



REQUEST FOR PROPOSAL (RFP)

Empanelment of Travel Agency to provide all type of Travel Services National / International for M/s. HITES.

Proposal has been invited from reputed Travel Agencies to Provide National / International travel services ie: Road/ Rail/Air & Hotel Bookings and Visa/Passport/Forex etc.

HLL INFRATECH SERVICES LIMITED
(100% Subsidiary of HLL Lifecare Limited, Public Sector
Undertaking
under Ministry of Health & Family Welfare, GOI)
CIN No.U45200KL2014G011036617

More Details:

S. No.	Event	Details
1.	Date of Issue of RFP	16.01.2023
2.	Last Date of Submission of RFP	04.02.2023 up to 15:00 Hours
4.	Date & Time of Opening of RFP	06.02.2023 after 16:00 Hours
5.	Place of RFP Submission	Deputy General Manager, HR & Administration HLL Infra Tech Services Ltd. (HITES) B-14A, Sector-62, Noida, Pincode- 201307 (U.P.)

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1. ABOUT

HLL Infra Tech Services Limited, (HITES) is a 100% subsidiary of HLL Lifecare Limited (A Mini Ratna PSU) under MoHF&W, GOI. HITES is specifically positioned towards absorbing the requirements of Medium to Large Public Hospitals primarily within the country as well as small forays overseas.

2. BACKGROUND

HITES is **currently looking to engage travel agencies/companies to support its domestic and international air /rail / surface travel, hotels and other allied travel related services.** HITES is **soliciting proposals from experienced and credible travel agency/organisation,** which are well-versed in providing efficient and safe travel and related services.

3. SCOPE OF WORK

HLL Infra Tech Services Limited, is a 100% subsidiary of HLL Lifecare Limited (A Mini Ratna PSU) under MoHFW, GOI (**“HITES”**) **seeks to select a Travel Agency (henceforth referred to as ‘TA’)** offering most competitive rates with best travel related services.

The ‘TA’ should be able to provide value for money solution in terms of cost efficiency, timing, safety, and comfort of travel to staff/ consultants of HITES, on a regular basis.

The following services would be needed as and when required:

1. Domestic Travels
 2. International Travels
 3. Visa Issuance
 4. Passport services
 5. Overseas Travel Insurance
 6. Air/Rail booking
 7. Hotel Booking – both domestic and international
 8. Cab Booking
- The TA must ensure its efficiency and rapid communication in handling all travel related matters.
 - TA shall immediately make bookings / itineraries and formal quotation as per approved travel request based on the lowest fare and most direct and convenient route.
 - For Wait-listed bookings, TA shall provide regular feedback on status of flight /train booking.

- TA shall advise HITES, of ticketing time limit and costs of cancelling confirmed tickets as well as other relevant information every time reservations are made to avoid cancellations.
- HITES, shall be fully reimbursed at all times by the TA for unused tickets, subject to applicable regulations. The TA shall process refunds all returned airlines tickets for official travel as soon as possible. Ticket refundstatus reports are also required
- In the event that the required routing cannot be confirmed, the TA shall notify HITES, of the problem and propose alternative routings and quotations for considerations.
- TA shall promptly issue and deliver detailed ticket (in printed and electronic format) showing the accurate status of the airline upon confirmation by HITES, ; they shall keep HITES, informed of carrier schedule changes, as well as other alterations and new condition saffecting travel and amend any changes.
- TA shall accurately advise the ticketing deadlines and other relevant information including visa requirement/ insurance etc. Travel Agency shall ensure that all traveling staff has complete travel documents required for their journeys, sufficiently before departure.
- TA shall provide an information service to notify HITES and travelers on such events as airport closure, cancelled or delayed flights, strike situations as well as local political or safety conditions which may affect travel to any particular destination.
- TA shall provide information on Country visa requirements, health, immigration clearance, and other government restrictions.
- TA shall maintain computerised excel sheets for all issued/cancel tickets (real time tracking).
- HITES, recognizes the importance of confidentiality of the data provided and the travel itineraries and reservations of its travellers; accordingly, the selected travel agency must keep all information provided to them confidential at all times.

TRAVEL POLICY

- Currently HITES, Travel Policy requires the Travel Agency in all cases to book the lowest applicable fares and to research alternate itineraries (at least three options) if available in order to provide the lowest appropriate fares.
- Travel should be as per the request of HITES (class of travel, date of travel, etc).

SUPPLIER RELATIONS

The TA shall not favour any particular carrier when making reservations.

TIME FRAME

The contract with the TA shall be for a period of three years from the date of the contract unless terminated earlier, and can be extended depending on satisfactory services.

4. ELIGIBILITY CRITERIA

Eligibility criteria are mentioned below –

- The “TA” should be registered with the relevant Government Authority to provide travel and its allied services as mentioned in this RFP.
- Bidder should have at least three (3) years’ experience in work of similar nature preferably with Government/Public Sector. *(Copy of work experience with Govt./PSU should be enclosed)*
- Bidder should have permanent office in Delhi / NCR functioning 24 hours with a telephone connection. *(proof to be submitted)*
- Bidder should have valid GSTIN.*(Copy to be submitted)*
- Bidder should have PAN No.; *.(Copy to be submitted)*
- The minimum average annual turnover for the “TA” should be INR 30 Lakhs per annum and positive net worth (TA shall submit annual reports/audited financial statements/certified balance sheets in support of this claim for the past 3 financial years).
- The “TA” should have a minimum average of 50 employees annually on its payroll (TA shall submit a self-declaration document in support of this claim).
- The ‘TA’ should:
 - a. Be a domestic or multinational company registered with Registrar of Companies;
 - b. Have Goods and Service Tax Registration and Permanent Account Number;
 - c. Submit their annual income tax return filed and GST returns and audited Balance Sheet/ Profit & Loss Account for the last 3 Financial Years.
 - d. Be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems with outstanding relationship with the Railways Reservation and credible Hotel Chains.

e. Be registered with International Air Transport Association (IATA) and Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) for providing services as defined in the scope of work in this RFP.

- The 'TA' should be prepared to deliver the services on 24 x 7 x 365 basis.
- The 'TA' should be in a position to make available dedicated Travel Desk for servicing needs of HITES, at their own office or at HITES, GOI office depending on the HITES, requirements.

Note: Kindly provide the supporting documents/self-certificate/declaration attested by the authorized signatory of the Travel Agency.

5. SUBMISSION PROCEDURES

The **Proposal** should be enclosed in envelopes as per the following:

- **Sealed Envelope A:** containing hard copy of the Technical Proposal. The envelope should clearly provide the contents inside the envelope and should be superscribed as “**Technical Proposal: Travel Services for Travel Services**”. **Technical Proposal should be submitted as per Annexure - I.**
- **Sealed Envelope B:** containing only hard copy of the financial proposal. The envelope should clearly provide the contents of the envelope and should be superscribed as “**Financial Proposal: Travel Services**”. **Financial Proposal should be submitted as per Annexure – II.**
- **Sealed Envelope C:** All the above-mentioned sealed envelopes (i.e. Envelope A and B) should be enclosed in another envelope 'C' stating the contents of the envelope. Response to this Request for Proposals as per (Annexures I & II) is required to be submitted on or before 15:00 hrs on 21.01.2023.
- The envelope should also indicate the name and address of the TA to enable the proposal to be returned unopened in case it is declared "late".
- HITES will verify whether the proposal is in order as per the RFP requirement. Thereafter, the proposal shall be reviewed against the Eligibility Criteria as specified in the section “ELIGIBILITY CRITERIA”. Only those TA who qualify as per the eligibility criteria this shall be considered for detailed technical evaluation.
- The proposal has to be submitted in the form of a printed document.
- The proposal submitted by any other means and beyond the stipulated timeline assigned for proposal submission shall not be entertained. Page 6 of 11
- Any condition put forth by the TA non-conforming to the proposal requirements shall strictly not be entertained and such proposal shall be

rejected.

- Incomplete proposal forms are liable to be rejected. No further correspondence will be entertained from rejected TA(s).
- The proposal should be signed by the authorised signatory confirming that all the details furnished in the proposal are true and correct to the best of his/her knowledge and that in case any false information or suppression of any material information is furnished, the proposal shall be liable for rejection by HITES.

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- Envelopes should be properly sealed and addressed to:

**Deputy General Manager,
HR & Administration,
HLL Infra Tech Services Ltd. (HITES)
B-14A, Sector-62, Noida, Pincode-201307 (U.P.)**

6. OPENING, EVALUATION AND AGREEMENT:

- Proposals may be opened by HITES, at any time after the submission deadline. All proposals satisfying the requirements of this RFP will be evaluated to establish which of the TAs best fulfills the needs of HITES.
- HITES anticipates entering into an agreement with the selected agency to execute the proposed work.
- This RFP does not commit HITES to award a grant or to pay any costs incurred in the preparation of a proposal for the goods and/or services offered.
- HITES reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified TA(s) or to cancel this RFP, if it is in the best interests of HITES to do so. The decision of HITES shall be final and binding.

7. OTHER CONDITIONS

- Decision of the HITES with regard to selection of the TA will be final and binding.
- HITES reserves its right to accept or reject any or all proposal without giving any reason thereof.
- The TA shall provide monthly online MIS giving detailed breakup of bill in the template provided by HITES.
- HITES has reserves the right to

- Add / delete / alter any of the services requested for, without assigning any reason(s) for the same.
- Terminate the services of the TA without assigning any reason whatsoever any time during the tenure of the contract.
- HITES may amend / add any of the terms and conditions included in the registration granted to TA with effect from any date, without assigning any reason(s) for the same.

Termination in case of default:

- a. If the TA fails to respond, after repeated reminders for services requested for within the time period(s) specified in the email / request by HITES.
- b. If the TA fails to perform any other obligation(s) under this contract.

If the TA, in either of the above circumstances, does not take remedial steps within a period of 7 days after receipt of the default notice from HITES. HITES, may terminate the empanelment/ purchase order in whole or in part.

PAYMENT TERMS

1. Bills on account of services rendered by TA should be sent on fortnightly basis and payment will be made within 15 days from the date of receipt of final bills along with all required travel approvals and other services.
2. No advance payment will be made for any purpose.
3. Commissions/Fees quoted shall remain valid during the contract period since no variation will be allowed
4. The successful TA will enter into a service level agreement with HITES.

Annexure I

Technical Proposal Format

S. No.	Item	Information/Inputs to be filled/provided by the Travel Agency		
Travel Agency Details				
1.	Name and address of the TA, telephone number, fax, mobile number, email address			
2.	Type of organization (Whether Proprietorship, partnership firm, company or an association of person)			
3.	Name, address, contact no. and email id of the Directors/Proprietor/Partners			
4.	Year of formation of the agency/company			
5.	IATA Registration Number			
6.	Company Identification Number			
7.	Permanent Account Number			
8.	Goods and Service Tax Number			
Background and Relevant Experience				
As part of this proposal kindly provide information on the following aspects with documentary evidence:				
9.	Since when you have been working in this field			
10.	What is the financial strength of your Travel Agency (please provide your audited financials and copies of last Income Tax and Service Tax Returns as required by the RFP)			
11.	List of clients and successful assignments. Provide list of 4 - 5 credible clients and nature of association with them. Kindly also	Client Name	Period of association (since when)	

	share letter of award/ appreciation of the concerned clients as proof.				

Undertaking

I/We have read the terms and conditions of RFP and understand that in case of any of the statement furnished by the undersigned is found to be false OR if any / all the terms and conditions are not complied with, my/our Proposal is liable to be cancelled by HITES. I/We agree that the decision of the HITES in this regard would be final and binding on the Proposal.

I/We also certify that, I/We have understood all the terms and conditions indicated in the Proposal document and hereby accept the same completely.

Date : Signature of the authorized signatory of the travel agency
 Place : with official seal/ stamp

Annexure II

Financial Proposal Format**To be submitted sealed envelop**

RATES FOR PROVIDING AIR/TRAIN TICKETS & OTHER RELATED SERVICES: Please include the commercials for the items listed in the format below along with the Service Charge % age and final prices for the same.

S. No	Item	Rate for Service Charges / Management Fee (in % in Indian Rupees)
AIR TRAVEL		
1.	Booking of Domestic air and international tickets in all classes	
2.	Cancellation of Domestic and International air tickets in all classes	
3.	Rescheduling of Domestic and International air tickets in all classes	
RAILWAY TICKETS		
1.	Booking charges	
ROAD TRAVEL		
1.	Cab charges (per km)	
2.	Night charges	
OTHER SERVICES		Rate for Service Charges/ Management Fee (Fixed Rate of Indian Rupees)
1.	Visa service charges	
2.	Passport service charges	
3.	Insurance Charges	
4.	Forex Charges	
5.	Domestic/International Hotel Booking Charges (if any)	
6.	Any other related services	
	Service Tax (if any)	

I/We have gone through the contents of the proposal form carefully. The information supplied by me/us is/are true to the best of my/our knowledge and belief and nothing has been concealed therein. I/We shall abide by the terms and conditions of the HITES.

Date : _____ Signature of the authorized person of the Agency with official

Place _____

seal/stamp