**INDIAN INSTITUTE OF MANAGEMENT NAGPUR**

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Tender for empanelment of Travel Agency for Travel Services for the International Immersion Programme of IIM Nagpur

**(Tender Reference NO.: IIMN/142/2022-23/02 dated 28/04/2023)**

**Issued by:**

|  |
| --- |
| **Client** |
| Stores and Purchase Office  |
| Indian Institute of Management Nagpur – 441108 |
| Email : purchase@iimnagpur.ac.in |
| Phone no. 07122870320/07122870321[**www.iimnagpur.ac.in**](http://www.iimnagpur.ac.in) |

**Chapter 1**

1. **Introduction**

IIM Nagpur, is an autonomous organization and a renowned name in the area of Management Education.

An important part of the curriculum is the International Immersion Programme (IIP), which is conducted every year for the students. The students visit the academic and industry partners of the institute in selected countries for a period of One week.

IIM Nagpur would like to engage the services of a travel agency to provide end-to-end support for the IIP – Air tickets, Visa, Local travel, accommodation etc.

The detailed requirements for each tour are given in Chapter 3.

The eligibility criteria for the biding agencies is as per Chapter 2.

1. **Notice Inviting Bids**

IIM Nagpur is inviting **Bids** from experienced agencies/ individuals for Tour and Travel services for IIP.

**Timeline for Bidding Process:**

|  |  |
| --- | --- |
| Bid document issue date  | 28.04.2023 |
| Bid Submission Date  | 12.05.2023 up to 11:00 AM |
| Bid Opening Date | 12.05.2023 at 11:30 AM |

1. **Bid Submission:**

Envelope 1 - The Technical bid shall be submitted in a sealed envelope / password protected folder so as to reach IIM Nagpur before the last date and should have the following:

1. This bid document signed on each page to indicate that you understand the requirements agree with the terms of this contract.
2. Copy of PAN
3. Copy of GST
4. Copy of business registration
5. Qualification as per eligibility criteria in Chapter 2
6. Profile of the agency bidding for this work
7. Work experience – documentary proof as per Chapter 2
8. Technical Bid as per Chapter 4
9. Annexure I filled, signed and stamped
10. Please do not fill the Price Bid in the technical Bid. Leave it blank.

Envelope 2 - Annexure II – Price Bid – filled, signed & stamped / Separate Password protected PDF file

Both the envelopes to be enclosed in a single envelope and submitted at -

IIM Nagpur, MIHAN Campus,

Plot No.1 , Sector 20, MIHAN, Nagpur -441108

or emailed at purchase@iimnagpur.ac.in

Bidders shall not tamper/modify the tender form including the price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and bidder is liable to be banned from doing business with IIMN.

1. **General Information for Bidders**
2. Bidders should acquaint themselves with the scope of work and reach out to IIM Nagpur for any queries / clarifications before submission of bid.
3. Period of Contract: Upto the completion of IIP activity - tentative October 2023. The total cost agreed upon at the time of Work Order will be fixed for the contract period.
4. Rejection clause:The firm who does not fulfil any of the conditions in chapter 2 or submit incomplete documents in any respect is liable to be rejected summarily.
5. Selection of Service Provider:Bidders who qualify as per the eligibility criteria and Technical Bids will be considered for Price Bid opening. The bidder quoting lowest total amount for the tour will be awarded the contract. Two bidders can be awarded the contract for each tour separately.
6. The bidders who qualify in the PQ and technical criteria will be considered for further IIP tour activities if required by the institute in which case the qualified bidders will be invited to quote Price for subsequent tours.
7. Legal dispute:Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Nagpur (Maharashtra) only.
8. Payment terms: Payment from IIM Nagpur to the agency / individual will be made after submission of invoice for the services rendered. The agency can submit invoice at various stages (Running bills) like Visa, Ticket booking etc. For each payment 10% of the amount will be retained by IIM Nagpur, which will be released with the final bill after the completion of tour.

**Chapter 2**

**Qualification and Eligibility Criteria for bidders**

|  |  |
| --- | --- |
|  | Only those Bidders who meet the following minimum criteria will be considered for empanelment: |
| 2.1 | The bidder must be a Government registered and authorized travel agency providing services of the nature as required in this bid. (Self-attested copy to be furnished) |
| 2.2 | The bidder/agency Should be IATA (International Air Transport Association) approved/accredited travel agent. (Self-attested copy to be furnished). |
| 2.3 | The Travel agency should have been in operation for a minimum period of three years before the date of application (Self-attested copy of GST and registration certificate to be furnished) |
| 2.4 | The agency must have minimum Annual Turnover of Rs.1 Cr in any three of the last five financial years i.e. from 2017-18 to 2021-22 |
| 2.5 | The agency must have conducted at least 10 international tours for a minimum group size of 30 persons in the last five years. Detailed sheet of work experience to be attached. |
| 2.6 | The agency must have conducted international group tours for an organization (Government / Private) in the last 5 years. At least three work orders / Experience letters / Client satisfaction certificates from the organizations to be attached. |
| 2.7 | The agency should not have been blacklisted by any organization at any point of time. |

* In deciding upon the selection of service provider, emphasis will be paid on the ability and competency of the firm to provide quality services according to the time schedule and in close co- ordination with IIM Nagpur.

**Chapter 3**

# **Scope of work**

IIMN would like to engage a Travel agency to provide end-to-end support services for the International Immersion Programme (IIP) of two groups of students travelling to –

1. France
2. Japan

The IIP is scheduled in the month of September 2023. The services required for each tour is detailed below.

|  |  |
| --- | --- |
|  | **France** |
| **Sr.No.** | **Dates** | **03.09.2023 to 10.09.2023** |
|  | **No. of persons in the group** | **34 persons** |
|  | **Services required from Travel partner** |  |
| 1 | Visa assistance | Yes |
| 2 | Air tickets Ex Nagpur | Yes |
|   | Travel insurance | Yes |
| 3 | Airport pickup and drop (At all locations) | Yes |
| 4 | Currency / Forex cards  | Yes |
| 5 | Accommodation | Yes |
|   | Category (3\* / 4\* /5\* / Hostel) | Hostel for Students (32 persons) |
|   | Sharing (Twin / Single) | Twin Sharing Or Dormitory Type for students ; Single rooms for Faculty 2 persons |
| 6 | Local transport | Yes wherever necessary  |
|   | Please specify for each location ( Bus / Car) | Bus  |
| 7 | Tour Guide  | No  |
| 8 | Meals (Breakfast/Lunch/Dinner) | No  |
|   | Any specifics (Indian meals) | No  |
| 9 | Sightseeing to be arranged by travel partner | No  |
| 11 | Entry for Museums / Galleries etc to be arranged by Travel partner? | Yes wherever necessary  |
| 12 | Visit to Bordeux - Stay required?  | No  |
| 13 | Travel to Lille by Train or Coach | TGV Train  |
| 14 | Sightseeing to be planned on Day 7 with seine boat cruise (or ONLY Seine river cruise needed with transfers) | Seine River Cruise on Boat with Dinner  |
| 15 | Details of the offices or places to visit  | As per Schedule of activities |
| 16 | Any additional requirement | NA |

|  |
| --- |
| **Japan** |
| **Dates** | **03.09.2023 to 10.09.2023** |
| **No. of persons in the group (tentative)** | **22 persons** |
| **Services required from Travel partner** |  |
| Visa assistance | Yes |
| Air tickets Ex Nagpur | Yes |
| Travel insurance | Yes |
| Airport pickup and drop (At all locations) | Yes |
| Currency / Forex cards | Yes |
| Accommodation | Yes |
| Category (3\* / 4\* /5\* / Hostel) | Hostel for Students (20 persons) |
| Sharing (Twin / Single) | Twin Sharing Or Dormitory Type for students; Single rooms for Faculty 2 persons |
| Local transport | Yes wherever necessary  |
| Please specify for each location ( Bus / Car) | Bus  |
| Tour Guide  | No  |
| Meals (Breakfast/Lunch/Dinner) | No  |
| Any specifics (Indian meals) | No  |
| Sightseeing to be arranged by travel partner | No  |
| Entry for Museums / Galleries etc to be arranged by Travel partner? | Yes wherever necessary  |
| Visit to Kyoto - Stay required?  | No  |
| Travel to Kyoto by Train or Coach | Yes.Bullet Train/ Shinkansen  |
| Visit to IUJ Minamiuonuoma city  | Yes. Joetsu Shinkansen |
| Details of the offices or places to visit  | As per Schedule of activities |
| Any additional requirement | NA |

**Chapter 4**

**4.1 Technical Bid**

As a part of technical bid, the bidder agency will submit a complete tour plan with all the details – Flight plans, accommodation properties, local travel plan and suggested modes.

The table of requirements given in Chapter 3 to be taken as reference for the tour plan.

Please note – No costs to be mentioned anywhere in the Technical Bid.

**4.2 Price bid evaluation & empanelment**

The Price Bids of only those bidders will be considered for evaluation, whose Technical Bid is considered acceptable to the institute authorities.

Out of the Technically qualified bids, the lowest quoted amount for each tour will be considered as recommended lowest rate and the bidder quoting the same will be awarded the contract for that tour.

In case the rate quoted by the lowest bidder is abnormally high and is not acceptable, then IIM Nagpur reserves the right to cancel this bid process.

Note:

1. IIM N reserves the right to negotiate further to reduce the rate with the lowest bidder.
2. IIMN reserves the right to reject any or all bids without assigning any reason.
3. IIMN reserves the right to increase or decrease the scope of work.

ANNEXURE – I

**Particulars of Bidder**

|  |  |  |
| --- | --- | --- |
| **Sr.no** | **DeScription** |  |
| **1** | Name of the bidder |  |
| **a** | Trade Name (in Block letters) |  |
| **b** |  Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co. / Individual)In Block letters) |  |
| **2** | Postal Address |  |
| **3** | Telephone No.  |  |
| **4** | E-mail / Website address (if available) |  |
| **5** | PAN (attach self-attested photocopy) |  |
| **6** | GSTIN (GST Registration No.) (attach self-attested photocopy if applicable) |  |

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender as stipulated in the tender notice No **IIMN/142/2023-24/02 dated 28/04/2023**. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for the services “as per Price Bid”

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date \_\_\_\_\_\_\_\_\_ Official seal of bidder \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Annexure II

**Price Bid**

**(To be submitted separately in sealed envelope or password protected file)**

**Tender No: IIMN/142/2023-24/02 dated 28.04.2023**

Tender for selection of Agency for Travel Services for IIP**.**

|  |  |  |
| --- | --- | --- |
|  | Bidder’s Name |  |
| Sr.No. | Particulars of Service | Total Cost including all taxes and service charges |
| 1 | Providing travel support services for IIP France as per Chapter 3 for 34 persons |  |
| 2 | Providing travel support services for IIP Japan as per Chapter 3 for 22 persons |  |

**Payment terms – As per Chapter 1, Clause D**

Signature of Bidder –

Date -