



Job No: KMRL/ADMN/EMP TRAVEL BOOKING/2015/1

Dated: 23/07/2015

QUOTATION NOTICE FOR EMPANELMENT OF AGENCIES

Kochi Metro Rail Ltd (KMRL), invites quotation from reputed IATA approved travel agents for empanelment to provide following services from the financial year 2015-2018. Quotation documents may be downloaded from the Website www.kochimetro.org.

1.1 Key details:

Name of Work	1. Round the clock Air and Railway ticket booking (International and Domestic) 2. Hotel Reservation (International and Domestic) 3. Visa Processing Services 4. Round the Clock Outstation Cab services.
Availability of quotation form	Quotation documents can be downloaded from the official website of the KMRL : www.kochimetro.org on or after 23/07/2015
Performance Security Deposit	Demand draft of Rs.10000/- drawn in favour of Kochi Metro Rail Ltd payable at Kochi.
Last date & time of submission of Quotation :	31/07/2015 & 14:00 Hrs
Bid Opening	31/07/2015 & 15:00 Hrs

1.2 Late quotation (received after date and time of submission of bid) shall not be accepted under any circumstances.

1.3 KMRL reserves the right to accept or reject any or all proposals without assigning any reasons. No bidder shall have any cause of action or claim against the KMRL for rejection of his proposal.

For Kochi Metro Rail Ltd



2.0 SCOPE OF WORK

- 2.1 Air/Railway ticket booking (Domestic and International)
 - 2.1.1. Bookings of international and domestic air and railway tickets for KMRL officers round the clock.
 - 2.1.2 Providing Protocol service at airport (On requirement basis)
- 2.2 Hotel Reservations (International and Domestic)
 - 2.2.1 Arrangement of Hotel Accommodation to KMRL officials.
- 2.3 Visa Processing Services
 - 2.3.1 Processing of visa to KMRL officials on requirement basis.
- 2.4 Arrangements of round the clock vehicle for travel as per the requirement in locations other than cochin.

3.0 Pre-qualifications Criteria:

3.1 The travel Agent should be approved by IATA and should be registered with IRCTC.

3.2 The Travel Agency may be a sole proprietary concern, partnership firm or a company and should be registered with Registrar of Firms/Companies, whichever is applicable. (Attach copy of registration certificate)

3.3 Travel Agent should have Service Tax Registration Number and PAN Number.

3.4 The travel agent should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems.

3.5 The agency should have experience in providing domestic / international air/railway ticket booking, hotel booking, Visa processing and Cab services in out side of Kerala to reputed institutional customers like Central Government/State Government/PSU/Bank etc.(Attach copy of work orders or letter of empanelment)

3.6. The agency should have achieved annual turn over of Rs 60 lakh in any of the last three financial years (2014-2015,2013-14,2012-2013) and average turnover of Rs. 25 lakh during these three financial years.

3.7 Deleted



3.8. Bid offers should be kept valid till acceptance or otherwise for a period of 30 (Thirty) calendar days from the date of opening of financial bid which ever earlier.

3.9 Attested copy of satisfaction certificate from the present office(s) in which the Service Provider Company / Firm / Agency is providing similar services has to be enclosed separately.

4.0 Terms and Conditions

4.1 The Travel Agency will book Air Ticket as an when required by KMRL round the clock at a very short notice including Sundays/Holidays. The tickets are to be arranged through mail and delivered to KMRL office, e-mail of the Officer or at the residence of requisitioner or at any other places as instructed

4.2 Delivery of tickets shall be made within the time schedule as per the instructions of Authorised Officer.

4.3 The Agency may require to provide tickets on all days of the week.

4.4 The Agency may require at short notice to cancel, rescheduling of tickets.

4.5 The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

4.6 The Tax Deduction at Source (T.D.S.) shall be effected as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.

4.7 The ticket receipt format should be on the basis of Air line booking done and not on the format of individual agency.

4.8 KMRL will pay as per the airline policy towards tickets cancelled.

5.0 Submission of Quotation

5.1 The agencies qualifying the above pre-qualification criteria and agree to abide by the terms and conditions may submit the ' Bids' in single sealed cover super scribing- 'Bid for travel services' Application forms along with attested copies of the documents as stated in the form may be attached and completed.(See Appendix I & II) and quotes may be submitted in prescribed format attached (See Appendix III and IV).



5.2. Completed application form along with the requisite documents shall be submitted in the sealed envelope clearly indicating the category of work on top of the envelope to:-

The Additional General Manager (HR, Admn &Trg)
Kochi Metro Rail Ltd.
8th floor, Revenue Tower, Park Avenue Road,
Opp. Boat Jetty, Kochi-682011. Phone No: 9446364806

5.3 The **bids** will be opened on the date prescribed in the quotation notice.

5.4. Bids without supporting information /required documents shall be summarily rejected.

6.0 Selection Procedure

6.1 Selection of successful bidders will be decided by the evaluation committee based on the technical qualification and lowest rates quoted. The agencies selected shall be called for a techno commercial discussion to align their rates with that of the lowest qualified bidder(s). Maximum of three agencies will be empanelled for the travel services.

6.2 The company reserves the right to accept or reject any or all applications without assigning any reason whatsoever.

6.3 After empanelment, for each booking requirement from KMRL, the empaneled agencies will be given a mail invitation with a time limit of maximum one hour and the agency quoting the lowest fare will be given a mail confirmation for execution of the booking, except for urgent requirements, as decided by KMRL.

7.0 Contract Agreement

7.1 A Letter Of Acceptance shall be issued with accepted schedule of rates for providing vehicle-hiring services on terms & conditions mentioned in the letter.

7.2 An interest free Performance Security Deposit of Rs.10000.00 (Ten Thousand) shall be submitted by the selected agencies. The said deposit shall be released after the expiry of the contract i.e after three years.

7.3 In the event of violation of any of the terms & condition of the contract during the tenure, the Security Deposit shall be forfeited, Decision of KMRL shall be final & binding and no claims whatsoever shall be entertained in this regard.



7.4 The period of contract will be for three years from the date of awarding the contract, the contract extension thereafter is at the sole discretion of the company on existing terms and conditions as the case may be.

8.0 Termination of Contract

8.1 KMRL reserve the right to summarily terminate the contract due to failure of the agency to provide satisfactory services and/or repeated failures to provide vehicles against requisitions. In such cases, the security deposit shall be forfeited and decision of KMRL in this regard shall be final and binding.

8.2 KMRL may at any time by giving one months notice close the contract without any liability, financial commitment or otherwise on itself.

9.0 Payment

9.1 The bills along with original airline invoices, visa fee vouchers, out station cab invoices and trip sheets duly signed by the user should be submitted by the agency on monthly basis and the payment shall be made within 15 working days from the date of receipt of bills with all details after applicable statutory deductions if any. Service tax will be paid extra.

9.2 The agency should confirm the bank details for electronic fund Transfer on their letter heads duly signed by the authorized person along with a cancelled cheque, as documentary proof. Any change in the bank accounts shall be informed to us well in advance and KMRL shall not be liable for any loss incurred by the agency due to non confirmation /incorrect information of the bank account details



Appendix I Technical Form

Application form for booking Air/Rail tickets and visa processing charges

Sl.No.	DETAILS	
1	Name of Agency	
2	Address with telephone, e-mail, fax number & the name(s) of the contact person(s)	
3	Year of establishment (Please attach documentary evidence)	
4	PAN No. (Please attach documentary evidence)	
5	Service Tax registration details of the agency (Please attach documentary evidence)	
6	Detailed description and value of works done for others (Please attach documentary evidence)	
7	Annual turnover during last three FY 2014-15,2013-14,2012-13.(Please attach copy of self-certified P & L for the last three financial years)	
8	Whether the agency is an income-tax assessee having filed its income-tax return for the last three financial years 2014-2015,2013-14,2012-13.(Please attach copy of Income tax return)	
9	Furnish the names of two responsible persons who will be in a position to certify about the quality as well as past performance of your organization	

Declaration:- I/We agree for the terms & conditions prescribed by the Company in this regard. I / We have signed and handed over a copy of the Terms & Conditions in token of having agreed to the same.

Place :

Signature

Date :

Name



Appendix-II Technical Form

For providing cab services in locations other than Kerala.

Sl.No.	DETAILS	
1	Name of operator	
2	Address with telephone, e-mail, fax number & the name(s) of the contact person(s)	
3	Year of establishment (Please attach documentary evidence)	
4	Details of car offered for hire	

Declaration:- I/We agree for the terms & conditions prescribed by the Company in this regard. I / We have signed and handed over a copy of the Terms & Conditions in token of having agreed to the same.

Place :

Signature

Date :

Name



Appendix-III-Financial Bid

Financial Bid for Empanelment of Travel Agency for booking of Domestic/International Air Tickets and Railway Tickets and Visa processing.

Category	Service Charge	Rate of Service Tax
Air Ticket		
Railway Ticket		
Visa Processing Charges		

- 1 The service charge excluding service tax may be mentioned .
- 2 Service Tax as applicable to the bidder shall be shown separately

Signature of authorized signatory
Full Name:
Seal:



Appendix-IV Financial Bid

Financial Bid for Empanelment of Travel Agency for round clock cab services in location other than Kerala.

Sl. No	Type of Vehicle	2 Hrs- 20 Km	Amount quoted (Final Rate)					Drivers Bata for driving after 2200 hrs or before 0630 hours/day	Rate of Service Tax
			4 Hrs- 50 Km	8 Hrs- 80 Km	Rate Per KM	Rate Hour	Per		
1	Tata Indica A/C								
2	Tata Indigo A/c / Swift Dezire A/c								
3	Innova A/c								
4	Toyota Etios A/c								
5	Airport Pick Up & Drop- Innova								
6	Aiport Pick Up & Drop- Indica A/c								
7	Aiport Pick Up & Drop-Indigo A/c Swift Dezire A/c								

- 1 The rate excluding service tax may be mentioned clearly for each type of vehicle.
- 2 Service Tax as applicable to the bidder shall be shown separately

Signatory

Signature of authorized

Full Name:

Seal: