

# National University of Study and Research in Law, Ranchi

Ref No.: NUSRL/RNC/2024/112148 (c)

Date: 10.01.2024

## Tender Notice for Empanelment of Travel Agencies

The Registrar, National University of Study and Research in Law Ranchi, At Nagri, PO Bukuru, Kanke Pithoria Road, Kanke -834006 invites sealed tenders from Travel Agents for running a Agency at NUSRL, Ranchi for a period of one year from date of agreement and can be renewed by the University for further period on satisfactory service by the Agency.

Contractors with a minimum experience of 02 years in running a Travel Agent may submit tender with specification, term and condition. Last date for submission of tender is 03.02.24.

Offers may be submitted in two separate sealed envelopes — one containing Profile of the firm (Technical bid) and other with price bids — marked clearly on the top of the envelope.

Cost of tender document: The bidders will be required to deposit cost of Tender amounting Rs.1,000/- (Rupees One Thousand Only) in the form of separate DD in favour of "**Registrar, NUSRL, Ranchi**" payable at Ranchi. This amount is non-refundable.

Tender should be accompanied with a demand draft for Rs. 5000/- as security deposit, in favour of "Registrar, National University of Study and Research in Law, Ranchi". The draft will be refunded to unsuccessful bidders and no interest will be paid on this.

The draft of the successful bidder will be retained as part of security deposit and will be refunded on expiry of contract after deducting dues on University, if any.

Bidders should have a. minimum of 3 year of experience of providing similar services.

The Tender will be opened on 08/02/2024 at 03:00 pm in the office of the Registrar. The Bidders or his representative are allowed to be present at that time.

The undersigned reserves the right to accept/reject any of the tender papers.

By the order

Registrar  
NUSRL, Ranchi

## **Eligibility Criteria: -**

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

<b>Sl.No.</b>	<b>Eligibility Criteria</b>	<b>Supporting Documents Required</b>	<b>Yes/ No and deviation, if any</b>
1.	<p>(i) The agency should be a single entity, registered as a Company under the Companies Act 2013 or Companies Act 1956 or any other previous companies act in India, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered Under the Limited Liability Partnership Act, 2008 and should be in continuous existence in India for at least last Five years, as on 31.03.2024.</p> <p>(ii) Should be registered with IATA/IRCTC for transaction of the business.</p>	<p>(i) Self-attested copy of Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.</p> <p>(ii)Self-attested copy of valid license for providing services.</p>	.
2.	The agency must be registered in India with appropriate tax and other administrative authorities.	Self-attested copy of GST registration certificate and PAN and others.	
3.	The agency should last three financial years i.e. (F.Y. 2020-21, 2021-22 and 2022-23).	Statement of average annual turnover from the similar business of last three financial years from a registered practicing Chartered Accountant along with audited Financial Statements.	
4.	Self-Declaration by the Agency for non-blacklisting by Government, PSU's, Autonomous bodies, Academic institutions etc. (including NUSRL, Ranchi-that they are not blacklisted and/ or their services suspended/ discontinued in NUSRL, RANCHI in the past.).	Declaration for not having been blacklisted by any State Government or by Government of India as per the format in this tender document.	
5.	<p>Agency should fulfill at least one of the criteria out of the following 3 conditions in respect of similar business i.e. arrangement of domestic tours and international travels viz. air tickets, VISA, medical insurance, lodging/boarding, local transportation, excursions, local site seeing, industry visits, Indian meals etc. during last financial year 2022-23: -</p> <p>a) Agency should have provided tickets costing not less than Rs. 50 lakhs to any 3 organizations; or</p>	Self-attested copies of sanction/work Orders and Client's Satisfactory Certificates.	

	<p>b) Agency should have provided tickets costing not less than Rs. 75 lakhs to any 2 organizations; or</p> <p>c) Agency should have provided tickets costing not less than Rs. 1 Crore to any 1 organization.</p>		
6.	<p>The agency similar experience during last three financial years i.e. (F.Y. 2020-21, 2021-22 and 2022-23 for arranging domestic and international tours including booking of international air tickets, hotels, accommodation, (lodging/boarding), surface transport, taxi, VISA and Insurance, Medical insurance, Indian Meals, excursions, local site seeing, industry visits etc. to the Government, PSU's, Autonomous bodies, Academic institutions etc. The agency will provide his own staff tour operator to accompany participants during tour abroad.</p>	<p>Self-attested copies of work Orders and Client's Satisfactory Certificates.</p>	
7.	<p>Agency should have its office in Ranchi.</p>	<p>Self-Attested copy of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory in the last 2 years i.e. during June 2021 to May 2024.</p>	

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

## **Scope of Work: -**

1. Empaneled agency will be required to arrange to book air tickets on international and domestic flights, including emergency booking/booking in odd situations and train tickets etc. E-tickets sent by email must contain in the subject line the name of the traveler, sector and date. The email must be sent to the authorized requestor and the traveler both.
2. Assist NUSRL, Ranchi in obtaining deal codes with other airlines and hotels as and when available.
3. Ensure receipt of proper statement from airlines on discounts gained on deal codes secured by NUSRL, Ranchi and their proper utilization thereof.
4. The agency should deliver tickets with invoice at NUSRL, Ranchi concerned officials and collect tickets for cancellation, if any.

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

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

1. The agency will be required to compulsorily quote the rates for making required necessary arrangements for domestic/international travels, as and when intimated by NUSRL, Ranchi. Failing which the empanelment of the agency will be terminated/suspended/cancelled/blacklisted by the Institute. Also, the agency may be blacklisted for any participation in the future competitive processes of the Institute.
2. Agency must have capability and resources to get the best deals and discounts for arranging domestic/international travel, hotels, accommodation facilities, surface transport and taxis etc.
3. The agency shall be available 24\*7 for booking/ cancellation of both domestic and international Air tickets, railway tickets, taxis and hotel accommodation etc. The booking will be done on credit basis.
4. The travel agency MUST have authorization from International Air Transport Association (IATA). Also, for train tickets booking appropriate authorization are required.
5. Bills for bookings and any other related services shall have to be submitted on a monthly basis and subject to the correctness of the bill the monthly payment to the agency shall be processed by the Institute.
6. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
7. The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/ compensation with their creditors.
8. NUSRL, Ranchi reserves the right to avail of the services of one or more travel agents.
9. The Travel Agent shall ensure providing uninterrupted services to NUSRL, Ranchi. In the event of poor/ deficient services, NUSRL, Ranchi reserves the right to terminate/suspend/ cancel/blacklist the empanelment of the Travel agent.
10. Bids containing false or inadequate information is liable for rejection.

11. NUSRL, Ranchi reserves the right to reject any or all the bids without assigning any reason thereof.
12. The travel agency shall not assign the contract or any part thereof to any other agency/party without the prior written consent/approval of NUSRL, Ranchi.
13. If the registration certificate of IATA / IRCTC is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stand cancelled. The same shall be informed to NUSRL, Ranchi immediately.
14. Last date of submission: last date of receipt of sealed bids at NUSRL, Ranchi through Speed Post/By Hand is **03 feb 2024 up to 5 p.m.** No bids shall be entertained after the expiry of the due date and time.
15. Authorized Signatory: All the submissions of the bid must be signed by the authorized signatory and official stamped. The contact details must be mentioned on the cover page of the application.
16. The agencies or its associates/companies who are empaneled with NUSRL, Ranchi as a result of this empanelment process are not allowed to use the name of NUSRL, Ranchi, its logo, or any document for any purpose without the prior written approval of NUSRL, Ranchi.

**17. Effectiveness and Duration of empanelment**

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

18. **Blacklisting/debarring of agency:** NUSRL, Ranchi reserves the right to cancel the empanelment and debar the Agency if it is discovered that the Agency had produced any false information, on continued delivery of unsatisfactory services, over charged fare/ tariff, insolvency of the company or any other ethical ground as deemed fit.
19. As a part of evaluation of bids submitted by the agencies, NUSRL, Ranchi may seek a 15 minutes' presentation to determine the capabilities of the agencies. NUSRL, Ranchi may call for such information/presentation at a short notice.
20. At any time prior to the last date for receipt of bids, NUSRL, Ranchi may for a valid reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the document by an amendment.
21. Tenderer are required to visit the NUSRL, Ranchi website [www.nusrlranchi.ac.in](http://www.nusrlranchi.ac.in) Tenders Section for any changes or amendments before submitting their bids.
22. Tenderer should note that any bid submitted is liable to be rejected if: -
  - a) Not submitted in the prescribed format and not containing required details.
  - b) Not properly sealed and signed as has been instructed in this document.
  - c) Received after the expiry of due date and time.
  - d) Support document(s) with the bid is missing.

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

The bids duly filled in all respect enclosing necessary documents should be addressed to Registrar, NUSRL, Ranch Kanke Pithoriya Road, kanke, Ranchi 834006

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

- a. **Bids queries to be addressed to:** Registrar office , NUSRL, Ranchi
- b. **Postal address for submitting the Bids:** Registrar, NUSRL, Ranch, Kanke, Pithoriya Road, Kanke, Ranchi 834006
- c. NUSRL, Ranchi reserves the right to either accept or reject any or all of the tenders without assigning any reason whatsoever and decision of Director, NUSRL, Ranchi shall be final and binding.

#### **Tender Validity**

The validity period of the bid will be one Year from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by NUSRL, Ranchi. A proposal valid for a shorter period may be rejected as non-responsive.

#### **Disclaimer: -**

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

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

Sl.No	Description	Information
1	Details of Travel Agency	
2	Date of Incorporation of Company (Attach ROC Registration certificate/, Registered Partnership Deed)/Firm	
3	Name of Director/ Partner of Travel Agency	
4	Full Address of Registered Office: Telephone No.: FAX No.: E-Mail Address :	
5	Full address of Operating Branch/Office in Ranchi : Telephone No. FAX No. E-Mail Address	
6	Banker of the Travel Agency (Attach certified copy of statement of A/c for the last one year i.e. 01.04.2022 to 31.03.2024)	
7	PAN No. (Attach attested copy)	
8	GST Registration No (in respect of Housekeeping Services) (Attach attested copy)	
9	(i) IATA Registration No. (Attach attested copy) (ii) IRCTC Registration No. (Attach attested copy)	
10	Any other details the tenderer wish to add	

## Application for Empanelment of Travel Agency

(ON THE AGENCY LETTER HEAD)

To,  
Assistant registrar (I/c)  
NUSRL, Ranchi  
Kanke Pithoriya Road,  
Kanke 834006

Date:

Subject: Empanelment for Travel Agency

Dear Sir,

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

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

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

Signature of Authorized Signatory

(Name and Designation)

Name of Agency:

Address:

e-mail id:

Contact details:

Company Seal



## Declaration by the Travel Agency

(ON THE AGENCY LETTER HEAD)

To,  
Assistant registrar (I/c)  
NUSRL, Ranchi  
Kanke Pithoriya Road,  
Kanke 834006

Date:

Subject: Empanelment of Travel Agency

Dear Sir,

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

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

Signature of Authorized Signatory

(Name and Designation)

Name of Agency:

Address:

e-mail id:

Contact details:

Company Seal

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

Date.....

To,  
Assistant Registrar (I/c)  
NUSRL, Ranchi  
Kanke Pithoriya Road,  
Kanke 834006

Dear Sir/Madam,

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

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

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

Signature of the Authorised signatory

Name of the Agency.....

Place:.....

Date:.....

Address.....

(official seal)

**PROFORMA FOR AVERAGE ANNUAL TURNOVER**  
**(ON THE COMPANY LETTER HEAD)**

(ATTACH DOCUMENTARY PROOF DULY CERTIFIED BY PRACTICING CHARTERED ACCOUNTANT)

<b>Financial Year</b>	<b>Amount in Rupees (in Figure) (exclusive of Tax)</b>	<b>Average Annual Turnover in Rupees (exclusive of Tax)</b>
<b>2020-21</b>		
<b>2021-22</b>		
<b>2022-23</b>		

Signature of the Authorised signatory

Name of the Travel Agency.....

Place:.....

Date:.....

Address.....

(Official seal)

**EXPERIENCE PROOF DETAILS OF SIMILAR CONTRACTS SUCESSFULLY EXECUTED**

(ON THE COMPANY LETTER HEAD)

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

(ATTACH EXTRA SHEETS IF NECESSARY)

Signature of the Authorised signatory

Name of the Travel Agency.....

Place:.....

Date:.....

Address.....

(Official seal)

**FINANCIAL BID PROFORMA****(ON THE COMPANY LETTER HEAD)**

(To be sealed in a separate envelope marked as Financial BID)

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

Sl. No.	Services	Class	Issuance fee per booking (Exclusive of Tax)	Cancellation fee per booking (Exclusive of Tax) other than airline charges	Remarks
<b>Domestic Travel Services</b>					
	Service / Management Fee	Economy class		N.A.	
	Service / Management Fee	Business class		N.A.	
	Cancellation charges	Economy class	N.A.		
	Cancellation charges	Business class	N.A.		
<b>International Travel Services</b>					
	Service / Management Fee	Economy class		N.A.	
	Service / Management Fee	Business class		N.A.	
	Cancellation charges	Economy class	N.A.		
	Cancellation charges	Business class	N.A.		
	Within India	As required by the Institute.		N.A.	
	Outside India			N.A.	
	Railway booking Service / Management Fee	As required by the Institute.		N.A.	
	Railway cancellation Charges			N.A.	
	VISA Processing charges			N.A.	
	Passport services charges			N.A.	
	Passport application			N.A.	
	Overseas Travel Insurance			N.A.	
	Any other charges, please specify				

Certified that the above rates are exclusive of applicable taxes.

Signature of the Authorised signatory

Name of the

Agency.....Place:.....

.....

Date:.....

(officialseal)

**CHECK LIST FOR TRVEL AGENCY**

<b>Sl. No.</b>	<b>Details</b>	<b>Please mention if the document attached YES/NO</b>
a.	Self-attested copy of the Certificate of registration of transport agency.	
b.	Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in Ranchi /NCR for last 2 years i.e. during June 2021 to May 2024. Self-attested copies of valid licenses for	
c.	Self-attested copies of valid registration certificate issued by the concerned State/Central Government, as may be required for operating travel agency business.	
d.	Self-attested copies of the GST registration certificate & PAN etc.	
e.	Details of Average Annual Turnover during last three financial years i.e. 2020-21, 2021-22 and 2022-23, in support of eligibility criteria, enclose documentary proof in support, duly certified by a practicing Chartered Accountant.	
f.	Experience proof of providing travel services to Educational Institutions, PSU's Government/Private Organizations, Corporate etc. issued on the organizations letter head by the competent authorities of the organizations during last three financial years i.e. 2020-21, 2021-22 and 2022-23.	
g.	NIQ document dully signed and official stamp on all the pages is to be submitted in original.	
h.	Self-Declaration by the Agency for non-blacklisting by Government, PSU's, Autonomous bodies, Academic institutions etc. (including NUSRL, Ranchi-that they are not blacklisted and/ or their services suspended/ discontinued in NUSRL, RANCHI in the past.).	

Signature of the Authorised signatory  
Name of the  
Agency.....Place:.....  
.....  
Date:.....

(officialseal)