

**Ropeways and Rapid Transport System
Development Corporation HP Limited**

(A State Government Undertaking)

US Club, Shimla - 1

Phone No. 0177-2811001, 2811003, 2811004

E-Mail: dir.rtdchp@gmail.com cgmrtdechp@gmail.com dgmrtdechp@gmail.com



Ropeways and Rapid Transport System Development Corporation HP Ltd

NOTICE

INVITATION FOR EXPRESSION OF INTEREST (EoI)

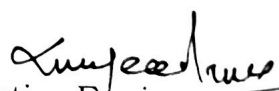
The bids are invited by the Executive Engineer RTDC, on behalf of Governor of H.P. from interested bidders for below mentioned services.

S. NO.	Name of Work	EMD (INR)	Tender Processing Fee (INR)
1	Eol-cum-Financial Bids for Empanelment of Travel agent in RTDC.	10,000/-	500+18% GST (590)

Availability of EoI document and mode of submission: The Bid document which shall be available on website www.rtdc.org. The interested bidder may download the EoI and other instruction from website www.rtdc.org and submit their bids in the office of undersigned.

Key Dates:


S. No.	Description	Dates
1	Date of Publication	21-06-2025 upto 05:00 PM
2	Downloading of EoI Start Date & Time	21-06-2025 from 05:00 PM
3	Last date of downloading & Submission of EoI	28-06-2025 upto 02:00 PM
4	Date of opening of Technical Bids	28-06-2025 at 03:00 PM


Executive Engineer, 21/6/25
Ropeways and Rapid Transport System
Development Corporation H.P. Ltd. (RTDC)
U.S. Club, Shimla - 1.

No. RTDC/Empanelment of Travel Agent/2022/1010 dated 21/06/2025

Copy forwarded to:

1. Copy to Notice Board.


Executive Engineer, 21/6/25
Ropeways and Rapid Transport System
Development Corporation H.P. Ltd. (RTDC)
U.S. Club, Shimla - 1.

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Expression of Interest for Empanelment of Travel Agent in RTDC

Eoi-cum-Financial Bids for Empanelment of Travel Agent in RTDC are hereby invited. The key objectives of the proposed appointment of Travel Agent and terms of reference are enclosed at Annexure-A.

Bidding Parameters: -

- I. The bid shall be accompanied with cost of document amounting to Rs. 500/- plus GST (590) in the shape of Accounts Payees Bank Draft in the name of Deputy General Manager, Ropeways and Rapid Transport System Development Corporation H.P. Limited, Shimla or RTGS on following account:

Account no: - 50100487800000

NAME- ROPEWAYS & RAPID TPT SYS DEV CORP HP LTD

NAME OF THE BANK- HDFC SANJAULI SHIMLA

IFSC- HDFC0000346

- II. The bid shall be accompanied with Earnest Money/Bid Security, amounting to Rs.10,000/- (Rupees Ten Thousand only) in the shape of Accounts Payees Bank Draft/Bank Guarantee with a validity of 120 days from the date of opening of tenders in the name of Deputy General Manager, Ropeways and Rapid Transport System Development Corporation H.P. Limited, Shimla or RTGS on following account:

Account no: - 50100487800000

NAME- ROPEWAYS & RAPID TPT SYS DEV CORP HP LTD

NAME OF THE BANK- HDFC SANJAULI SHIMLA

IFSC- HDFC0000346

The earnest money shall be returned/refunded after the award of the consultancy to all the bidders except the successful bidder.

Eligibility Criteria: -

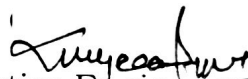

- a) Bidder must submit a proof of existence for more than five (5) years i.e. Certificate of Incorporation as a Limited Company or Registered partnership Firm or a LLP governed by the Limited Liability Partnership Act-2008, Registrar of Companies, Ministry of Corporate Affairs, Government of India.
- b) Bidder must submit a proof of Tax registrations, which are in existence for more than five (5) years i.e. GST, Service Tax Registration, PAN Number and TIN

Number. The Bidder must have an office in Delhi/NCR/Himachal/Chandigarh and submit proof i.e. Telephone Bill from Govt. Telecom operator or Rent Agreement etc.

- c) The Bidder must have average annual turnover of at least **Rs. 50 Lakh** from similar nature of works during the last three financial year ending March 2024. Copies of ITR for last three consecutive years must be submitted along with bid document. Audited Balance Sheet for Last 3 (Three) years ending on March 2024 is to be enclosed. Year in which no turnover is shown would be considered for working out the average.

Note:

- Bidders not giving the above details shall be liable for rejection.
- Incomplete bid, conditional bid and bid received without EMD/BID SECURITY DECLARATION and after the stipulated time shall out- rightly be rejected.
- In case of any dispute in the award of work or terms & condition of award and execution of works, the decision of Executive Engineer (EE) RTDC shall be final and binding on all the parties.


Executive Engineer, 21/6/25
Ropeways and Rapid Transport System
Development Corporation H.P. Ltd. (RTDC)
 U.S. Club, Shimla -1.

Terms of Reference

Financial Conditions

- **The rates quoted must be inclusive of all duties, taxes, license fees etc. excluding GST** and shall be quoted in the Performa attached at Annexure-II only. No extra claim from the vendor shall be entertained. RTDC shall however deduct taxes at source as applicable and shall provide a certificate to this effect.
- If there is a discrepancy in the Financial bid, between the amounts in figures and in words, the value whichever is lower shall be considered by RTDC.

Terms and Conditions for empanelment of Travel Agent cum scope of services

- **International/Domestic Travel-** All international/domestic travel will be arranged at the most economical fares (excursion fares) by cheapest routes. The agency would also guide the package schemes if any available in order to save the cost of air ticket. The travel agent will keep RTDC informed about the latest fares, schemes and other promotional benefits being offered by various airlines from time to time will ensure that the same are passed to RTDC immediately.
- **Railway Bookings-** The travel agent shall book on-line Railway tickets in respect of officials, as per requirement.
- The bidder should leave one of its own representatives **on Delhi Airport** for meet & greet services. RTDC may ask bidder to submit document/photocopy of ID card issued to authorized representative of the bidder by Airport Authority of India, BCAS (Bureau of Civil Aviation Security of India) to enter into the airport area for meet and greet services during the currency of the agreement.
- **Liaison-** The travel agent shall provide representative at their cost as and when required at Shimla office of RTDC
- **24 Hours Services-** The travel agent will provide round the clock services to RTDC personnel. Telephone and mobile numbers of key personnel shall be made available to RTDC officers to enable us to seek the services of the Travel agent, even in emergencies.
- **Delivery of tickets-** The travel agent will take prompt action to suggest the most economical options and make necessary booking immediately on receipt of request from the authorized officers of RTDC and will keep RTDC officers informed about the

status of booking of all times. The delivery of tickets will be made between 10:00 AM to 05:00 PM on RTDC working days at the RTDC offices mentioned at the time of booking. On holidays or in case the travel agent fails to deliver the tickets at RTDC office during working hours, the ticket will have to be delivered at the residence of the concerned officer without any extra service charges towards transportation/conveyance etc.

- **Visa assistance**-The travel agent shall provide visa assistance for all countries right from submission of visa application, collection of passports from Embassies and delivery of passports to officers. The bidder must enclose CV of the authorized person of the company who can handle VISA assistances
- **IATA Commission**- In order to procure tickets at competitive and most economical rates, the agency shall pass on 100% IATA commission on all air tickets received from various airlines to RTDC.
- **Cancellation of Tickets**- Charges on account of cancellation of tickets would be strictly as per the charges of airlines. However, these may be clearly specified. No service fee on issuance of tickets in respect of cancelled tickets will be paid by RTDC to the travel agency under any circumstances.
- **Payment Terms**- The mode of payment will be by RTGS/NEFT/Online Transfer with a credit of 30 days from the date of travel or date of submission of bills whichever is later. Payment of travel shall only be released when RTDC receives the airline invoices and GST credit in lieu of. Payment of GST shall be made on submission of proof.
- The bidder will provide 2 full time implants (each posted at Shimla office of RTDC) to handle works exclusively of RTDC at their own cost.
- The in- house representatives as detailed in serial no. 4.11 above shall be at least graduates having sufficient knowledge & experience w.r.t travel arrangements. CV of above employees shall be approved by RTDC.
- RTDC reserves the right to empanel more than one travel agent or may remove the travel agent from the panel at any point of time keeping in view the services and requirement of Travel Agent.
- Qualified Bidder shall be empaneled as Travel Agent of RTDC for a period of 1 year from date of engagement on the rates quoted in Financial Proposal and empanelment may be further extended for a period of two years on yearly basis on mutual consent of both RTDC and qualified bidder.
- The agency must be capable to work on agency model basis

Cancellation of Contract:

RTDC shall have the right to cancel the contract with the selected bidder at any time during the contract period, by giving a written notice, for any valid reason including but not limited to the following reasons:

- (i) Excessive delay in execution of orders placed by the RTDC.
- (ii) Discrepancies/ deviations in the agreed processes and/ or products.
- (iii) Violation of terms & conditions stipulated in this RFP.
- (iv) Use of RTDC Corporate deal codes of respective airlines for booking of air tickets other than for RTDC officials.
- (v) Unsatisfactory or inefficient service to the RTDC.
- (vi) The termination or cancellation of the contract under any of the circumstances mentioned in the RFP or otherwise will not entitle the service provider to claim any compensation or damage from the RTDC. However, on termination, RTDC will pay to the service provider the entire amount due as on the contract for the services already provided to the RTDC before such termination.

Instructions:

Annexure-I, II and III is attached herewith which has to be filled, stamped & signed and shall be sent along with the proposal.

- All the pages of the Proposal Document shall be signed and numbered serially e.g. page number 15 of the document containing total 50 pages shall be numbered as 15/50.
- If any information in the proposal is missing or not clearly specified or found ambiguous, it will be assumed that the tenderer is not in a position to supply/share the information and therefore will be evaluated accordingly.
- Proposal Document shall not include any financial condition and proposal containing such conditions shall be liable to be rejected.
- Any direct or indirect attempt made to influence RTDC in deciding the results of the tender will result in disqualification of the Bidder.
- The firm does not commences the services within the period specified at the time of agreement or fails to deliver the desired results, RTDC may, declare this Agreement to be null and void, with a prior notice of one week and services of the firm will be terminated. In case of unsatisfactory performance, RTDC shall have the right to terminate the contract and get the work done from open market at the firm's risk and cost.

- RTDC is not bound to accept any of the bids submitted and reserves the right to reject or amendments/queries without assigning any reason.

The language used in preparing the bid shall be in English

- The airline should submit GST invoice in the name of RTDC directly.
- The agency should charge its fixed charges over and above on airline charges.
- **Other facilities**-Other assistance like hotel bookings, transport arrangement during outstation journey tour, conferences and group tours will be arranged by the travel agency as and when any request for the same is received from RTDC. The travel agent shall also arrange for Travel Insurance for the officers proceedings on journey and will also offer Airport assistance to all Senior Officers without any service charges.
- Agency shall be responsible for obtaining travel related insurance including overseas medical insurance

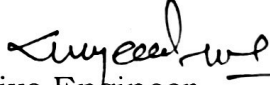

On Monthly basis the Travel Agent shall provide the duly verified copy of invoices raised against them by different Airlines for cost of tickets booked for RTDC, as a proof for commission charges. The travel agent shall pass all discounts/commissions/benefits of any kind offered by Airlines to RTDC regularly within the period of 15 days. RTDC can conduct an audit at any time to ensure delivery of such benefits to RTDC.

Penalty

- a) The empaneled travel agency is required to book the ticket immediately on receipt of booking request/approved communication from the concerned RTDC travel desk representative. Such booking shall in no case, be later than 6 hours of receipt of such request or 2-3 hours before scheduled departure of flight in case of priority /urgent/same day booking whichever is earlier. In the event of failure to do so, the Travel Agent will be liable to pay a sum of **Rs.1000/- per incident**.
- b) Travel agency must book the ticket strictly at the most economical fare available for the indicated time slot as per the Deal Code of various airlines with RTDC unless otherwise specified in the booking request given by the concerned RTDC travel desk representative. Failing to do shall lead to penalty of **Rs.1000/- per incident** in addition to difference between the lowest cost and actual cost of the ticket booked.
- c) In case, cancellation of the ticket is not made by the travel agency even after written communication (through EMAIL, WHATSAPP OR SMS) by the Executive concerned or RTDC travel desk representative requesting such cancellation, no payment shall be made to empaneled travel agency for that particular ticket.

BIDS/TENDERS

- a) In the financial bid the Bidder shall quote for the Travelling Agent fee in absolute amount (As per Annexure-B) which shall be paid to the selected Travelling Agent as per the Scope of the Work attached as per annexure -'A', to be submitted in a separate envelope to be super-scribed as "Financial Bid". The financial bids of the technically qualified parties shall only be opened. Further, in case Financial Bid is not submitted in separate envelope and is accidentally opened during technical evaluation, the RTDC reserves the right to accept or reject the same without assigning any reasons thereof.
- b) Both the envelopes should be put into one single envelope to be super-scribed as "EOI-cum-Financial Bids for Empanelment of Travel Agent on the Panel of RTDC".
- c) The EOI shall be addressed to the Executive Engineer, Ropeways and Rapid Transport System Development Corporation H.P. Limited (RTDC), US Club, Shimla-171001 and should reach on or before 28-06-2025 up to 12:30 PM and shall be opened on same day at 3:00 PM. The RTDC reserves the right to accept or reject any or all the bids at any stage of the process or any of the terms without assigning any reasons thereof.


Executive Engineer, 21/6/25
Ropeways and Rapid Transport System
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 U.S. Club, Shimla -1.

Tender Inviting Authority:- Executive Engineer RTDC US Club Shimla

Name of work: - EOI-cum-Financial Bids for Empanelment of Travel Agent on the Panel of RTDC.

Annexure-B

Financial Proposal

S. No.	Particulars	Rate (Exclusive of GST)
1	Travel agent commission on arrangement of Air Tickets (International) (Lump Sum Amount per ticket)	
2	Travel agent commission on arrangement of Air Tickets (Domestic) (Lump Sum Amount per ticket)	
3	Travel agent commission on arrangement of Train Tickets per ticket (In Rs.)	
4	Travel agent commission on arrangement of Tatkal Train Tickets per ticket (In Rs.)	
5	Travel agent commission on Hotel Bookings (In Rs.) per booking (Domestic)	
6	Travel agent commission on Hotel Bookings (In Rs.) per booking (International)	
7	Travel agent commission on Visa Assistance/visa filing per person (In Rs.)	
8	Travel agent commission on Travel insurance per person (In Rs.)	
9	Travel agent commission on dummy bookings of hotels for visa filing per person (In Rs.)	
10	Travel agent commission on dummy bookings of flights for visa filing per person (In Rs.)	

Dated

(Authorised Signatory)

Name of Firm

Address with Telephone Number