

EOI FOR SELECTION OF PORTAL/AIRLINES/TRAVEL AGENCY FOR BOOKING OF AIR TICKETS

EOI are invited from reputed Travel Agencies/ Airlines/Portal for booking of air tickets under Atal Amrit Abhiyan Scheme under the Atal Amrit Abhiyan Society, Government of Assam.

1. LAST DATE FOR RECEIPT OF EOI

EOI will be received up to 9th February, 2018 till 3 PM by the i/c CEO, Atal Amrit Abhiyan Society, National Health Mission, Saikia Commercial Complex, Srinagar path, Christianbasti, G S Road, Guwahati- 781005, Assam.

2. IMPORTANT NOTES:

- a) The bidder shall quote prices in Indian Rupees only in both words and figures inclusive of all taxes.
- b) The indicative annual requirement of tickets would be about 10925 Nos. for various destinations in the country with a total estimated cost of Rs. 32.78 crores. However, definite volume of work cannot be guaranteed and should not be deemed as the final and conclusive number in any way.

3. ELIGIBILITY CRITERIA

- a) The bidder should have IATA membership and should be serving at least 1 Govt. Organization (Proof should be attached) for the last 3 financial years.
- b) Bidder should have experience of providing tickets to Govt. Organizations for past 3 financial years i.e. 2014-2015, 2015-2016, 2016-2017 and value of orders for one particular year from one particular Govt. Organization should be at least Rs. 40.00 Lakhs.
- c) Average Annual turnover of the bidder in the past three financial years i.e. 2014-2015, 2015-2016, 2016-2017 shall not be less than Rs. 200.00 Lakhs.
- d) Bidder who has been blacklisted either by the Bid Inviting Authority or by any State Govt. or Central Government Organization will not be allowed to participate in the EOI during the period of blacklisting.
- e) The bidders should submit an affidavit from Public Notary or other Legal Competent Authority regarding nonblack listing along with up-to-date copies of Trade License, PAN CARD and GST Registration Certificate from competent Authority.

4. GENERAL CONDITIONS

- a) The scope of work indicated in the Bid document at Annexure I is tentative and subject to change depending on actual requirement.

- b) Bid will be opened and bidders will be invited on the specified date and time which will be intimated in due course of time for Power Point Presentation to the State Nodal Cell (SNC) of Atal Amrit Abhiyan Society.
- c) Interested eligible bidders may obtain further information from the office of the Bid Inviting Authority.

5 a. Constitution of Company of Bidder:

Documentary evidence regarding constitution of the company /concern such as Certificate of incorporation, Partnership Deed etc. with details like Name, Address, Telephone Number, Fax Number, E-mail Address of the firm with names of the Managing Director/ Partners/ Proprietor.

a. Power of Attorney of Bidder:

Attested copy of instruments such as Power of Attorney, Resolution of Board etc. authorizing an officer of the bidding firm to submit their bids. Such authorized officer should sign the bid documents.

b. Registration Certificate

Self-Attested copy of valid IATA Registration Certificate.

c. Annual Turnover

Annual turnover statement for past three financial years i.e. 2014-15, 2015-16, 2016-17 certified by the Auditor/Chartered Accountant.

d. Execution of similar contracts of Bidder.

Details of services made during the last 3 financial years with summary of Purchase Orders and Performance Certificates issued by clients. Attested/notarized copies of order/contracts of value of Rs 40.00 lakhs for one particular year from one particular Govt. Organization should be submitted.

e. GST Registration Certificate of Bidder:

Bidder should be registered under GST Act.

f. Signature & Seal on each page

The Bid document signed by the Bidder in all paged with office seal along with their comments on the objectives and scope of work or service projected in the EOI.

The above documents should be sealed in a separate cover super scribed as **“EOI FOR SELECTION OF TRAVEL AGENCY FOR BOOKING OF AIR TICKETS UNDER ATAL AMRIT ABHIYAN SCHEME DUE ON 9TH FEB, 2018”**and addressed to the i/cCEO,Atal Amrit Abhiyan Society, Assam. Saikia Commercial Complex, Srinagar Path, Christian Basti, G S Road, Guwahati- 781005

6 VALIDITY OF BID:

Bids shall remain valid for acceptance for a period of 90 days after opening of EOI.

7 VALIDITY OF OFFER OF SUCCESSFUL BIDDER

The validity of offer of the successful bidder shall be at least 02 (two) years from the date of finalization of the order and the successful bidder will be bound to provide service at agreed rates and terms during this period. This validity period may be further extended with mutual consent.

8 OTHER CONDITIONS

A. No Revision/Correction of Rates

No Bidder shall be allowed at any time on any ground whatsoever to claim revision or modification in the rates quoted by him. Representation to make correction in the Bid documents on the ground of clerical error, typographical error, etc. committed by the bidders in the Bids shall not be entertained after submission of the bids.

B. Execution of Order

Order will be placed on the successful Bidder at the discretion of the Bid Inviting Authority. Unless otherwise specified, services should be rendered directly by the successful bidder and not through any other agency. The successful bidder will be monitored and audited on the quality of service and any laxity will be treated seriously and may result in termination of the contract as this contract will be dealing with serious patient conditions to be treated outside the State of Assam under the Scheme. The successful bidder will coordinate with the third party ISA Service Provider of Atal Amrit Abhiyan Society and the empanelled Hospitals to ensure that the travel arrangements for the patients and their attendants as per the Official Travel Policy is executed without any undue harassment and difficulties to the beneficiaries.

9 ACCEPTANCE OF EOI

A. Bid Evaluation

Bids will be evaluated with reference to technical and commercial parameters to determine the technically qualified bidders.

B. Right to Reject Bid

Bid inviting Authority reserves the right to accept any bid or to reject the whole bid at any point of time without assigning any reason thereof.

- C. On the basis of the responses received from the interested parties meeting the required criteria, the same will be shortlisted.

D. Bid Acceptance

The acceptance of the bid will be communicated to the successful bidders in writing.

10 AGREEMENT

The successful Bidder shall execute an agreement in the form at Annexure 1X on a non-judicial stamp paper of value of Rs.100/-(stamp duty to be paid by the Bidder) within 10 days from the date of the intimation from Bid Inviting Authority informing that his bid has been accepted.

11 NON ASSIGNMENT

The Bidder shall not, at any time, assign, and sublet or make over the contract or the benefit thereof or any part thereof to any person or persons, whatsoever.

12 COMMUNICATION

All notices or communications relating to or arising out of an agreement or any of the terms thereof shall be considered duly served on or given to the Bidder if delivered to him or left at his premises, places of business or abode.

13 SECURITY DEPOSIT

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit amounting to Rs.10.00 lakhs in the form of bank guarantee from any Indian scheduled bank in favour of the Bid Inviting Authority valid for a period of 1 year. However, if the agency fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

14 FRAUD AND CORRUPTION

The bidders, suppliers & contractors shall observe the highest standard of ethics during bidding and during performance of the contract. For the purposes of this provision, the following acts shall be considered as corrupt and/or fraudulent practices:

- 1) "Corrupt Practice" means offering, giving, receiving, or soliciting directly or indirectly, of anything of value to influence the action of an official in the procurement process or in contract execution.
- 2) "Fraudulent Practice" means misrepresentation or omission of facts in execution of contract.
- 3) "Collusive Practice" means a scheme of arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, on-competitive level.
- 4) "Coercive Practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or in execution of a contract.

During the process of evaluation of a bid or proposal for award of a contract, if it is detected that a bidder directly or through agent has engaged in corrupt, fraudulent, collusive or coercive practice in competing for the contract in question, then a) the bid shall be rejected and b) declare the firm ineligible for a specific period or indefinitely to participate in a bidding process. However, if any such practice is detected at any subsequent stage or during execution of the contract, the Tender Inviting Authority will exercise the right to cancel the contract and make suitable alternative arrangement at the risk and cost of such offending bidder.

15 LOCAL CONDITIONS:

It will be imperative on each bidder to fully acquaint himself of all local conditions and factors that would have any effect on performance of the Contract. The Bid Inviting Authority shall not entertain any request for clarifications from the bidder regarding such local conditions nor shall accept any offer conditional to the local factors. No request for any change of price or extension of time schedule of delivery of goods shall be entertained after acceptance of bids.

16 PAYMENT PROVISIONS

Payments towards the service provided will be made strictly as per rules of the Authority.

17 ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD

Failure of the successful bidder to comply with the requirements of signing of agreement and/or submission of performance security within the time schedule as stipulated above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security/EMD. Under such a situation, the proposal may be reviewed for award of the contract on the next lowest evaluated technically qualified bidder or go for a fresh bid depending on the circumstance. Further at any point of time if the initial successful bidder is found unsatisfactory or unable to provide services as per standards mandated, the Bid Initiating Authority reserves the right to bring in the second highest technically qualified bidder as a replacement or on co-sharing basis and this will be done at the lowest bidder price or near about.

18 ARBITRATION

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Chief Executive Officer, Atal Amrit Abhiyan Society, Assam or to sole arbitration of some person nominated by him/her. There shall be no objection if the arbitrator so appointed happens to be an employee of Atal Amrit Abhiyan Society, Assam. The award of the arbitrator shall be final, conclusive and binding on all parties.

19 SAVING CLAUSE

No suit, prosecution or any legal proceedings shall lie against Bid inviting Authority or any person for anything that is done in good faith or intended to be done in pursuance of the EoI.

20 LAWS GOVERNING THE CONTRACT & JURISDICTION

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the tender such dispute would be subject to the jurisdiction of the Court within the State of Assam only.

SCOPE OF WORK OR SERVICE PROJECTED

- 1) The anticipated annual requirement of tickets would be about 10925 nos for various destinations in the country for a total estimated transportation cost of Rs.32.78 crores approximately. However, no definite volume of work can be guaranteed.
- 2) The agency should provide tickets at the lowest available airline fare authenticated by the airline and no other charges excluding the service charge will be paid to the agency. The cost of the excess fare amount will be deducted incase the lowest airline fare for direct flights are not taken into account.
- 3) The Implementation Support Agency (ISAs) of Atal Amrit Abhiyan Society will coordinate with the Agency for the tickets and the bills will be settled by SNC within 30 days of submission of the same. The bills will be submitted along with necessary referral and treatment documents together with the Boarding Pass.
- 4) Airfare capped at Rs.30000/- per annum for 2 persons (patient and one attendant only) within the Rs.2 lakh cashless Scheme.
- 5) The patients need to be informed by ISAs and Travel Agency about the necessity of keeping the Boarding Pass. The same has to be given in writing to the patient in an information leaflet and reinforced by Arogya Mitras.
- 6) The agency 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. Agency may also be required during the contract period to deliver the tickets at the residence of the patients as per instruction. A point of contact will have to be informed with whom the ISAs and SNC can communicate.
- 7) For certain category of patients with heart disease/ burn case/neurological disease etc. the Agency should provide confirmed tickets only from those airlines which have in flight facility /experience for carrying medical patients.
- 8) The agency will inform the traveler about the cancellation, rescheduling of flights by the airlines through phone/SMS.
- 9) 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 forfeit security deposit.
- 10) The agency will extend discounts/benefits, if any, on tickets offered by the airlines to Atal Amrit Abhiyan Society, Assam.
- 11) The probable destinations will be to Kolkata, Delhi, Chennai, Bangalore and Mumbai from any place of Assam (for both to and fro journey).