at lower rate by the Bidder at any other place in H.P./other States, he shall not charge higher rates for the item/contract offered in the tender.
12. Bid validity will be for a period of 180 days from the opening of the bid. Prior to the expiry of the original bid validity period, the tendering authority may, at its discretion, request bidders to extend the bid validity period, for a specified additional period.
13. CST&E reserves the right to accept or reject any or all bids without assigning any reasons. CST&E also reserves the right to reject any bid which in his opinion is non-responsive or violating any of the Conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
14. Tender Inviting Authority may ask for additional information / Document(s), if any. The tenderer has to submit the required information/document as asked for by the Tender Inviting Authority.

E. EVALUATION OF BIDS

The Bid will be opened as per the e-tendering schedule mentioned in the Tender and shall be evaluated by the Evaluation Committee for a detailed scrutiny. Subject to terms mentioned in the Tender Document, a two stage process, as explained below, will be adopted for evaluation of Bids submitted by the specified date and time.

a) Evaluation of Technical Bid

For evaluation of Technical Bid a checklist is given at Annexure-A. Bidders have to upload the scanned copies of the filled up annexure and documents as per requirement.

b) Evaluation of Price Bid

The Tender Evaluation committee of the Department will assess the financial bid of the bidders who have been declared qualified after technical evaluation. The bidder quoting the lowest rate as service charges will be considered L1 bidder. The service charge must not be quoted as negative or zero. The Service Charges should be quoted as excluding GST, GST shall be payable as applicable from time to time.

F. AWARD OF CONTRACT:

Award of contract will be issued to the L1 Bidder. If due to any reason L1 bidder is unable to execute the agreement within stipulated time or to provide the service, then his EMD will be forfeited and L2 bidder may be called for the negotiation and if L2 bidder agrees to work on the rates quoted by rejected L1 bidder then contract will be awarded to L2 Bidder at the L1 rates.

2. SCOPE OF WORK

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

- a) Services shall be provided to STED and as per the instruction of the concerned officer.
- b) Obtaining visa in respect of the group members sponsored for foreign tour and submitting passport at the embassies including deposit of visa fee.
- c) Booking and issuing of International/Domestic Air Tickets (e-ticket/counter), including pre- paid tickets.
- d) Issue/obtaining new passport/renewal and miscellaneous passport related services.
- e) The agency will pass on to ST&E Department all concessions/facilities extended by the airlines to the passenger on air journeys.
- f) Cancellation charges shall be paid as per actual as charged by airlines.
- g) Booking and confirmation of hotel rooms and local transportation at the destination for various stakeholders.
- h) Obtaining travel related insurance including overseas medical insurance.
- i) The agency should be available at all times for booking/cancellation of Air Tickets, hotels and local transportation at the destination.
- j) Delivery of the tickets, travel documents and hotel vouchers at STED Head Office through internet/mail or as maybe directed.
- k) Availability of Travel Agency on 24 hrs. x 7 basis with dedicated (SPOC) Single Point of Contact Person. Telephone and mobile numbers of key personnel shall be provided to the Hirer to seek services of successful bidder in case of any emergencies

3. ELIGIBILITY

1. Bidder should be registered Firm, Proprietorship firm(s)/Partnership firm(s)/Company/Corporation/Cooperative Society or any legal entity engaged in Tours and Travels (Domestic/ International Airlines Tickets) for last five years. Bidder must submit a proof of existence for more than five (5) years i.e. Certificate of Incorporation/registration as a Limited Company or sole proprietorship or registered partnership Firm or a LLP governed by the Limited Liability Partnership Act-2008, Registrar of Companies, Ministry of Corporate Affairs, and Government of India.
2. Bidder should be an authorized Rail Ticket Booking Agency of IRCTC (copy of registration to be enclosed).
3. Agency should be registered under IATA (copy of registration to be enclosed).
4. Income Tax return for the last three financial years i.e. 2020-21, 2021-22 and 2022-23. (copy of return may be attached)
5. The bidder should have an average annual turnover of not less than Rs. 2 crore for the last 3 years i.e. 2020-21, 2021-22 and 2022-23. Turnover certificate duly certified by CA with UDIN No. on the basis of Balance Sheet, immediately preceding continuous three financial years should be uploaded.
6. Bidder must have executed contract of providing services to Government. Departments/Corporations of similar nature during the preceding 3 (three) financial years. (copy of proof may be attached)
7. Bidder should have valid GSTIN Number & PAN Number (Copy of the same may be attached).
8. Bidder should have availability of dedicated Single Point of Contact (SPOC) on 24 hrs, x 7 basis. Telephone and mobile numbers of key personnel shall be provided to the Hirer to seek services of successful bidder in case of any emergencies

9. Declaration on prescribed format (Annexure-B) on letterhead of the bidder that the bidder is not debarred/deregistered by any Govt. Institution / PSU organization.
10. The bid shall be accompanied with Earnest Money deposit/Bid Security amounting to Rs 3,00,000/- (Rs. Three Lakh only) in the shape of bank draft in the favour of Commissioner, State Taxes and Excise or FDR pledged in favour of Commissioner ST&E. The earnest money shall be refunded after the award of the tender to all bidders except the successful bidder.

4. DURATION OF CONTRACT PERIOD

The proposed contract shall be valid from the date of signing of the agreement till the completion of job as mentioned in Letter of Award.

5. RIGHT TO ACCEPT OR REJECT ANY BID

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

6. SPECIFIC INSTRUCTIONS

- a) The requisition for air tickets, hotel bookings, local transportation at the destination and visa must be taken by the agency from the authorized person to be designated for making requisition of tickets by the Commissioner, Himachal Pradesh State Taxes and Excise Department. **Any tickets made from unauthorized requestor shall not be considered for payment.**
- b) The e-tickets and hotel vouchers sent to HPSTED must contain in the subject line Name of the Batch, and Date. The email must be sent to the authorized requestor and the traveler.
- c) The agency shall make the tickets on the least cost basis and payment of the same made by the Agency and reimbursed from HPSTED.
- d) Any change (s) in requirement must be addressed on priority.
- e) For assistance in obtaining Visa, VFS service charges on approved rate/prescribed by VFS centers will be paid by the Travel Agency and reimbursed from HPSTED.
- f) No alternative offer shall be considered.
- g) HPSTED reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.
- h) Failure to furnish all information required and/or false/incorrect information and/or submission of bid not substantially responsive to the bidding document in every respect will be at the bidder risk and may result in rejection of its bid.
- i) The bidder must comply with all terms and condition of contract. No deviation in terms and conditions of the contract shall be entertained.
- j) The bidder will be responsible for compliance with all Central and State laws as per rules/regulations/byelaws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.

7. TERMS OF PAYMENT

- a) No advance payment will be made for any kind of booking. The payment of the air/train tickets, visa fee, hotel bookings etc. will be released within one month after the journey performed to and fro by the concerned members of the group.
- b) Income Tax deduction/statutory deductions as applicable shall be made from the bills of the agency as per Government Rules/Acts.
- c) The applicable taxes will be paid extra to the Travel Agency provided it is shown separately in the invoice. The GST No & PAN No. shall be mentioned on the entire invoice itself.
- d) The department will deduct Income Tax at Source as per Income Tax Act, 1961, GST/TDS as per GST Laws, wherever applicable.

8. PERFORMANCE

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

9. CONFLICT OF INTEREST

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

10. DISCOUNT TO BE PASSED (PASSED ON TO HPSTED)

- a) The Agency shall quote Airline wise Discount Rate, if any.
- b) In case of any extra incentive/privilege like extra ticket etc. i.e. over and above normal incentive/discount to Travel Agents is given by the Airlines the same will be passed on to the account of HPSTED and not to the person for whom ticket is arranged.

11. TERMINATION OF CONTRACT

1. The Tender Inviting Authority (Commissioner of State Taxes & Excise, HP) reserves the right to cancel the contract agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the contract. In such eventuality Tender Inviting Authority further reserves the right to get the work done from open market or through some other agencies and his earnest money / security deposit may also be forfeited, if so warranted. Anything paid over & above the approved rates shall be chargeable from the defaulting bidder from his due payment(s).
2. Tender Inviting Authority (Commissioner of State Taxes & Excise, HP) reserves the right to terminate the contract without assigning any reason.
3. If any information furnished by Bidder is found to be incorrect at any time, the contract is liable to be terminated without any notice and the security deposit is liable to be forfeited by the Tender Inviting Authority (Commissioner of State Taxes & Excise, HP).

4. HPSTED reserves its right to terminate the contract for any reason at its absolute discretion. The decision of HPSTED in terminating the contract will be final and binding on the Travel Agency.
5. If the Travel Agency is adjudicated insolvent by a Competent Court or files for insolvency or the Travel Agency's Company is ordered to be wound up by a Competent Court.
6. Travel Agency commits any material breach of the terms of this contract with HPSTED or if found guilty of any malpractice in the performance of the contract.
7. If any charge sheet is filed by the competent authority of the Government against the Travel Agency or its Company or Travel Agency is convicted by a criminal court on grounds of moral turpitude.

12. FORECLOSURE OF CONTRACT

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

13. OTHER TERMS AND CONDITIONS

- a) Cancellation charges of all International Air Tickets will be paid as per norms of concerned Airlines.
- b) In case of any promotional fare offered by the Airlines, the same will be informed to us and passed on to HPSTED over and above the discount offered by your firm.
- c) The agency should be a member of IATA and authorized Rail Ticket Booking Agency of IRCTC. A Certificate needs to be attached along with the tender in this regard.
- d) The agency would ensure booking of tickets/confirmation of waitlisted tickets, forwarding of tickets through e-mail to the HPSTED during working hours/holidays/after office hours, getting visa, passport, confirmation/cancellation, up-gradation/revalidation of tickets.
- e) The travel agency shall be responsible for compliance with all central and state laws as per rules/regulations/byelaws and order of the local authorities and statutory bodies as may be in force time to time during the contract period.
- f) Acceptance of tender will be intimated to the successful Tenderer through a letter of award (LOA) duly signed by the authorized signatory of the HPSTED. The successful Tenderer is required to execute the agreement on a non-judicial stamp paper of Rs. 100/- within the time specified in the LOA.
- g) If the agency is registered with IATA and registration of IATA is withdrawn or cancelled during the contract period, then the contract of the agency shall automatically stands cancelled.
- h) The travel agent will have to provide the travel related services in time. If the agent fails to provide tickets and other travel related services after the scheduled time, the agency will be solely responsible for the same and no payment will be made for it.
- i) The losses to the HPSTED which are directly attributable to the agency shall be deducted from the bills/adjusted from the Security Deposit.
- j) The Travel Agency shall not assign and or sub-let the contract or any part

thereof or any benefit or interest therein or there-under without the prior approval of HPSTED in writing and such approval shall not relieve the travel agency from any liability or obligation under the contract and the agency shall be fully responsible for the acts/defaults and neglects of his agents servants or workmen as if they were the acts, defaults or neglects of the travel agency, his agents, servants or workmen.

14. PENALTY

- a) In case of failure on the part of Travel Agency to deliver the ticket(s) within the required time or well before the reporting time of the flight, resulting in cancellation of the trip the Agency shall be liable to bear the cancellation charges of all the air ticket(s) as levied by the airline and in addition, pay a penalty of Rs.1000/- (Rupees One Thousand Only), in such event, Travel Agency will not be entitled for service charge.
- b) In case of wrong entry of name/flight/date of travel etc. by Travel Agency resulting into modification of air tickets or hotel bookings, all cancellation/modification charges levied by the airline shall be borne by the Agency. In such event, Travel Agency will not be entitled for service charges on the transaction.
- c) In case of any failure on the part of the agency to book and deliver the air tickets and hotel bookings as per the itinerary in time, the additional cost if any, for procurement of the air tickets and hotel vouchers from other sources would be recovered from the running bills of the agency. Such failure may also call for termination of the contract.
- d) Price once quoted shall be final and no request for change in prices shall be entertained.
- e) Bidder should not have been debarred/deregistered in any State/U.T.

15. JURISDICTION

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

16. ARBITRATION

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

(Annexure-A)

TECHNICAL BID

CHECK LIST OF THE DOCUMENTS TO BE UPLOADED ONLINE WITH TECHNICAL BID

	Please check whether the scanned copies of the following documents have been attached or not.	YES	NO
1.	The scanned copy of tender document duly signed and stamped by the bidder or authorized signatory on each page as a token of having read and accepted all the terms and conditions of the tender document.		
2.	Bidder should be registered Firm, Proprietorship firm(s)/Partnership firm(s)/Company/Corporation/Cooperative Society or any legal entity engaged in Tours and Travels (Domestic/ International Airlines Tickets) for last five years. Bidder must submit a proof of existence for more than five (5) years i.e. Certificate of Incorporation/registration as a Limited Company or sole proprietorship or registered partnership Firm or a LLP governed by the Limited Liability Partnership Act-2008, Registrar of Companies, Ministry of Corporate Affairs, and Government of India.		
3.	Bidder should be an authorized Rail Ticket Booking Agency of IRCTC (copy of registration to be enclosed).		
4..	Agency should be registered under IATA (copy of registration to be enclosed)		
5.	Income Tax return for the last three financial years i.e. 2020-21, 2021-22 and 2022-23. (copy of return may be attached)		
6.	The bidder should have an average annual turnover of not less than Rs. 5 crore for the last 3 years i.e. 2020-21, 2021-22 and 2022-23. Turnover certificate duly certified by CA with UDIN No. on the basis of Balance Sheet, immediately preceding continuous three financial years should be uploaded.		
7.	Cost of Tender document (Bank Draft) and Fixed Deposit Receipt/Bank Draft towards Earnest Money Deposit(scanned copies to be uploaded).		
8.	Bidder must have executed contract of providing services to Government Departments/Corporations of similar nature during the preceding 3 (three) financial years. (copy of proof may be attached)		
9.	Bidder should have valid GSTIN Number & PAN Number (Copy of the same must be attached).		
10.	Declaration on prescribed format (Annexure-B) on letterhead of the bidder.		
11.	Bidder should have availability of dedicated Single Point of Contact (SPOC) on 24 hrs, x 7 basis. Telephone and mobile numbers of key personnel shall be provided to the Hirer to seek services of successful bidder in case of any emergencies. (Detail of contacts may be uploaded).		

**Signature of Tenderer
Name & Address with rubber
stamp**

Format for providing declaration

1. I.....Son/Daughter/Wife/of sh..... authorized signatory of the agency hereby declare that I am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The rates quoted by me are valid and binding upon me for the entire period of the Contract.
4. I, the undersigned, hereby bind myself to SETD Govt. of H.P for providing an agency for the purpose of hiring travel services for the State Taxes & Excise Department for the period of the contract.
5. The security money deposited by me shall remain in the custody of the Commissioner of State Taxes & Excise, HP till the expiry of the contract.
6. The condition herein contained shall form part of and shall be taken as included in the agreement itself.
7. I declare that neither the agency nor myself are debarred/deregistered by any of the Govt./PSU organization.
8. The information/documents furnished along with the technical and financial bids are true and authentic to the best of my knowledge and belief. I have no objection to STED verifying any or all the information furnished in this document with the concerned authorities, if necessary. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature the authorized signatory of the agency:

Name of the authorized signatory:

Name of the Travel Agency:

Seal of the Travel Agency:

Address:

.....

.....

Contact No.

Date:

Place:

(Annexure-C)

FINANCIAL BID

S. No.	Particulars	Qty.	Unit	Price of	GST in %	Total Amount in Rs.
1.	Service Charges on arrangement of Air Tickets (International) per person (Air fair will be reimbursed on actual)	01 No.				
2.	Service Charges on arrangement of Air Tickets per person (Domestic) (Air fair will be reimbursed on actual)	01 No.				
3.	Service Charges on arrangement of overseas Railway Tickets per person (Rail fair will be reimbursed on actual)	01 No.				
4.	Service Charges on arrangement per Taxi per day (In Rs.) at foreign countries. (Taxi fair will be reimbursed on actual)	01 No.				
5.	Service Charges on Hotel Bookings (In Rs.) per person (Hotel charges will be reimbursed on actual)	01 No.				
6.	Service Charges on Visa Assistance per person (In Rs.) (Visa Charges will be reimbursed on actual)	01 No.				
7.	Service Charges on overseas travel insurance per person (In Rs.) (Insurance charges will be reimbursed on actual)	01 No.				
8.	Service Charges on overseas medical insurance per person (In Rs.) (Insurance charges will be reimbursed on actual)	01 No.				

Note: The format of financial bid is illustrative only the bidder is required to quote the rates online in financial BOQ as per the Scope of the Work.

(Signature and name of Authorized Signatory with date)

Sample of BOQ for Financial Bid

Tender Inviting Authority: COMMISSIONER STATE TAXES & EXCISE, HIMACHAL PRADESH.										
Name of Work: E-tender is invited from the interested travel agents for hiring the services of travel agency to facilitate visit of various stakeholders to certain foreign countries by the State Taxes & Excise Department.										
Name of the Bidder/ Bidding Firm / Company :										
PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only) (Minimum required Specification is mentioned in the RFP against each item)										
Sl. No.	Item Description	Qty .	Units	Unit Price in Figures To be entered by the Bidder in Rs. P	GST Amount in percentage (%)	GST amount in Rupees Rs. P	Unit Price with GST Rs. P	TOTAL AMOUNT Without Taxes Rs. P	Total Price Inclusive of Taxes Rs. P	TOTAL AMOUNT In Words
1	Service Charges on arrangement of Air Tickets (International) per person (Air fair will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
2	Service Charges on arrangement of Air Tickets per person (Domestic) (Air fair will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
3	Service Charges on arrangement of overseas Railway Tickets per person (Rail fair will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only

4	Service Charges on arrangement per Taxi per day (In Rs.) at foreign countries. (Taxi fair will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
5	Service Charges on Hotel Bookings (In Rs.) per person (Hotel charges will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
6	Service Charges on Visa Assistance per person (In Rs.) (Visa Charges will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
7	Service Charges on overseas travel insurance per person (In Rs.) (Insurance charges will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
8	Service Charges on overseas medical insurance per person (In Rs.) (Insurance charges will be reimbursed on actual)	1	Nos			0.00	0.00	0.00	0.00	INR Zero Only
Total in Figures								0.00	0.00	INR Zero Only
Quoted Rate in Words	INR Zero Only									