

**TENDER DOCUMENT**  
**FOR EMPANELMENT OF**  
**AUTHORISED AIR/RAIL TICKET**  
**BOOKING AGENTS**

**THE ORIENTAL INSURANCE COMPANY LIMITED**

**CORPORATE OFFICE, BLOCK-4, PLATE-A, NBCC OFFICE**  
**COMPLEX, KIDWAI NAGAR EAST, NEW DELHI-110023**  
**TELEPHONE NO. : 011-.**

**CIN NO. : U66010DL1947GOI007158**

**(Tender Documents consists of 30 Pages)**

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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**ORIENTAL HOUSE, A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659166**  
**CIN NO. : U66010DL1947GOI007158**

**NOTICE INVITING TENDER FOR EMPANELMENT OF**  
**AUTHORISED AIR / RAIL TICKET BOOKING AGENTS**

Chief Manager, Establishment Department, The Oriental Insurance Company Limited, one of the Non-Life Public Sector Insurance Company, invites Sealed Tenders on '**Two Bid System**' as mentioned hereunder in the attached prescribed format from reputed and Authorised Air/Rail Ticket Booking Agents to Empanel atleast 3 (three) firms/agencies to avail Air/Rail Booking Services and other connected services.

Interested Authorised Air/Rail Ticket Booking Agents may submit bids in **two separate envelopes** duly super-scribed as "**Technical Bid**" and "**Financial Bid**". Both these bids should be put in **one big envelope** super-scribed "**TENDER FOR EMPANELMENT OF AUTHORISED AIR/RAIL TICKET BOOKING AGENTS**". The Bidder/Tenderer is requested to sign all the papers comprising Technical Bid, Financial Bid and all the Annexures attached.

The Bidder/Tenderer is requested to quote rates in the 'Financial Bid' keeping in view the terms and conditions of this Tender Document and the tender is liable to be rejected if any change in the terms and conditions is proposed. The Bidder/Tenderer has to submit **Earnest Money Deposit of Rs. 50,000/- through Demand Draft only** (payment by cheque or any other mode is not acceptable) in favour of "The Oriental Insurance Company Limited" payable at New Delhi along with the Technical Bid. Tenders without the Earnest Money Deposit (through Demand Draft Only) will be deemed rejected.

Interested Authorized Air/Rail Ticket Booking Agents having minimum Turn Over of Rs.2 crores for last three Financial Years (i.e. 2020-21, 2021-22 and 2022-23) can obtain the detailed Tender Document, containing detailed Terms and Conditions, Eligibility Criteria, Technical Bid, Financial Bid and Annexures to be attached with bids, against a written request on their own letter head from the Office of Chief Manager, The Oriental Insurance Company Limited, Corporate Office, (First Floor) Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023, along with Cash payment / submission of a non-refundable Demand Draft only of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) drawn on any Nationalized / Scheduled Bank in favour of "The Oriental Insurance Company Limited" payable at New Delhi on all working days (Monday to Friday) between 11.00 A. M. to 3.30 P. M. The time schedule of tendering is specified below :-

1	Issue of Tender Document	<b>From 16.10.2023 to 31.10.2023 between 11.00 AM to 3.30 PM</b> on all working days (Monday to Friday).
	Tender Document Fee (Non-refundable)	Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) inclusive of GST.
	Last Date and Time for submission of Tender	<b>31.10.2023 upto 4.00 PM.</b>

*Handwritten signature*



Date and Time of opening of Technical Bid	01.11.2023 at 11.00 AM.
Date and Time of opening of Financial Bid	Will be intimated to the Technically Qualified Bidders at a later date.
Earnest Money Deposit ( EMD ).	Demand Draft only of Rs. 50,000/- (Rs. Fifty Thousand Only) to be placed in the sealed Envelope of "Technical Bid". Payment of E.M.D. through any other mode is not acceptable

The Tender Document can also be downloaded from the website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and the same will be accepted along with the Tender Fee of Rs. 1,180/- inclusive of GST (Rupees One Thousand One Hundred Eighty Only) through a separate Demand Draft Only drawn on any Nationalized / Scheduled Bank favouring "The Oriental Insurance Company Limited payable at New Delhi which is required to be placed in the envelope containing Technical Bid.

All amendments/information with respect to this Tender will be unloaded on the Company's Website [www.orientalinsurance.org.in](http://www.orientalinsurance.org.in) and notice thereof will not be published in any newspaper. All Tenderers are, therefore, advised to visit the website regularly for updates. The Oriental Insurance Company Limited, reserves the right to reject all or any Tender without assigning any reason, whatsoever.

  
**CHIEF MANAGER**  
**ESTB. DEPTT**

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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659166**  
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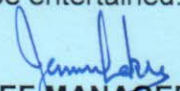
**ELIGIBILITY CRITERIA**

1. The Bidder/Tenderer should be based at Delhi / NCR and operating their business in Delhi /NCR. The Office Premises of the Bidder/Tenderer should be located in Delhi/NCR. **Attach self-attested photo-copy of proof.**
2. The Bidder/Tenderer should have an established Office Premises in Delhi/NCR having Necessary infra-structure and sufficient man-power on its rolls so as to **provide immediate, satisfactory and efficient services on 24x7 / 365 days a year basis.** Tenders received from Firms/Establishments not having an established Office Premises with necessary infrastructure and man-power on its rolls will not be accepted and will be treated as rejected.
3. The Bidder/Tenderer should have a 24x7 / 365 days a year Helpline Numbers and E-mail Ids to give instructions for booking/cancellation of Air (both Domestic and International) and Rail Tickets. The information/instructions about booking/cancellation of tickets given on Helpline Numbers and E-mail Ids of Bidder/Tenderers will be treated as received by Bidder/Tenderer for necessary action. The Bidder/Tenderer should be prepared to deliver the required services on Sundays/Holidays also at no additional charges/cost.
4. The Tenderer/Bidder are hereby informed that the Company may arrange inspection of their Office Premises and infra-structure facilities of Tenderer/Bidder through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose to verify the existence of firm/establishment and to assess the competence and capability assessment of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The inspection report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.
5. The Bidder/Tenderer should be registered with all Airlines and Railway Authorities as their Authorized Agent for **at least five years.** **Attach photo-copy of Authorised Agent Registration Certificates issued by all major Domestic/International Airlines and Railway Authorities along with Agency Reference Numbers, if any.** If the Registration Certificate of IATA and other agencies are withdrawn or cancelled during the contract period, then the contract with the Bidder/Tenderer will automatically stand cancelled.
6. The Bidder/Tenderer should have an "On Line" Air/Rail Ticket Booking/Cancellation facility of domestic, international, railway booking/cancellation and visa facility on 24x7 /365 days a year basis. The Bidder/Tenderer should provide facility for obtaining Visa for the officers/employees of the Company.
7. The Bidder/Tenderer should have its own online Central Reservation System with internet connected ticketing as well as normal ticketing system. **A documentary proof to be attached along with the Technical Bid.**
8. The Bidder/Tenderer should be an IATA approved organization and they should produce documentary evidence of the same. **Attach self-attested photo-copy of documents.**
9. The Bidder/Tenderer should be authorized IRCTC Rail Ticket Booking Agency and they should produce documentary evidence of the same. **Attach self-attested photo-copy of documents.**

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10. The Tenderer/Bidder should have a valid PAN Number issued by Income Tax Authority. **Attach self-attested photo-copy of PAN Card.**
11. The Tenderer/Bidder should be registered with Service Tax Authority and should have a valid GST Number. **Attach self-attested photocopy of GST Registration.**
12. The Bidder/Tenderer should have a minimum experience of five years as Air/Rail Ticket Booking Agents. **Attach self-attested photo-copy of proof.**
13. The Bidder/Tenderer should have rendered satisfactory services as Air/Rail Ticket Agent to **atleast three** Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute or any Corporate Establishment of repute **during the last three years. Attach Certificate of Experience for providing satisfactory services of Air/Rail Ticket Booking from concerned Establishments / Companies.**
14. The Bidder/Tenderer should furnish List of Clients to whom satisfactory services as Air/Rail Ticket Booking Agents are given **during the last three financial years** i.e. 2020-21, 2021-22 and 2022-23. **Attach Certificate of providing satisfactory services from concerned Clients/Companies (Annexure III).**
15. The Bidder/Tenderer should have minimum **Average Annual Turn-over of Rs. Two Crores during the last three financial years** i.e. 2020-21, 2021-22 and 2022-23 and **should have earned net profit during the last three financial years. The Bidder/Tenderer should have earned net profit in each of the last three financial years. Attach Certificate from Chartered Accountant in this regard (Annexure IV).**
16. The Company will debar Bidders/Tenderers having relatives working in The Oriental Insurance Company Limited from tendering in any capacity. A Non-relationship Certificate is required to be submitted as per **Annexure II** of the Tender Document.
17. The Tenders from Individual / Firm / Organization including its Partners / Shareholders / Directors who have been blacklisted / prosecuted by any departments / statutory bodies in any State or by any Court of Law, shall not be entertained. An Undertaking on the Letter Head of the Company as per specimen given in **Annexure V** is required to be submitted along with Technical Bid.
18. The Tenders from Bidders who's Technical Bid(s) were earlier rejected by OICL in the last exercise for the purpose on account of fake supporting documents etc. shall not be entertained.

  
**CHIEF MANAGER**  
**ESTB. DEPTT**

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**THE ORIENTAL INSURANCE COMPANY LIMITED**

**A-25/27, ASAF ALI ROAD, NEW DELHI.**

**TELEPHONE NO. : 011-43659166**

**CIN NO. : U66010DL1947GOI007158**

**GENERAL TERMS AND CONDITIONS**  
**AND INSTRUCTIONS FOR BIDDERS**

1. The Company wish to empanel atleast 3 (three) Authorised Air/Rail Booking Agents toavail the services of Air/Rail Booking/Cancellation Services and other connected servicesas mentioned in the Tender Document.
2. The Tenders/Bids should be valid for a period of **atleast three months from the date ofopening of Technical Bid of tender.**
3. The duration of the Empanelment of Air/Rail Ticket Booking Agent will be for a initialperiod of three years from the date of empanelment of the firm with a provision to extendthe empanelment for a further period of upto three years on the same terms and conditions on providing satisfactory and efficient services. The rates of Service Charges quoted by the Bidder/Tenderer should be valid for a period of three yearsfrom the date of empanelment of the firm as Authorised Air/Rail Ticket Booking Agent. The rate of Service Charges shall remain fixed during the currency of Empanelment for a initial period of three years and during extension period no revision in rates will be permitted.
4. The Tenders are invited on Two Bid System i.e. Technical Bid and Financial Bid. TheBidder/Tenderer is required to put Technical Bid in sealed Envelope No. 1 along withdocuments and Financial Bid in sealed Envelope No. 2. The Bidder/Tenderer is required toclearly indicate on these sealed envelopes their name, address and contact details.
5. Both the sealed envelopes super scribed as **Envelope No. 1 "Technical Bid"** and **EnvelopeNo. 2 "Financial Bid"** should be kept in a big **Envelope No. 3**. This sealed Envelope No. 3super scribed as **"TENDER FOR EMPANELMENT OF AUTHORISED AIR/RAIL TICKET BOOKING AGENTS"** and addressed to Chief Manager,Establishment Deptt., The Oriental Insurance Company Limited, Corporate Office, Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023, shall be deposited in the Tender Box placed at EstablishmentDeptt. **on or before 01.11.2023 by 4.00 PM.**
6. The Tenderer/Bidder has to submit Earnest Money of **Rs. 50,000/- (Rs. Fifty ThousandOnly)** through Demand Draft only (**payment through cheque or any other mode is not acceptable**) in favour of "The Oriental Insurance Company Limited" payable at New Delhialong with the Technical Bid. Tenders received without the Earnest Money Deposit will bedeemed rejected. At the back of the

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7. The Earnest Money Deposit shall be forfeited by the Company in case :-
- (A) The Bidder/Tenderer withdraws his Bid/Tender during the Bid/Tender Validity Period; or
  - (B) The Bidder/Tenderer makes any statement or encloses any form/document which turns out to be false, incorrect and/or misleading at any time even after signing of contract and/or conceals or suppresses material information; or
  - (C) If the successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender Document and fails to accept the contract.
8. The Bidder/Tenderer shall not assign the contract or any part thereof to any other Agency/Firm without the prior written consent/approval of the Company. The Bidder/Tenderer shall also not Sub-let the work or part thereof except with the prior written consent of the Company and such consent, even if provided, shall not relieve the Bidder/Tenderer from any liability or any obligation under the contract.
9. The successful Tenderer/Bidder, on Empanelment as Authorised Air/Rail Ticket Booking Agents, shall be required **to deposit an amount of Rs. 2,00,000/- (Rupees Two Lacs Only) as Interest Free Security Deposit** with the Company through Demand Draft Only in favour of The Oriental Insurance Company Limited payable at New Delhi within 10 days from the date of receipt of Letter of Empanelment. The EMD of the successful Bidder/Tenderer will also be merged with the Security Amount. **Thus total Interest Free Security Amount of Rs. 2,50,000/- (Rs. Two Lacs Fifty Thousand Only) will remain with the Company** during the currency of Empanelment of the Bidder/Tenderer and no interest will be paid on this Security Deposit Amount. This Security Amount will be refunded to the Bidder/Tenderer on completion/termination/cancellation of the Empanelment after deducting any dues payable to the Company on whatsoever account subject to Bidder/Tenderer submitting a "No Dues" Indemnity Bond on a non-judicial stamp paper of requisite value duly notarized as per specimen given in **Annexure VII** of the Tender Document.
10. copies of the documents mentioned in the Eligibility Criteria, Technical Bid, Annexures I to VII and other necessary documents are required to be attached with the "Technical Bid" to be eligible for opening of "Financial Bid" as these documents will help in evaluating the Technical Bid of the Bidder/Tenderer.
11. Earnest Money Deposit of unsuccessful Bidders/Tenderers will be refunded within 30 days from the date of opening of Financial Bid of Tenders except of the Qualified Bidder.

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12. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed above shall be summarily rejected. Any tender received after the scheduled date and time of receipt shall not be considered. The Company will not accept any responsibility for the tenders lost in transit or delivered elsewhere and as such the tenders lost in transit or delivered elsewhere will not be considered and treated as rejected.
13. At first instance only "Technical Bid" will be opened on the scheduled date and time given in the "Notice Inviting Tender". The Technical Bids will then be evaluated on the basis of documents/information furnished, eligibility criteria and inspection of office premises and infra-structure facilities of Tenderer/Bidder. The Bidder/Tenderer are hereby informed that the Company will arrange inspection of their Office Premises and infra-structure facilities through a Committee of Officials of the Company and/or through an Investigator appointed for the purpose to verify the existence and to assess the competence and capability assessment of Bidders/Tenderers in providing satisfactory and efficient services required in the Tender Document. The inspection report shall be taken into account for the purpose of qualification of Technical Bid of Bidders/Tenderers. The decision of The Oriental Insurance Company Limited in this regard shall be final and binding on the Bidders/Tenderers.
14. The "Financial Bid" of only those Bidders/Tenders who qualify in their "Technical Bid" will be opened and "Financial Bid" of those Bidders/Tenderers whose "Technical Bid" is not qualified will not be opened. The date and time of opening of "Financial Bid" shall be up-loaded on Company's Website and shall be intimated to individual qualified bidders through their E-mail address provided in the Tender Document. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.
15. All rates and amount shall be written both in figures and words and shall be indicated in Indian Rupees Only. All over-writings/corrections should be duly signed by the Bidder/Tenderer. All the pages of the Tender Document and documents attached with Technical Bid should bear the signature, stamp and date of the authorized representative of the Bidder/Tenderer. In case of discrepancy, amount written in words shall be final.
16. Each Bidder/Tenderer will submit only one tender either by himself or as a partner in joint venture/firm/company.
17. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

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18. Tenders/Bids must be received by/submitted to Chief Manager, Establishment Department, The Oriental Insurance Company Limited, Corporate Office, (First Floor), Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023 by the date and time stipulated in the Notice Inviting Tender. The Company may, at its discretion, extend the deadline for submission of Tenders/Bids in which case all rights and obligations of the Company and the Tenderer/Bidder will be the same. The information thereof will be available on the Company's Website and Notice thereof may not be published in any newspaper. All Tenderers/Bidders are, therefore, advised to visit the website regularly for updates.

19. Arithmetical errors will be corrected on the following basis :

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the amounts in Words and Figures, the amount in Words will prevail. If the Bidder does not accept the correction of the errors as above, the Bid will be rejected and the amount of Bid Security will be forfeited.

20. The Bidder/Tenderer are required to submit "**Letter of Acceptance**" in this regard as per specimen enclosed as **Annexure VI** and non-compliance of the above requirement or any requirement given in this Tender Document and any deviation in compliance of the requirement mentioned in the Tender Document will be treated as a default in providing satisfactory services. In such an event, the Company reserves the right to cancel the Work Order given to Bidder/Tenderer and the Security Deposit deposited with the Company by such Bidder/Tenderer will be forfeited.

21. If the Bidder/Tenderer deliberately/knowingly provide wrong/false information/credentials /documents in support, the Company reserves the right to terminate the contract at any stage, forfeit the EMD/Security Deposit and other dues of the Bidder/Tenderer, if any, and to take any other action as may be deemed fit.

22. The Contract with the Bidder/Tenderer can be cancelled by the Company by giving one month's notice in writing without assigning any reason, whatsoever.

23. In case the Tenderer/Bidder desires to cancel the contract, they are required to give three months' notice in writing to the Company otherwise the Security Deposit lying with the Company will be forfeited and not refunded.

24. The Oriental Insurance Company Limited, New Delhi, reserves the right to reject/cancel any or all the tenders without assigning any reason, whatsoever.


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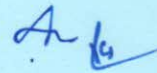


25. If any dispute or difference of any kind whatsoever shall arise between the Company and the Bidder/Tenderer, arising out of the Empanelment Contract for providing services whether during the contract period or after the contract period or whether before or after the termination, abandonment or breach of the Empanelment Contract, it shall in the first place, be referred to and settled by the General Manager (Establishment), who within a period of thirty (30) days after being requested by either party to do so, shall give his written decision to the Company and the Bidder/Tenderer.

## **26. ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration by OICL or an Arbitrator appointed by them specifically for resolution of dispute/difference under this contract. The arbitration shall be conducted under the Indian Arbitration and Conciliation Act, 1996, and any amendments thereof. The venue of the arbitration proceedings shall be The Oriental Insurance Company Limited, Corporate Office, (First Floor), Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023, or any such other place as the arbitrator may decide.

  
**CHIEF MANAGER**  
**ESTB. DEPTT**





**THE ORIENTAL INSURANCE COMPANY LIMITED**

**A-25/27, ASAF ALI ROAD, NEW DELHI.**

**TELEPHONE NO. : 011-43659166**

**CIN NO. : U66010DL1947GOI007158**

**SCOPE OF SERVICES AND PAYMENT TERMS**

1. The duration of the Empanelment of Air/Rail Ticket Booking Agent will be for a initial period of three years from the date of empanelment of the firm with a provision to extend the empanelment for a further period of three years on the same terms and conditions.
2. The rates of Service Charges quoted by the Bidder/Tenderer should be valid for a period of three years from the date of empanelment of the firm as Authorised Air/Rail Ticket Booking Agent. The rate of Service Charges shall remain fixed during the currency of Empanelment for a initial period of three years and no revision in rates will be permitted.
3. The Bidder/Tenderer shall have to provide a 24x7 / 365 days a year services of Air/Rail Ticket Booking/Cancellation and other connected services like arranging Visa, New Passport, Renewal of Passport, and Assistance in arranging Foreign Exchange as per RBI Guidelines for officers/employees of the Company.
4. The Bidder/Tenderer should have a 24x7 / 365 days a year Helpline Numbers and E-mail Ids to give instructions for booking/cancellation of Air (both Domestic and International) and Rail Tickets. The information/instructions about booking/cancellation of tickets given on Helpline Numbers and E-mail Ids of Bidder/Tenderers will be treated as received by Bidder/Tenderer for necessary action. The Bidder/Tenderer should be prepared to deliver the required services on Sundays/Holidays also at no additional charges/cost.
5. The Bidder/Tenderer should be ready to make available/provide dedicated staff for servicing the needs of the Company and place dedicated staff/implant(s) as per requirement at the Company's Corporate Office for providing prompt and efficient services. Due weightage will be given to Bidder/Tenderer with clients where services through implants are already being provided.

**6. Booking/Cancellation of Tickets**

**(a) Domestic Air and Rail Tickets :**

The bookings for domestic air / rail travel will be passed on to Bidder/Tenderer over E-mail and/or on telephone by authorized representatives of the Company and the same will be arranged by them immediately or within the specific time and delivered to authorized official and to passenger travelling by E-mail or arrange to deliver hard-copy of ticket, if required.

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**(b) International Air Tickets :**

This will include overseas logistic support in preparation of passport, arranging Visa, Ticketing, overseas medical insurance etc. and other related work for official of the Company going abroad on official tours. The Bidder/Tenderer will be informed by the Authorized Representative of the Company about the arrangement of foreign visit of the Official and you will be sending your qualified representative to our office to prepare Itinerary, arrange passport, visa for the visiting country / countries and air tickets as per Approved route, wherever required.

- (c)** After making the required arrangements you will be delivering the tickets along with other documents in our office or at the residence of executive in time and in case of any change or cancellation, your representative will collect the tickets for getting the same carried out as per our instructions and deliver it again in time.

**(d) Assistance in arranging Visa, Passport and Foreign Exchange**

The Bidder/Tenderer will provide assistance for issuing/obtaining new passport, renewal of passport and miscellaneous passport related services, assistance for obtaining visa and for that purpose collecting and submitting passport at the embassies and assistance in issuance of foreign exchange as per RBI guidelines.

**(e) Promotional Fare :**

In case any promotional fare and/or any other benefits are offered by the Airlines, the same will be informed to us and passed on to the Company over and above the discount, if any, offered by the Bidder/Tenderer.

**(f) Discounts/Incentive offered by the Airlines to the Company :**

In case any discount on the fare and other incentives like free one time change in flight/date etc. is offered by the Airlines to the Company directly, the same will be intimated to the Bidder/Tenderer along with the Account Codes for claiming discount on the fare at the time of booking of tickets and other incentives. The Bidder/Tenderer is responsible for claiming discount at the time of booking of tickets, free change in flight/date of travel and free cancellation charges offered by the Airlines directly to the Company by complying all the requirements conveyed to them by the Company and/or Airlines including feeding/informing the Account Code for claiming discount on fares and other incentives. In case the **Bidder/Tenderer fails to claim the discount and other incentives** offered by the Airlines **resulting in a loss to the company**, the loss suffered by the Company on account of **non-claiming the discount at the time of booking and incentives shall be recovered from the Bidder/Tenderer** and/or adjusted from the amount due to the Bidder/Tenderer and/or from the Security Deposit lying with the Company.

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**(g) Refund of Charges :**

If during the domestic travel or visit abroad by an official of the Company any ticket for a sector remain unused, the air ticket coupons obtained by the official of the Company from the Airlines will be passed on to the Bidder/Tenderer who will arrange refund of fare to the Company. If the information about non-utilization of tickets for domestic travel or visit abroad is passed on to the Bidder/Tenderer by E-mail and/or on telephone well in advance by the authorized officer or the passenger, the Bidder/Tenderer has to apply for refund to the Airlines immediately without any delay and arrange for refund of fare to the Company as per norms.

**(h) Cancellation Charges :**

Cancellation Charges of all domestic and international air / rail tickets will be paid as per the norms of concerned Airlines / Railways. In case the Airline provide free/discounted cancellation charges to the Company, the Bidder/Tenderer shall be required to claim the benefits/incentive from the Airlines and the cancellation charges, if any, will be paid accordingly.

**(i) Credit Period :**

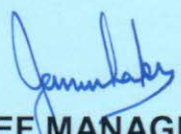
The Bidder/Tenderer shall provide services on credit terms and the credit period normally will be 30 days from the date of submission of bills in triplicate.

7. 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 the Company. In case, at a later stage, if it is found that such benefits are not passed on to the Company, the same will be recovered from the amount due to the Bidder/Tenderer and/or from the Security Deposit lying with the Company.
8. The Bidder/Tenderer has to provide the following services:-
- (1) Booking / Reservation / Cancellation / Change in Flight of Air (both Domestic and International) and Rail Tickets on 24x7 / 365 days in a year.
  - (2) Arranging emergency travel services, both Air and Rail.
  - (3) Assistance for issuing/obtaining new passport, renewal of passport and miscellaneous passport relates services.
  - (4) Assistance for obtaining visa and for that purpose submitting and collecting Passport / documents at the embassies.
  - (5) Assistance in issuance of foreign exchange as per RBI guidelines.
  - (6) Ensuring receipts of proper statement from airlines on discounts gained on deal Codes secured by the Company and provided to the Bidder/Tenderer and ensuring Proper utilization thereof. The Bidder/Tenderer is required to submit such statement with the monthly bills submitted by the Bidder/Tenderer.
9. The Bidder/Tenderer will arrange booking of Air Tickets (both Domestic and International) at the best lowest possible fare available at the time of booking of tickets and copy of E- Ticket will be provided to the company and the passenger or delivered to office / residence of passenger.

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10. The Bidder/Tenderer will accept booking/reservation/cancellation of Air/Rail Tickets from authorized officials of the Company. The Bidder/Tenderer is not authorized to accept booking of Personal / LTS Tickets from any official/employee of the Company and the Company will not be responsible for making payment of such bills. The Bidder/Tenderer is not authorized to raise bills for such bookings in the name of the Company.
11. The Bidder/Tenderer will **submit/raise bills for booking/cancellation of tickets (whose travel date has already expired i.e. Tickets have been utilized) claiming net amount payable after adjustment for cancellation or other charges on fortnightly basis** along with complete details of booking/cancellation of tickets (including credit notes for refund of fare and other charges in case of cancellation of tickets) and other connected services on the agreed prescribed format. The bills shall be settled within 30 working days from the date of receipt of bill by the Company.
12. The Bidder/Tenderer is required to **reconcile the settlement of bills** for booking/cancellation given by the authorized officials (excluding personal and LTS tickets, if any, for which the Company will have no responsibility) **on fortnightly basis** and are required to **provide 'NO DUES' Certificate to the Company on Monthly Basis** by the 15<sup>th</sup> of the following month **treating it as a mandatory requirement**, failing which it will be presumed that no amount is due for the previous month.
13. **The lowest rates in each category will be determined from the Financial Bids received from amongst the eligible technically qualified Bidders/Tenderers and would be offered to all eligible Bidders/Tenderers for their consideration and acceptance. The Bidders/Tenderers who are ready to provide Air/Rail Booking/Cancellation Services and other connected services on those rates and accept the rates in writing would be empanelled as Authorized Air/Rail Booking Agents by the company for providing Air/Rail Booking/Cancellation and other connected services.**
14. The empanelment will be confirmed by the Company in writing only on receipt of confirmation from the eligible Bidders/Tenderers that the rates offered are acceptable to them.
15. Boarding Pass should be issued before 48 hours of Onward/Return Journey of the concerned officers/executives at their respective E-mail IDs.

  
**CHIEF MANAGER**  
**ESTB. DEPTT.**





**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659166**  
**CIN NO. : U66010DL1947GOI007158**

**'TECHNICAL BID'**

SL. NO	DESCRIPTION	PARTICULARS
1	Name of the Firm / Travel Agency	
2	Address of the Firm / Travel Agency	
3	Year of Incorporation/Constitution	
4	<b>Type or Organization</b> i.e. Whether the Firm / Travel Agency is proprietorship / partnership / private limited / public Limited Company. <b>Attach proof i.e. Registration Certificate with CIN /Registration Number.</b>	
5	<b>Nature of business</b> carried by the Company.	
6	<b>Branches in other cities</b> in India and abroad.	
7	<b>Total Number of employees</b> on the rolls of the Bidder/Tenderer.	
8	(A) Name of authorised contact person/official/proprietor/director etc. (B) Mobile / Landline Number (C) Fax Number (D) E-mail ID	
9	<b>PAN Number</b> of the Firm/Travel Agency. <b>Attach Self-attested photocopy of the PAN Card.</b>	
10	<b>GST Number</b> of the Firm / Agency. <b>Attach Self-attested photocopy of the GST Number.</b>	
11	Experience in the field of providing Air/Rail Ticket Booking Services. <b>Attach Certificate of providing satisfactory services from concerned Establishments /Companies</b>	
12	Bank Account Details of the Firm (A) Bank Account No. (B) Bank Name and Address (C) IFSC Code (D) MICR Code. <b>Attach self-attested photo-copy of cancelled cheque.</b>	
13	List of existing Clients along with proof which should include <b>atleast three</b> Government / Public Sector Undertaking or any Private Company or Corporate Establishment having minimum Rs. One Crore paid-up capital during the last three financial years i.e. 2020-21, 2021-22 and 2022-23. <b>Attach Certificate from clients / organisations as per Annexure III.</b>	
14	The Tenderer should have <b>minimum average annual turn-over of Rs. Five Crores</b> for the last three financial years i.e. . 2020-21, 2021-22 and 2022-23 and should have earned net profit during the last three financial years. <b>Attach Certificate from Chartered Accountant in this regard as per Annexure IV.</b>	<b>YES / NO</b> <b>TURNOVER FOR :-</b> FIN. YEAR 2020-21 Rs. _____ FIN. YEAR 2021-22 Rs. _____ FIN. YEAR 2022-23 Rs. _____ <b>NET PROFIT FOR :-</b> FIN. YEAR 2020-21 Rs. _____

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		FIN. YEAR 2021-22 Rs. _____ FIN. YEAR 2022-23 Rs. _____
15	Please mention the Domestic /International Airlines and Railway Authority of which the Firm / Agency is an Authorised Agent. <b>Please attach self-attested copy of Authorised Agent Certificates.</b>	
16	Mention details of approved IATA (International Air Transport Association) organization with <b>IATA Registration Number. Attach documentary proof of the same.</b>	
17	Mention details of approved <b>IRCTC Agency by Indian Railways</b> with <b>Registration Number. Attach documentary proof of the same.</b>	
18	<b>Infrastructure facilities</b> i.e. Whether the Firm is equipped with the requisite infrastructure in the form of Airlines Computerized Reservation System, Indian Railway Ticket Booking System, electronic mail and other modern communication systems (list out the facilities supported with documentary proof).	
19	Whether <b>Online Booking Facility</b> available or not?	YES / NO.
20	Whether <b>24 x 7 Hours / 365 days Helpline Numbers / E-mail Facility for booking cancellation of tickets</b> is available or not? If yes, indicate the helplines numbers and E-mail Ids.	YES / NO.
21	Whether the <b>Bidder/Tenderer is willing to depute dedicated staff / implants /executive at the Corporate Office</b> of the company for servicing and to look after the travel related work of the company and bill settlement?	YES / NO.
22	Whether the <b>Bidder/Tenderer is prepared to provide the services on Sundays / Holidays / beyond office hours</b> besides normal working days also at no additional cost/charge to the Company i.e. 365 x 24 x 7 service.	YES / NO.
23	Enclose Demand Draft only of Rs.50,000/- as "Earnest Money Deposit". <b>Payment through cheque or any other mode is not acceptable.</b>	Demand Draft No. & Date _____ Demand Draft Amount _____ Bank Name _____
24	Enclose Demand Draft only of Rs.1,180/- as "Tender Fee" in case Tender Document is downloaded from our Website. <b>Payment through cheque or any other mode is not acceptable.</b>	Demand Draft No. & Date _____ Date of Demand Draft _____ Demand Draft Amount _____ Bank Name _____

#### UNDERTAKING

I hereby certify that all the information furnished above and documents attached with Technical Bid/Tender are true to the best of my knowledge and belief. I have no objection if the Company i.e. The Oriental Insurance Company Limited approach any concerned authority for verification of any or all the information / documents furnished in the Tender Document.

SIGNATURE WITH STAMP : \_\_\_\_\_  
NAME OF FIRM : \_\_\_\_\_  
NAME OF AUTHORISED PERSON : \_\_\_\_\_  
CONTACT NUMBER : \_\_\_\_\_  
E-mail ID : \_\_\_\_\_  
DATE : \_\_\_\_\_

*Handwritten signature*



## ANNEXURE I

### CHECK-LIST OF DOCUMENTS PLACED IN TECHNICAL BID

Sr. No.	DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID	YES	NO
1	Earnest Money Deposit (E.M.D.) of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of Demand Draft only ( <b>payment through cheque or any other mode is not acceptable</b> ) issued by any scheduled commercial bank in favour of "The Oriental Insurance Company Limited" payable at New Delhi.		
2	Tender Fee of Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) in the form of Demand Draft only in case the Tender Document is downloaded from Company's Website ( <b>payment through cheque or any other mode is not acceptable</b> ) issued by any scheduled commercial bank in favour of "The Oriental Insurance Company Limited" payable at New Delhi.		
3	Proof of the Bidder/Tenderer being based in Delhi / NCR and their operation in these areas. Attach self-attested copy of proof.		
4	Bidder/Tenderer self-attested copy of the PAN Card issued by the Income Tax Department.		
5	Bidder/Tenderer self-attested copy of the Service Tax Registration Number (If applicable).		
6	Copies of Experience Certificate of minimum five years in providing Air/Rail Ticket Booking/Cancellation services issued by clients/organisations. <b>Attach photo-copy of proof.</b>		
7	The Tender should have rendered satisfactory Air/Rail Ticket Booking/Cancellation services to atleast Three Public Sector Insurance Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute or Corporate Establishment having minimum Rs. One Crore paid-up capital of repute during the last five years. <b>Attach Certificate of Experience for providing satisfactory services from concerned Establishments /Companies.</b>		
8	<b>Non-relationship Certificate</b> for participation of near relative of employee in the Tender <b>as per Annexure II.</b>		
9	List of existing Clients along with proof which should include Government / Public Sector Undertaking or any Private Company or Corporate Establishment having minimum Rs. One Crore paid-up capital during the last three financial years i.e. 2020-21, 2021-22 and 2022-23. <b>Attach Certificate from clients / organisations as per Annexure III.</b>		





10	The Tenderer/Bidder should have <b>minimum average annual turn-over of Rs. Five Crores</b> for the last three financial years i.e. 2020-21, 2021-22 and 2022-23 and should have earned net profit during the last three financial years. <b>Attach Certificate from Chartered Accountant as per Annexure IV.</b>		
11	<b>Undertaking</b> about Non-blacklisting and Prosecution of the Firm as per specimen enclosed as <b>Annexure V.</b>		
12	<b>Letter of Acceptance</b> on the Letter Head of the Bidder/Tenderer as per specimen enclosed as <b>Annexure VI.</b>		
13	Self-attested copy of Authorised Agent Certificates of various Domestic and International Airlines and IRCTC issued by Railway Authorities.		
14	Attach self-attested copy of documentary evidence of IATA Approved organization.		
15	Bidder/Tenderer self-attested copy of Registered Partnership Deed / Certificate of Incorporation and Registration Certificate of the Firm / Company.		

SIGNATURE WITH STAMP : \_\_\_\_\_

NAME OF FIRM : \_\_\_\_\_

NAME OF AUTHORISED PERSON : \_\_\_\_\_

CONTACT NUMBER : \_\_\_\_\_

E-mail ID : \_\_\_\_\_

DATE : \_\_\_\_\_

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## **ANNEXURE II**

### **FORMAT OF NON-RELATIONSHIP CERTIFICATE**

**(To be submitted on the Letter Head of the Bidder/Tenderer)**

I / We / Our organization, \_\_\_\_\_  
including our Partners / Share-holders / Directors hereby certify that none of my /  
our relative(s) is / are employed in The Oriental Insurance Company Limited.

In case at any stage, if it is found that the information given by me / us is false  
/incorrect, The Oriental Insurance Company Limited shall have the absolute right  
to take any action as deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal \_\_\_\_\_

Name of the Tenderer \_\_\_\_\_

Date \_\_\_\_\_





### ANNEXURE III

#### LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE YEARS.

S.NO	Name of the Organization with complete postal address mentioning Pvt.Sector/ Govt Body / PSU / Public Limited Company.	Name and Designation of the Contract Person with Telephone No. /Mobile No. / E-mail ID.	Period for which Rate Contract was awarded.	Nature of Work	Annual Turnover

SIGNATURE WITH STAMP : \_\_\_\_\_

NAME OF FIRM / TRAVEL AGENT : \_\_\_\_\_

NAME OF AUTHORISED PERSON : \_\_\_\_\_

CONTACT NUMBER : \_\_\_\_\_

E-mail ID : \_\_\_\_\_

DATE : \_\_\_\_\_

*Handwritten signature*



**ANNEXURE IV**

**CERTIFICATE REGARDING TURN-OVER AND NET PROFIT OF  
TENDERER DURING THE LAST THREE FINANCIAL YEARS**

I / We, M/s \_\_\_\_\_, the Bidder / tenderer for Empanelment of Air/Rail Ticket Booking/Cancellation Agent as mentioned in the Tender Document, hereby confirm that the average total turn-over of the firm / company during the last three financial years i.e. 2020-21, 2021-22 and 2022-23 is Rs. Two Crores or more than Rs. Two Crores. The financial year-wise break-up is Given below :-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	NET PROFIT EARNED FOR THE YEAR
1	2020 - 21	Rs. _____	Rs. _____
2	2021 - 22	Rs. _____	Rs. _____
3	2022 - 23	Rs. _____	Rs. _____

**SIGNATURE & SEAL OF THE TENDERER**





**CERTIFICATE BY CHARTERED ACCOUNTANT**

I / We, \_\_\_\_\_, Chartered Accountants, certify that the figures regarding Annual Turnover for the years Mentioned above in respect of M/s.

\_\_\_\_\_ are true as per their Books of Accounts and other related records.

**SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT**

At



**ANNEXURE V**

**SPECIMEN OF UNDERTAKING REGARDING  
NON-BACKLISTING/PROSECUTION OF THE FIRM**

**(To be submitted on the Letter Head of the Bidder/Tenderer)**

Date : \_\_\_\_\_

**TO WHOMSOEVER IT MAY CONCERN**

I / We / Our organization, M/s \_\_\_\_\_  
hereby undertake and declare that neither me nor our Organization including our  
Partners/Shareholders/Directors were ever blacklisted/prosecuted by any  
government department / statutory body(ies) / Public Sector Undertakings in any  
State or by any Court of Law.

**SIGNATURE OF BIDDER/TENDERER  
WITH DATE AND RUBBER STAMP**





**ANNEXURE VI**

**ACCEPTANCE LETTER**  
**(On the Letter Head of the Firm / Agency)**

To,  
The Chief Manager  
The Oriental Insurance Company Limited,  
Corporate Office, (First Floor), Block-4,  
Plate-A, NBCC Office Complex,  
Kidwai Nagar East, New Delhi-110023

Dear Sir,

**Re: Acceptance of Terms and Conditions and Procedure for Submission  
of bills for release of payment in respect of Tender for Empanelment of  
Authorized Air / Rail Ticket Booking Agents.**

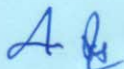
The Tender Document for Empanelment of Authorised Air/Rail Ticket Booking Agents floated by The Oriental Insurance Company Limited have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of bills for the release of payments to Bidder/Tenderer of the Tender Document of The Oriental Insurance Company Limited, Corporate Office, (First Floor), Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023. I / We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of bills for release of payment contained in the tender document and will not deviate from compliance of any of the requirement. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and The Oriental Insurance Company Limited shall, without prejudice to any other right or remedy, will be at liberty for forfeit the Earnest Money absolutely deposited by me / us along with the tender document and Security Deposit absolutely deposited by me / us upon award of contract to me / us.

I / We hereby unconditionally accept all the terms and conditions/clauses and accept procedure for submission of bills for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirement mentioned in the Tender Document.

The required Earnest Money is enclosed herewith in the form of Demand Draft of  
Rs \_\_\_\_\_ drawn on \_\_\_\_\_ payable at  
New Delhi.

Thanking you,

Yours faithfully,  
SIGNATURE OF BIDDER/TENDERER  
WITH DATE AND RUBBER STAMP





## ANNEXURE VII

### NO DUES CERTIFICATE

(Please do not submit this Indemnity Bond now)

(To be submitted when the Contract is cancelled/Terminated/Completed for refund of Security Deposit)

#### DEED OF INDEMNITY EXECUTED IN FAVOUR OF THE ORIENTAL INSURANCE COMPANY LIMITED (ON NON-JUDICIAL STAMP PAPER OF RS. 100/- DULY NOTARIZED.)

This deed of Indemnity executed on \_\_\_\_\_ at New Delhi by Shri/Smt \_\_\_\_\_ on behalf of (Name and address of the Air/Rail Ticket Booking Agent) (herein referred to as the Service Provider) favouring The Oriental Insurance Company Limited (herein referred to as the OICL having its Office at Corporate Office, (First Floor), Block-4, Plate-A, NBCC Office Complex, Kidwai Nagar East, New Delhi-110023, witness as follows :-

- (1) The Service Provider had been working for the OICL, New Delhi, as Air/Rail Ticket Booking Agent for providing Air/Rail Ticket Booking/Cancellation and other related services.
- (2) The Service Provider has made a Security Deposit of Rs. \_\_\_\_\_ only for providing Air/Rail Ticket Booking/Cancellation services as provided under Item No. 1 above.
- (3) The Contract has been completed/terminated by the OICL / Cancelled by the OICL / Service Provider with effect from \_\_\_\_\_.
- (4) The Service Provider has paid/settled all dues to the Airlines in respect of the tickets booked for officials of the company as per advices of authorized officials of the Company.
- (5) The Service Provider having satisfied the OICL that there are no outstanding dues of any sort to the Airlines from whom he has booked the tickets for officials of the Company and on the request of the Service Provider the OICL has agreed to refund the aforesaid Security Deposit of Rs. \_\_\_\_\_.
- (6) The Service Provider hereby confirms that he has received all the payments in respect of the tickets booked/cancelled for officials of the company as advised by authorized officials of the company and no amount is due to him from the Company. The Service Provider also declare and confirm that this Indemnity Bond be treated as "No Dues Certificate".
- (7) The Service Provider also undertake that if at a later stage it has been found that any amount becomes payable or refunded to the Company on account of excess payment to him or on account of cancellation of ticket, he will make payment of the same without any delay.

In witness whereof the Service Provider has signed his deed of indemnity at the place and date above mentioned in presence of following witness :

Witness  
Signature  
Name

Address Signature of the Service Provider with Stamp of Firm

Signature  
Name  
Address

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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659166**

**FINANCIAL BID**

We, M/s \_\_\_\_\_, quote below our service charges rates for Air / Rail Tickets Booking/Cancellation and other service charges as under :-

SL. NO	DESCRIPTION OF SERVICE	SERVICE CHARGES PER PASSENGER/PERSON/PER SECTOR IN INDIAN RUPEES
<b>SERVICE CHARGES FOR AIR/RAIL TRAVEL TICKET BOOKING</b>		
1	DOMESTIC AIR TRAVEL TICKET BOOKING FOR ALL CLASSES PER PASSENGER PER SECTOR	Rs. _____ per passenger per sector.
2	INTERNATIONAL AIR TRAVEL TICKET BOOKING FOR ALL CLASSES PER PASSENGER PER SECTOR	Rs. _____ per passenger per sector.
3	RAIL TICKET BOOKING FOR TRAVEL WITHIN INDIA PER PASSENGER PER SECTOR FOR ALL CLASSES INCLUDING TATKAL TICKET	Rs. _____ per passenger per sector.
<b>SERVICE CHARGES FOR CANCELLATION OF AIR / RAIL TRAVEL TICKET</b>		
1	DOMESTIC AIR TRAVEL TICKET BOOKING IN ALL CLASSES PER PASSENGER PER SECTOR	Rs. _____ per passenger per sector.
2	INTERNATIONAL AIR TRAVEL TICKET BOOKING IN ALL CLASSES PER PASSENGER PER SECTOR	Rs. _____ per passenger per sector.
3	RAIL TICKET BOOKING FOR TRAVEL WITHIN INDIA PER PASSENGER PER SECTOR FOR ALL CLASSES INCLUDING TATKAL TICKET	Rs. _____ per passenger per sector.
<b>SERVICE/PROCESSING CHARGES</b>		
	FOR ARRANGING VISA FOR INTERNATIONAL TRAVEL PER PERSON BESIDES ACTUAL VISA FEES PAYABLE TO EMBASSY.	Rs. _____ per passenger per application.
	FOR ARRANGING NEW PASSPORT PER	Rs. _____ per person

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	PERSON BESIDES ACTUAL FEES PAYABLE TO CONCERNED PASSPORT AUTHORITY.	per application.
	FOR ARRANGING RENEWAL OF PASSPORT PER PERSON BESIDES ACTUAL FEES PAYABLE TO CONCERNED PASSPORT AUTHORITY.	Rs. _____ per person per application.
	FOR ASSISTANCE IN ISSUANCE OF FOREIGN EXCHANGE FOR TOURING OFFICER AS PER RBI GUIDELINES	Rs. _____ per unit of Foreign Currency.

Please note that Service Charges for Rail Tickets will be paid as per the rate approved by IRCTC, if any, in respect of Authorised Ticket Booking Agents. **The Bidder/Tender is required to attach self-attested copy of Service Charge Rates for authorised Railway Ticket Booking Agents approved by IRCTC along with the Financial Bid.**

SIGNATURE WITH STAMP : \_\_\_\_\_  
NAME OF FIRM : \_\_\_\_\_  
NAME OF AUTHORISED PERSON : \_\_\_\_\_  
CONTACT NUMBER : \_\_\_\_\_  
E-mail ID : \_\_\_\_\_  
DATE : \_\_\_\_\_

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**THE ORIENTAL INSURANCE COMPANY LIMITED**  
**A-25/27, ASAF ALI ROAD, NEW DELHI.**  
**TELEPHONE NO. : 011-43659166**  
**CIN NO. : U66010DL1947GOI007158**

**INSTRUCTIONS FOR SUBMITTING FINANCIAL BID AND**  
**TERMS AND CONDITIONS APPLICABLE FOR FINANCIAL BID**

1. Bidders/Tenderers are advised to quote the rates strictly in the format given in the Financial Bid. The Bid/Tender will be treated as rejected if the format of Financial Bid is amended/changed by the Bidder/Tenderer.
2. The rate should be quoted in Indian Rupees Only.
3. The rates quoted in the Financial Bid should be valid for a period of **atleast three months from the date of opening of Technical Bid of tender.**
4. The duration of the Empanelment of Air/Rail Ticket Booking Agent will be for a initial period of three years from the date of empanelment of the firm with a provision to extend the empanelment for a further period of three years on the same terms and conditions.
5. The rates of Service Charges quoted by the Bidder/Tenderer should be valid for a period of three years from the date of empanelment of the firm as Authorised Air/Rail Ticket Booking Agent. The rate of Service Charges shall remain fixed during the currency of Empanelment for a initial period of three years and no revision in rates will be permitted.
6. All the columns should be clearly filled in Ink legibly or typed. The amount should be filled in figures as well as in words.
7. No column should be left blank which would otherwise make the tender liable for rejection.
8. The Bidders/Tenderers are advised to refer Scope of Services, General Terms and Conditions and conditions mentioned in Eligibility Criteria of the Tender Document so as to have a clear view of all charges and penalties (if any) to be borne by Bidder/Tenderer before quoting rates for providing Air/Rail Ticket Booking/Cancellation services and other connected services mentioned in the Tender Document, as and when required.
9. **The lowest rates in each category will be determined from the Financial Bids received from amongst the eligible technically qualified Bidders/Tenderers and would be offered to all eligible Bidders/Tenderers for their consideration and acceptance. The Bidders/Tenderers who are ready to provide Air/Rail Booking/Cancellation Services and other connected services on these rates and accept the rates in writing would be empanelled as Authorised Air/Rail Booking Agents by the company for providing Air/Rail Booking/Cancellation and other connected services.**

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10. The offer based on the lowest bid price as explained in Sr. No. 9 above in each category or any other price to be decided by the Company would need to be accepted by the eligible technically qualified bidders/tenderers within ten working days from the date of issue of the offer letter. Failure to accept the offer within this period will result in automatic cancellation of the offer and forfeiture of EMD amount.
11. All applicable Statutory Deductions such as TDS, Surcharge, Education Cess, Higher Education Cess etc. will be made from the amount payable as per rules.
12. **GST / Service Tax** and Cess thereon, if any, will be paid in addition to amount quoted by the Firm / Travel Agency.

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