



NATIONAL INSTITUTE OF FASHION TECHNOLOGY

(A statutory body governed by the NIFT Act 2006 and set up by the Ministry of Textiles, Govt. of India)

TENDER DOCUMENT FOR HIRING TRAVEL SERVICES

NIFT (Name of the Centre)

Address of the campus

Time schedule for tender process:

Date of publication of tender notification on official website & News Papers	
Sale of tender document commence from	
Last date for Sale of tender document	
Last date for receipt of duly filled in tenders	
Date and Time of the opening Technical Bids	
Date and Time of the opening Financial Bids	will be notified to the technically qualified tenderers

Note: This tender document contains pages (total no. of pages including Annexures) and tenderers are requested to sign on all the pages.



INDEX

S.No	Particulars	Page No.
1.	Introduction	3
2.	Notice Inviting Tender	3
3.	General Introductions	5
4.	Terms & Conditions	6
5.	Performa of Technical Bid	9
6.	Performa of Financial Bid	10
7.	Declaration by the Tenderer	12



1. INTRODUCTION:

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under the Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in field of Fashion Technology. NIFT provides fashion business education across the country through its network of 16 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management & fashion technology and short duration education program to address the specialized needs of professional and students in the field of fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

One paragraph for the introduction of concerned NIFT Campus.

2. NOTICE INVITING TENDER

The NIFTCentre invites sealed tenders under "**TWO BID SYSTEM**" from interested tenderers for selection of an expert agency for the purpose of hiring travel services at the NIFT Campus.....name & address. The interested travel agency should have experience of at least 5 years in the relevant field and should have provided travel related services to various reputed Organizations/Department of Government of India /Autonomous Organizations/Public Sector Undertakings/Statutory Bodies/MNCs.

The details of the tender are given below:-

- a. Description of Services: selection of an expert agency for the purpose of hiring travel services at the NIFT Campus.....name & address.
- b. Closing date & time for submission of bids:
- c. Date & time of opening of Bid:
 - i. Technical bid: (in presence of the tenderers or their authorized representatives.
 - ii. Financial bid : After evaluation of Technical Bid
 - iii. Bid validity upto: 30 days from the date of opening of financial bid
- d. Correspondence Address : Mr./ Ms.Director, National Institute of Fashion Technology, NIFT Campus,address of the Campus

"TWO BIDS SYSTEM" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. NIFT will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all



respects as per requirement of tender document specifying their acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc.

Tender documents for Hiring of Travel Services can be obtained from office of the Purchase Officer from..... to..... on all working days between 10 A.M. to 4 P.M. on payment of a non-refundable cost of Tender of Rs..... which shall be payable in the form of a Demand Draft drawn in favour ofNIFT – (Name of the Centre).

The tender document is not transferable to any other person. The tender document can also be downloaded from the NIFT's official website www.nift.ac.in/name of the centre. The tenderer who have downloaded the tender document from the website should send a Demand Draft of Rs..... (non refundable) drawn in favour of National Institute of Fashion Technology (name of the Centre) towards the cost of tender document in Technical cum Financial Bid.

The tender fee and the EMD draft should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as “Technical Bid” and “Financial Bid” respectively. Both these sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as ‘Tender for Hiring of Travel Services at NIFT...Centre Name’. This main envelope should be addressed to the Director, National Institute of Fashion Technology, -----address of NIFT----- and should reach on or before ----- am/pm on -----date -----at the address as mentioned above. **(to be added in other tender documents also).**

In case of any clarification required relating to this tender, the same can be sought from the following officers of NIFT:

- a. Name with designation, phone number and email id.
- b. Name with designation, phone number and email id.



3. GENERAL INSTRUCTIONS:

1. The cost of the tender document is Rs. -----/- and is non-refundable. In case, the tender document is downloaded from Internet, a separate Demand Draft for the non-refundable cost of tender document shall be submitted.
2. Tender shall be submitted in prescribed tender form only. The tender shall be liable for rejection if not submitted in the prescribed format.
3. The list of the services to be rendered should not be altered by the tenderer. If the tenderer wants to propose any modifications / alterations to the tender document then the same should be proposed through a separate letter accompanying the tender. No paper shall be detached from the **document**.
4. The name and address of the tenderer must be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender
5. The tender is liable to be rejected if complete information is not given there-in or if the particulars of data (if any) asked for in the Tender document are not filled in.
6. Tenders received after the specified date and time, due to whatever reason, **shall** not be considered **for bidding**.
7. The Tender should be submitted in two sealed envelopes :
 - a) The first sealed envelope should be **super scribed** as “Technical Bid” and should contain the proforma as at Annexure – I duly filled in with supporting documents. The acceptance of terms and conditions as at Annexure - III and Demand Draft for Earnest Money Deposit (EMD) of Rs. -----(in words) /- should also form part of this cover.
 - b) The second sealed envelope should be **super scribed** as “Financial Bid” should contain detailed information as per Annexure II..
8. Both the sealed envelopes should be placed in the main sealed envelope **super scribed** “Tender document for hiring **of Travel** Services”. This should be addressed to The Director, National Institute of Fashion Technology, -----address of NIFT----- and should reach on or before ----- am/pm on -----date -----at the address as mentioned above. Alternatively, the tender may be dropped in Tender Box placed at the ----- Area----- of NIFT, (name of the centre). The tender documents received by post/Courier and other means will not be entertained. It is the responsibility of the tenderer to ensure that his tender enquiry reaches well in time to the NIFT Centre.
9. All the technical bids will be opened by the Committee authorized for this purpose in the presence of tenderers / authorized person(s) of the tenderers at ----- p.m. on ---



(date)---. Financial Bid of the technically qualified tenderers will be opened later on and the date and time will be informed accordingly.

4. TERMS & CONDITIONS:

1. The agency should be having **experience of** at least 5 years in relevant field and providing travel related services to various reputed Organizations/Department of Government of India/Autonomous Organization/Public Sector Undertaking/Statutory Bodies/MNCs.
2. The agency should be a member of IATA. **A** Certificate needs to be attached along with the tender **in this regard**
3. At least three similar contracts in the last three years with minimum turnover of Rs. _____ Lakhs/Crores per annum.
4. The details of inputs/information required to be submitted by the agency is as per **Annexure – I (Technical Bid)**.
5. The details of current / previous clients are to be submitted with Technical Bid as per the following format : -
 - (a) Details of current/previous clients**
 - i) Name of the Company/Organization/Office.
 - ii) Number of branches in Cities where NIFT is located, if any.
 - iii) Contact person with telephone number and e-mail IDs.
 - iv) Contract period.
 - v) Copy of contract/agreement /experience certificate to be enclosed.
6. The agency would ensure booking of tickets / confirmation of waitlisted tickets, forwarding of tickets through e-mail to the Centre during working hours /holidays/ after office hours, getting visa, passport, confirmation/cancellation, up-gradation/revalidation of tickets. The scope of work of the agency in brief is as under : -
 - i) Booking and issuing of International/Domestic air ticket including pre-paid tickets.
 - ii) Booking and arranging for domestic railway tickets/foreign railway tickets.
 - iii) Assistance for issue/obtaining new passport/renewal and miscellaneous passport related services.
 - iv) Assistance for obtaining visa and submitting passport at the embassies.
 - v) Issuance of foreign exchange as per RBI guidelines.
 - vi) Obtaining travel related insurance including overseas medical insurance.
 - vii) The agency will be available at all times for booking/cancellation of both air and railway tickets.
 - viii) The agency will pass on to NIFT all concessions/facilities extended by the airlines to the passenger on air journeys booked by NIFT.

- ix) Assisting NIFT's representatives in getting enrolled in frequent flyer programmes.
 - x) Tenderer agency should be an authorized Rail Ticket Booking Agency of IRCTC.
7. 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.
 8. Acceptance of tender will be intimated to the successful tenderer through a letter of intent (LOI) duly signed by the authorized signatory of the NIFT. The successful tenderer is required to execute the agreement on a non-judicial stamp paper of Rs. 100/- within the time specified in the LOI.
 9. The bidders are required to submit and EMD (except for those bidders who are specifically exempted by NSIC certification) of Rs..... in the form of demand draft along with tender document. The EMD of unsuccessful bidders will be returned after one month of signing of agreement with successful bidder.
 10. The EMD of the successful tenderer of Rs. -----/- will be converted into Security Deposit and balance Security Deposit of Rs. -----/- should be deposited by the successful tenderer in the form of Demand Draft in favor of NIFT payable at -----(name of the city)---- within 10 days and shall be retained for the entire period of contract. The Security Deposit of Rs. -----/- will be refunded to the agency on termination / completion of the contract without any interest. The EMD shall be forfeited to NIFT in case: -
 - i) If the tenderer withdraw their offer during the period of tender validity.
 - ii) If after submission of quotation the tenderer fails to owner the contract or refuses to comply with any or all terms and conditions of the tender.
 11. The contract will be initially valid for a period of one year and after expiry of one year NIFT will evaluate the performance of services of the agency. If the services are found satisfactory, the NIFT reserves the right to extend the contract for year to year on the same terms and conditions.
 12. NIFT reserves the right to cancel the agreement by giving one month notice in writing without assigning any reason whatsoever. The contract shall be terminated if the service of the agency is not found satisfactory or the agency changes the rate of contract during the contract period and NIFT shall not be held liable for any reason whatsoever.
 13. 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.
 14. No advance payment will be made for any kind of booking. The payment of the air/train tickets will be released after the journey performed to and fro by



the concerned Centre or within one month (may be centre specific) whichever is earlier from the date of purchase of ticket.

15. The Agency should give their offer to all officials of NIFT for similar arrangement at all our branches of NIFT i.e. Delhi, Bengaluru, Bhopal, Bhubanehwar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, Patna, Raebareli and Shillong, it should be on same terms and conditions.
16. 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.
17. The losses to the NIFT which are directly attributable to the agency shall be deducted from the bills/adjusted from the Security Deposit.
18. 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 NIFT 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/default 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.
19. The travel agency should have Computer Reservation Ticketing facility of all airlines for domestic and international travel and providing on line booking facility for the same to the NIFT.
20. The provisions of Goods & Service Tax (GST) as applicable from time to time will be binding on travel agency.
21. Conciliation & Arbitration:
 - i. In the event of any dispute/difference which may arise between the parties, it shall be referred for a mutual and amicable settlement between the parties within 30 days from the date of receipt of a written notice raising such dispute by either of the party.
 - ii. In case there is no amicable settlement between the parties. The dispute or difference arising in relation to meaning or interpretation of this order, the same shall be referred to a sole arbitrator to be appointed by Director General-NIFT. The Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceeding and the venue of the arbitration shall be (based upon the location of NIFT Centre).
 - iii. The language of the arbitration proceedings shall be in English. The award of the arbitrator shall be final and binding.

22. NIFT reserves its right to remove from the list of approved agency or to ban business dealing with the agency if found to have committed fraud, deception, misconduct etc. and also to suspend business dealings pending investigation.
23. That in case of any dispute arising out of the tender, the same shall be referred to the courts of exclusive jurisdiction at (based upon the location of NIFT Centre).

**5. Technical Bid
(To be sealed in envelope superscribing “Technical Bid”)**

1. Name and address of the Tenderer :
2. Name and designation of authorized person(s) signing the :
the tender documents
3. Telephone number, fax :
4. Mobile number(s) of authorized person :
5. Email address(s) :
6. Nature of business carried by the tenderer :

7. Eligibility Criteria for Selection:-

S.N.	Items	Information/inputs to be filled by the tenderer/ Supporting Doc to be attached
1	tenderer should be an authorized Rail Ticket Booking Agency of IRCTC (copy of registration to be enclosed).	Copy to be attached
2	Agency should be registered under IATA (copy of the same to be enclosed)	Copy to be attached
3	Income Tax return for the last three financial years (copy of return must be attached)	Copy to be attached
4	Total turnover/ Income of the travel agency during last three financial years (minimum turnover should be Rs. 1 Crore (may be centre specific) per annum	Copy to be attached
5	GSTIN (Goods & Service Tax Regn. No) / certificate, TIN/PAN number (copy of the same must be attached)	Copy to be attached
6	Proof of minimum experience of 5 years in similar business (Purchase order may be attached)	Copy to be attached
7	Proof of branches in Cities where NIFT is located, if any (with complete address, telephone number, fax, mobile number & email address)	Copy to be attached
8		Copy to be attached
9	This should not form part of the eligibility criteria	Copy to be attached
10	Declaration on separate sheet that the bidder is not debarred by any Govt. Institution / PSU organization	Copy to be attached
11	24 hour helpline numbers (proof to be attached)	Document in support of Established Call centre

(Signature of the authorized signatory of the agency
Official seal/stamp)

6. Financial Bid

To be sealed in separate envelope superscribing “Financial Bid”)

S.N.	Item	Unit	Rate (in Rs.)
A.	Air Travel		
1.	For booking of domestic air tickets in all classes	Percentage of discount	
(a)	Air India		
(b)	Jet Airways		
(c)	Jet Connect		
(d)	Kingfisher		
(e)	Indigo		
(f)	Go Air		
(g)	Spicejet		
(h)	Other		
2.	For cancellation of domestic air tickets in all classes	Charges	
(a)	Air India		
(b)	Jet Airways		
(c)	Jet Connect		
(d)	Kingfisher		
(e)	Indigo		
(f)	Go Air		
(g)	Spicejet		
(h)	Other		
3.	For booking for international air tickets	Percentage of discount	
(a)	Air India		
(b)	Other airlines		
4.	Cancellation charges for international air tickets	Charges	
(a)	Air India		
(b)	Other airlines		
B.	Railway tickets		



1.	Train ticket booking charges	Service charges for tickets	
(a)	Indian Railways		
(b)	Foreign Railways		
C.	Other Services		
1.	Visa Service Charges		
2.	Passport Service Charges		
3.	Any other related service charges		

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:



7. DECLARATION BY TENDERER

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. I declare that neither the agency nor myself are debarred by any of the Govt./ PSU organization/ NIFT Centre.
4. 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 NIFT 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:



Alternatively, the tender may be dropped in Tender Box placed at the ----- Area----- of NIFT, (name of the centre). The tender documents received by post/Courier and other means will not be entertained. It is the responsibility of the tenderer to ensure that the duly filled tender document reaches well in time to the NIFT Campus.

Tender document with detailed specifications are available at the office of Purchase Officer – NIFT, (Name of the campus) on the address given above on working days between 10:00 am to 4:00 pm. or can also be downloaded from our website [www.nift.ac.in/_____](http://www.nift.ac.in/).