



**TENDER**

**FOR**

**EMPANELMENT OF TRAVEL AGENCIES**

**Last Date for submission of filled Bids at MDI Gurgaon: 21 March 2024 upto 3 p.m.**

(This document is to be submitted in original in sealed cover, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory with Company's seal stamped on each page and should have an Index page).

Management Development Institute, Mehrauli Road, Sukhrali, Gurugram – 122007 (India)

Ph:- +91-124-4560000, [www.mdi.ac.in](http://www.mdi.ac.in)

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While submitting the documents travel agencies are requested to enclose an Index Table on the first page giving details of the documents submitted, serial number all pages and spiral bind the documents so that during scrutiny no document is left overlooked by the Institute. Please do not submit the documents in loose pages.

## TENDER FOR EMPANELMENT OF TRAVEL AGENCIES

### **Introduction:**

MDI Gurgaon (Institute) is an autonomous institution registered under the Societies Registration Act 1860 and is located in Gurugram, a commercial hub near the Indian capital of New Delhi. MDI Gurgaon regularly conducts training programmes (MDP Programmes) for senior officials of Government of India, large corporates and others, wherein in some of the programme participants need to travel to foreign countries (for foreign academic module) as a part of the training programme.

On each occasion the institute invites competitive rates from the empaneled agencies for making arrangements in respect of international tour and travels viz. air tickets, VISA, medical insurance, lodging/boarding, local transportation, excursions, local site seeing, industry visits, Indian meals etc. Also, employees of the Institute require international/domestic travels and arrangements are to be made through the travel agency according to the requirements.

The empaneled travel agencies participating in the Tender will be compulsorily required to participate in all the competitive rates/quotation inviting process whenever such intimation is received from the Institute, as per requirement of the Institute. Failing which the empanelment of the travel agency will be terminated/suspended/cancelled/blacklisted by the Institute, without citing any reasons to the agency, whatsoever.

MDI Gurgaon, invites bids under two bid system i.e., Technical Bid and Financial Bid from reputed, eligible, registered IATA approved/IRCTC approved Travel Agencies for empanelment for a period of three years. Applicant agencies may please note the following before submitting their application/quotation to MDI Gurgaon: -

- a. Participation in the Tender for empanelment would not be a guarantee to an empaneled travel agency for any assured business/ allotment of work to the agency. MDI Gurgaon reserves the right to adopt measures deemed fit for allotment of work at its own discretion.
- b. The agencies must submit their bids in accordance with the requirements contained in this Tender document and in the prescribed formats.
- c. MDI Gurgaon reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications. Tenderers are advised to regularly visit the website of MDI Gurgaon for any corrigendum/Addendum or update.

**Note: The existing empaneled travel agencies with MDI Gurgaon are not required to participate in this empanelment of travel agencies process.**

**Eligibility Criteria: -**

The Tenderer should submit the following documents along with the Technical Bid:

Sl.No	Eligibility Criteria	Supporting Documents Required	Yes/ No and deviation, if any
1.	<p>(i) The travel agency should be a single entity, registered as a Company under the Companies Act 2013 or Companies Act 1956 or any other previous companies act in India, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered Under the Limited Liability Partnership Act, 2008 and should be in continuous existence in India for at least last Five years, as on 31.01.2024.</p> <p>(ii) Should be registered with IATA/IRCTC for transaction of the business.</p>	<p>(i) Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.</p> <p>(ii) Self-attested copy of valid license for providing services.</p>	
2.	<p>The travel agency must be registered in India with appropriate tax and other administrative authorities.</p>	<p>Self-attested copy of GST registration certificate and PAN and others.</p>	
3.	<p>The travel agency should have achieved Average Annual Turnover of <b>Rs. 10 crores</b> during last two financial years i.e. (F.Y. 2021-22 and 2022-23)</p>	<p>Statement of Average Annual Turnover from the similar business during last two financial years from a registered practicing Chartered Accountant along with audited Financial Statements.</p>	

4.	Self-Declaration by the Travel Agency for non-blacklisting by Government, PSU's, Autonomous bodies, Academic institutions etc. (including MDI Gurgaon-that they are not blacklisted and/ or their services suspended/ discontinued in MDI in the past.).	Declaration for not having been blacklisted by any State Government or by Government of India as per the format -provided in this tender document.	
5.	<p>Travel Agency should fulfill at least one of the criteria out of the following 3 conditions in respect of similar business i.e., arrangement of domestic tours and international travels viz. air tickets, VISA, medical insurance, lodging/boarding, local transportation, excursions, local site seeing, industry visits, Indian meals etc. during last financial year 2022-23: -</p> <p>a) Agency should have provided similar services for arrangements of international tour and travel arrangements costing not less than Rs. 50 lakhs to any 3 organizations; or</p> <p>b) Agency should have provided similar services for arrangements of international tour and travel arrangements costing not less than Rs. 75 lakhs to any 2 organizations; or</p> <p>c) Agency should have provided similar services for arrangements of international tour and travel arrangements costing not less than Rs. 1 Crore to any 1 organization.</p>	Self-attested copies of sanction/work Orders and Client's Satisfactory Certificates.	
6.	The agency similar experience during last three financial years i.e. (F.Y. 2021-22 & 2022-23) for arranging domestic and international tours including booking of international air tickets, hotels, accommodation, (lodging/boarding), surface transport, taxi, VISA and Insurance, Medical insurance, Indian Meals, excursions, local site seeing, industry visits etc. to the Government, PSU's, Autonomous bodies, Academic institutions etc. The agency will provide his own staff tour operator to accompany participants during tour abroad.	Self-attested copies of work Orders and Client's Satisfactory Certificates.	

7.	Agency should have its office in Delhi/NCR.	Self-Attested copy of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory in the last 2 years.	
8.	<p>Earnest Money Deposit (EMD)</p> <p>Earnest Money Deposit amounting to Rs.25,000/- (Rupees Twenty-Five Thousand only) in Demand Draft drawer in the name of "Management Development Institute Society, Gurgaon" or FDR pledged in the name of "Management Development Institute Society Gurgaon". EMD of agencies empaneled will be converted to Security Deposit and will be held with the Institute for the period of empanelment. The travel agency will be required to re-validate the DD/FDR time to time to ensure the validity period. EMD must be deposited with Technical Bid Envelope.</p>		

Supporting documents are required to be submitted in the sequence as indicated in table above.

### **Scope of Work: -**

1. Empaneled agency will be required to arrange booking of air tickets on international and domestic flights, including emergency booking/booking in odd situations and train tickets etc. E-tickets sent by email must contain in the subject line the name of the traveler, sector and date. The email must be sent to the authorized requestor and the traveler both.
2. Arrange/coordinate for issuing/ obtaining new passport/ renewal of passport and miscellaneous passport related services to the officials of MDI Gurgaon directly.
3. Arrange/coordinate for obtaining Visa and renewal of VISA and for that purpose submitting and collecting related documents / passport at the embassies.
4. Arrange for booking of hotel accommodation, surface transport, taxi etc. in India and abroad.
5. Arrange for issuance of foreign exchange as per RBI guidelines.
6. Arrange for obtaining travel related insurance including overseas medical insurance.
7. Assist MDI Gurgaon in obtaining deal codes with airlines and hotels as and when available.
8. Ensure receipt of proper statement from airlines on discounts gained on deal codes secured by MDI Gurgaon and their proper utilization thereof.
9. The agency should deliver tickets with invoice at MDI Gurgaon concerned officials and collect tickets for cancellation, if any.

While the above-mentioned activities are to give an idea on the nature and type of work to be performed, there can be additional activities of similar nature, which the empaneled agencies would be required to undertake, based on the Institute requirements from time to time.

### **Other Terms & Conditions: -**

1. The agency will be required to compulsorily quote the rates for making required necessary arrangements for domestic/international travels, as and when intimated by MDI Gurgaon. Failing which the empanelment of the agency will be terminated/suspended/ cancelled/blacklisted by the Institute. Also, the agency may be blacklisted for any participation in the future competitive processes of the Institute.
2. Agency must have capability and resources to get the best deals and discounts for arranging domestic/international travel, hotels, accommodation facilities, surface transport and taxis etc.
3. The agency shall be available 24\*7 for booking/ cancellation of both domestic and international Air tickets, railway tickets, taxis and hotel accommodation etc. **The booking will be done on credit basis.**

4. The travel agency MUST have authorization from International Air Transport Association (IATA). Also, for train tickets booking appropriate authorization are required.
5. Bills for bookings and any other related services shall have to be submitted on a monthly basis and subject to the correctness of the bill the monthly payment to the agency shall be processed by the Institute.
6. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
7. The arrangements with the Travel Agency shall stand terminated in the case of insolvency of the travel agency or them entering into any arrangement/compensation with their creditors.
8. MDI Gurgaon reserves the right to avail of the services from one or more travel agents, as per requirement time to time.
9. The Travel Agent shall ensure providing uninterrupted services to MDI Gurgaon. In the event of poor/ deficient services, MDI Gurgaon reserves the right to terminate/suspend/ cancel/blacklist the empanelment of the travel agency. Security Deposit may also be forfeited.
10. Bids containing false or inadequate information is liable for rejection.
11. MDI Gurgaon reserves the right to reject any or all the bids without assigning any reason thereof.
12. The travel agency shall not assign the contract or any part thereof to any other agency/party without the prior written consent/approval of MDI Gurgaon.
13. If the registration certificate of IATA / IRCTC is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stand cancelled. The same shall be informed to MDI Gurgaon immediately.
14. Last date of submission: last date of receipt of sealed bids at MDI Gurgaon through Speed Post/By Hand is **21<sup>st</sup> March 2024 up to 3 p.m.** No bids shall be entertained after the expiry of the due date and time.
15. Authorized Signatory: All the submissions of the bid must be signed by the authorized signatory and official stamped. The contact details must be mentioned on the cover page of the application.
16. The agencies or its associates/companies who are empaneled with MDI Gurgaon as a result of this empanelment process are not allowed to use the name of MDI Gurgaon, its logo, or any document for any purpose without the prior written approval of MDI Gurgaon.
17. **Security Deposit : EMD of empaneled bidder will be converted to Security Deposit for the period of empanelment**



**18. Effectiveness and Duration of empanelment**

The empanelment shall be valid for a period of **three years** from the date of information to the agency of empanelment by MDI Gurgaon. However, the agencies performance during the year will be evaluated/ assessed on completion of each year by MDI Gurgaon. On satisfactory performance the empanelment will be continued for the next year. The empanelment can be extended for further period on the same terms and conditions if both the parties agreed to that.

19. **Blacklisting/debarring of agency:** MDI Gurgaon reserves the right to cancel the empanelment and debar the Agency if it is discovered that the Agency had produced any false information, on continued delivery of unsatisfactory services, over charged fare/ tariff, insolvency of the company or any other ethical ground as deemed fit.
20. **Allocation of work for International Tour Arrangement:** The allocation of work post empanelment among all the empaneled agencies will be made appropriately by the departments concerned, as and when the requirements arise by the Institute. The agencies empaneled shall be compulsorily required to participate in the competitive process and submit rate quotations without fail.
21. At any time prior to the last date for receipt of bids, MDI Gurgaon may for a valid reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the document by an amendment.
22. Tenderer are required to visit the MDI Gurgaon website [www.mdi.ac.in](http://www.mdi.ac.in). Tenders Section for any changes or amendments before submitting their bids.
23. Tenderer should note that any bid submitted is liable to be rejected if: -
- Not submitted in the prescribed format and not containing required details.
  - Not properly sealed and signed as has been instructed in this document.
  - Received after the expiry of due date and time.
  - Support document(s) with the bid is missing.
  - EMD not submitted in the Technical Bid envelope.
24. Tender form can be downloaded from Management Development Institute Gurgaon website: <https://mdi.ac.in> **from 29 February 2024 from 11 a.m.** onwards and duly filled bids/quotations along with enclosures should be submitted in physical form through speed post /by hand **latest by 21 March 2024 upto 3 p.m.** Any bid received after the last date and time for bid submission will not be accepted and will be summarily rejected.

Interested eligible bidders should submit their bids in two separate envelopes duly superscribed as "**Technical Bid**" and "**Financial Bid**". Both these bids should be put in one big envelope superscribed "**TENDER FOR EMPANELMENT OF TRAVEL AGENCY**".

The bids duly filled in all respect enclosing necessary documents should be addressed to Chief Administrative Officer (Institutional Services), Management Development Institute Mehrauli Road, Sukhrali, Gurgaon-122007 (Haryana).

The postal address for submitting Bids or seeking bid queries, if any, regarding the details in the Tender document are given below: -

- a. **Bids queries to be addressed to:** Deputy Administrative Officer (Institutional Services), Management Development Institute Gurgaon, [is@mdi.ac.in](mailto:is@mdi.ac.in).
- b. **Postal address for submitting the Bids:** Chief Administrative Officer (Institutional Services), Management Development Institute Gurgaon, Mehrauli Road, Sukhrali, Gurgaon-122007 Haryana

MDI Gurgaon reserves the right to either accept or reject any or all of the tenders without assigning any reason whatsoever and decision of Director, MDI Gurgaon shall be final and binding.

#### **Tender Validity**

The validity period of the bid will be 180 days from the last date of closing of tender. A proposal valid for a shorter period may be rejected as non-responsive.

#### **Disclaimer: -**

- a. MDI Gurgaon shall not be responsible for any late receipt of bids, for any reasons whatsoever. The bids received late will not be considered and returned unopened to the applicant.
- b. MDI Gurgaon reserves the right-
  - To reject any/all bids without assigning any reasons thereof.
  - To relax or waive of any of the conditions stipulated in this document as deemed necessary in the best interest of the MDI Gurgaon without assigning any reasons thereof.
  - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Chief Administrative Officer (IS)  
MDI Gurgaon

**BIDDER DETAILS FORM  
(ON THE AGENCY LETTER HEAD)**

S. No	Description	Information
1	Detail of Travel Agency	
2	Date of Incorporation of Company (Attach ROC Registration certificate/, Registered Partnership Deed)/Firm	
3	Name of Director/ Partner of Travel Agency	
4	Full Address of Registered Office: Telephone No.: FAX No.: E-Mail Address :	
5	Full address of Operating Branch/Office in Gurugram/Delhi/NCR: Telephone No. FAX No.	
6	Banker of the Travel Agency (Attach a copy of the cheque)	
7	PAN No. (Attach attested copy)	
8	GST Registration No (Attach attested copy)	
9	(i) IATA Registration No. (Attach attested copy of the certificate) (ii) IRCTC Registration No. (Attach attested copy of the certificate)	
10	Any other details the tenderer wish to add	

**Application for Empanelment of Travel Agency  
(ON THE AGENCY LETTER HEAD)**

To,  
Chief Administrative Officer (IS)  
Management Development Institute,  
Mehrauli Road, Sukhrali,  
Gurugram – 122007 (India)  
Ph:- +91-124-4560000

Date:

Subject: Empanelment of Travel Agency

Dear Sir,

Having examined the Tender document indicating scope of work, I/We hereby submit our bid with relevant documents for empaneling us with MDI Gurgaon as a Travel Agency for providing domestic and international air ticketing/booking of accommodation/ hotel/taxi/processing VISA/ insurance / Medical insurance and other services mentioned in the Scope of Work.

The application is made by me/us on behalf of .....  
(Company/Agency) in the capacity of ..... duly authorized to submit the application.

I/We understand that MDI Gurgaon reserves the right to reject any bid without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the application is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled Agency, at the sole discretion of MDI Gurgaon.

Signature of Authorized Signatory

(Name and Designation)

Name of Agency:

Address:

e-mail id:

Contact details:

Company Seal

**Declaration by the Travel Agency**

**(ON THE AGENCY LETTER HEAD)**

To,  
Chief Administrative Officer (IS)  
Management Development Institute,  
Mehrauli Road, Sukhrali,  
Gurugram – 122007 (India)  
Phone: - +91-124-4560000

Date:

Subject: Empanelment of Travel Agency

Dear Sir,

Having examined the Tender document indicating scope of work and terms and conditions, I/We hereby submit that our Agency will compulsorily participate in all the competitive processes of the bid/quotation submission whenever such intimation is received by us from MDI Gurgaon, as per requirement of the Institute. Failing which the empanelment of our travel agency will be terminated/suspended/cancelled/blacklisted by the Institute at the sole discretion of MDI Gurgaon.

The declaration is made by me/us on behalf of.....  
(Company/Agency) in the capacity of ..... duly authorized to  
submit the declaration.

Signature of Authorized Signatory

(Name and Designation)

Name of Agency:

Address:

e-mail id:

Contact details:

Company Seal

**SELF-DECLARATION FOR NON-BLACKLISTING  
(ON THE COMPANY LETTER HEAD)**

Date.....

To,  
Chief Administrative Officer (IS)  
Management Development Institute,  
Mehrauli Road, Sukhrali,  
Gurugram – 122007 (India)  
Ph:- +91-124-4560000

Dear Sir/Madam,

In response to the Tender Document for Empanelment of Travel Agency for MDI Gurgaon, I / we hereby declare that presently our company / firm has not been blacklisted for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / Autonomous Body.

We further declare that presently our Company / firm ..... is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / Autonomous Body on the date of Bid submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken by MDI Gurgaon, our empanelment may be cancelled at any stage and we shall be barred from bidding in future tender of MDI Gurgaon.

Signature of the Authorised signatory

Name of the Agency.....

Place:.....

Date:.....

Address.....

(official seal)

**PROFORMA FOR AVERAGE ANNUAL TURNOVER**  
**(ON THE LETTER HEAD OF CERTIFIED PRACTICING CHARTERED**  
**ACCOUNTANT)**

<b>Financial Year</b>	<b>Amount in Rupees (in Figure) (exclusive of GST)</b>	<b>Average Annual Turnover in Rupees (exclusive of GST)</b>
<b>2021-22</b>		
<b>2022-23</b>		

Signature of the Authorized signatory

Name of the CA Firm.....

Place:.....

Date:.....

Address.....

(Official seal)

**EXPERIENCE PROOF DETAILS OF SIMILAR CONTRACTS SUCESSFULLY EXECUTED****(ON THE COMPANY LETTER HEAD)**

Sl. No.	Name of the Client, Address, Telephone No. &Name/ Designation/Tel. No. of the Concerned Officer	Period of Contract		Business Amount in Rupees (exclusive of GST)
		From	TO	
1.				
2.				
3.				
4.				
5.				

**NOTE: - 1. Bidders are required to submit a copy of work order/Letter of Award in respect of the services provided in proof of the business amount mentioned in the table above.**

2. ATTACH EXTRA SHEETS IF NECESSARY

Signature of the Authorized signatory

Name of the Travel Agency.....

Place:.....

Date:.....

Address.....

(Official seal)



**FINACIAL BID PROFORMA**

**EMPANELMENT OF TRAVEL AGENCIES  
(ON THE TRAVEL AGENCY LETTER HEAD)  
(To be sealed in a separate envelope marked as Financial Bid)**

**Rates for different services to be provided by the Travel Agency**

<b>S. N o.</b>	<b>Services</b>	<b>Class</b>	<b>Issuance fee per booking (Exclusive of Tax) (Rs.)</b>	<b>Cancellation fee per booking (Exclusive of Tax) other than airline charges (Rs.)</b>	<b>Remarks</b>
<b>Domestic Travel Services-Booking of Air tickets/Hotels</b>					
1	Service / Management Fee	Economy class		N.A	
2	Service / Management Fee	Business class		N.A	
3	Cancellation charges, expect Airline Charges	Economy class	N.A		
4	Cancellation charges, expect Airline Charges	Business class	N.A		
<b>International Travel Services</b>					
5	Service / Management Fee	Economy class		N.A	
6	Service / Management Fee	Business class		N.A	
7	Cancellation charges, expect Airline Charges	Economy class	N.A		
8	Cancellation charges, expect Airline Charges	Business class	N.A		

<b>Booking of Railway Tickets and Hotel Rooms</b>			
Train Ticket Booking Charges	Service charges for tickets	Cancellation charges for tickets	
Indian Railways			
Hotels - Domestic			
Hotels - International – 4/5 Star			
<b>Other Services</b>			
VISA Processing charges			
Passport services charges			
Any other charges, please specify			

Certified that the above rates are exclusive of applicable taxes.

Signature of the Authorized signatory

Name of the Travel Agency.....

Place:.....

Date:.....

Address.....

(Official seal)

**CHECK LIST FOR TRVEL AGENCY**

Sl. No.	Details	Please mention if the document attached YES/NO
a.	Self-attested copies of valid registration certificate issued by the concerned State/Central Government, as may be required for operating travel agency business.	
b.	Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in Delhi/NCR for last 2 years.	
c.	Self-attested copy of ATA Certificate.	
d.	Self-attested copies of the GST registration certificate & PAN etc.	
e.	Self-Declaration by the Agency for non-blacklisting by Government, PSU's, Autonomous bodies, Academic institutions etc. (including MDI Gurgaon-that they are not blacklisted and/ or their services suspended/ discontinued in (Annexure IV)	
f.	Details of Average Annual Turnover during last three financial years i.e. 2021-22 & 2022-23 in support of eligibility criteria, enclose documentary proof in support, duly certified by a practicing Chartered Accountant. (Annexure V)	
g.	Experience proof of providing travel services to Educational Institutions, PSU's Government/Private Organizations, Corporate etc. issued on the organizations letter head by the competent authorities of the organizations during last three financial years i.e., 2021-22 & 2022-23 (Annexure VI)	
h.	EMD attached in Technical Bid envelope.	
i.	Tender document dully signed and official stamp on all the pages is to be submitted in original in Technical Bid envelope.	

Signature of the Authorized signatory

Name of the Travel Agency.....

Place.....

Date:.....

Address.....

(Official seal)