

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

(A State Government Undertaking)

US Club, Shimla – I (GST NO.02AAJCR7053G1Z11)

Phone No. 0177-2811001, 2811003, 2811004



Ropeways and Rapid Transport System Development Corporation HP Ltd.
Ropeways aur Rapid Transport System Development Corporation HP Ltd.

Notice for Selection of Travel Agent in RTDC

EOI-cum-Financial Bids for Appointment 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. 590/- including GST 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: - 50100297437422
Name- ROPEWAYS & RAPID TPT SYS DEV CORP HP LTD
Name of the Bank- HDFC the Mall Shimla
IFSC- HDFC0000524

- II. The bid shall be accompanied with Earnest Money/Bid security amounting to Rs. 5000/- (Rupees Five Thousand only) in the shape of Accounts Payees Bank Draft/FDR with a validity of 365 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:

Supplies Account no: - 50100297437422
Name- ROPEWAYS & RAPID TPT SYS DEV CORP HP LTD
Name of the Bank- HDFC the Mall Shimla
IFSC- HDFC0000524

- III. 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 registration, PAN Number and copy of water/Electricity bill.

Note:

- Bidders not giving the above details shall be liable for rejection.
- Incomplete Bid, conditional Bid and Bid received without EMD 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.

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Executive Engineer (Civil),
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 exclusive of all duties, taxes, license fees and GST etc.** 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 Appointment 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.
- **Vehicle Hiring:** The travel agent shall arrange vehicles of required category on demand for official use of RTDC at competitive market rates. The agency shall ensure timely availability of vehicles, proper condition.
- **Liaison-** The travel agent shall provide representative at their cost as and when required at Shimla office of RTDC
- **Services-** The travel agent will provide prompt 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 10 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.
- RTDC reserves the right to engaged 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 engaged as Travel Agent of RTDC for a period of 1 year from the 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
- The rates quoted in Financial Proposal will be applicable for one year from the date of issuance of LOA. Thereafter, an increase of 5% per annum on the approved service rates will be applicable for extension of subsequent years, subject to satisfactory performance of the travel agent and mutual agreement between RTDC and the service provider.

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:

- All the pages of the Proposal Document shall be signed and numbered serially.
- 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 commence 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.
- **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.

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 superscribed as "EOI-cum-Financial Bids for Appointment of Travel Agent on the Panel of RTDC "
- c) The EOI shall be addressed to the Executive Engineer (Civil), Ropeways and Rapid Transport System Development Corporation H.P. Limited (RTDC), US Club, Shimla-171001 and should reach on or before 16-04-2026 up to 11.00 AM 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.

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

Annexure- B

Tender Inviting Authority :- Executive Engineer (Civil), RTDC US Club Shimla

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

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.	
6	Travel agent commission on hiring of Vehicles (In Rs.) within State of Himachal Pradesh per day per vehicle booking.	
7	Travel agent commission on hiring of Vehicles (In Rs.) outside of State per day per vehicle booking.	

Dated

**(Authorized Signatory)
Name of Firm**

Address with Telephone Number