



PRE-QUALIFICATION OF TRAVEL AGENCIES

(IISER-P/Admin/Pre_Qual_Trvl_Agency/27.04.2011)

Nature of contract	Expected Volume	Duration	Last date for submission
Providing travel services for booking of Air (Domestic & International) / Rail tickets, Visa / Passport services and allied travel services for the staff and students of IISER Pune.	Rs. 60 lakhs to Rs. 1 crore per annum.	Initially for 1 year and extendable to 3 years subject to satisfactory services.	On or before 13-5-2011 up to 1500 hrs.

Applications for pre-qualification are invited on behalf of the Director, IISER Pune from reputed and experienced Travel Agencies as per the following details:

PRE-QUALIFICATION OF AGENCIES

Indian Institute of Science Education and Research Pune (IISER Pune) is an autonomous research institute set up by Ministry of Human Resources Development, Govt. of India for imparting undergraduate teaching and research of high caliber in basic sciences. IISER, Pune intends to pre-qualify Travel Agencies for booking of Air (Domestic & International) / Rail tickets, Visa / Passport services and allied travel services for the staff and students of IISER Pune.

Applications are invited for pre-qualification from reputed and experienced agencies for providing services in the above areas. Short-listing of the agencies will be based on two stage process:

(1) On fulfilling the minimum eligibility criteria and evaluation in terms of capability, experience, infrastructure etc. The firms who fulfill the initial criteria may be called to make a presentation of the profile of the firm and elucidate their performance indicators in their respective areas. Pre-qualified agencies would be issued the tender forms for quoting their financial bids;

(2) Based on an overall view of the credibility and expertise of the potential firms, the final selection would be made for the award of the contract. The applications completed in all respects to be submitted by **13th May 2011 up to 1500 hrs** in the office of Registrar, IISER, 900, NCL Innovation Park, Dr. Homi Bhabha Road, Pune : 411 008.

The Director, IISER, Pune, reserves the right to accept or reject any or all the prospective applications in full or part thereof without assigning any reason whatsoever and his decision on all matters in this regard shall be final and binding.

Sd/-

Registrar

CRITERIA FOR SHORT LISTING OF APPLICATIONS

- (1) Preference will be given to Agencies having minimum 4 years experience in providing the services as indicated above to Government establishments / public sector undertakings / R&D institutions / established private sectors / other similar organizations.
- (2) The volume of business handled by the Agencies at present and the corresponding value of such contracts with its clients.
- (3) A Clientele list provided by the agency with the performance certificates.
- (4) Financial status of the agency.
- (5) Human Resource of the Agency

The travel agencies have to meet the following requirements:

- (1) Approved by IATA
- (2) Registered with Department of Tourism, Govt. of India
- (3) Latest Income Tax/Professional Tax Clearance Certificate;
- (4) Any other statutory obligations as are required from time to time.
- (5) Shop Act, as applicable.

The Agencies meeting the criteria of short listing and fulfilling the above requirements may visit IISER PUNE to have further inputs in this regard and after perusing our travel needs may present their strategy and approach with IISER PUNE in the execution of the contract, in the event of being shortlisted for the award of contract. The modalities or the approach to be indicated in the application should not include the financial quote

IISER PUNE's expectations from the travel agencies are as under:-

- (a) Empanelled Travel Agency shall take bookings from IISER officials over telephone/email as and when required.
- (b) Once the booking is done, it is binding on the part of the travel agency to deliver the tickets to the concerned staff at IISER.
- (c) Various plans for organizing the international travel to be provided to the staff.
- (d) Travel agency is required to give a feed back about the status to the concerned staff who has requested for booking of tickets.
- (e) Travel agency or its representatives should behave politely giving due respect to the staff of IISER. They should be proficient in English.

(f) Travel agency should be prompt in rendering their services.

(g) Travel agency should provide personnel on IISER premises on all working days for daily interaction with the Travel-Desk at IISER and bookings & travel-related enquiries.

(h) Travel agency should help the institute in creating a corporate account with various airlines, track the accrual of mileage points, volume discounts and any other incentives and similar packages being offered by airlines as per IISER' s corporate account with different airlines and also provide periodic reports on the same to IISER.

(i) The agency will use the corporate account code provided by IISER for bookings with various airlines and should reimburse to IISER the discounts, if any offered by the airlines to the travel agency for bookings made by IISER.

Procedure for finalization of contract:

Those agencies that have been pre-qualified based on the assessment would be issued tender forms to enable them to quote / submit their financial quote. The final criteria for empanelment of travel agency from amongst those who have been short listed would be based on the competitive discount to be offered on the business derived from IISER PUNE.

How to Apply:

Interested agencies may submit applications in the prescribed format appended to this document duly completed in all respect along with supporting documents in a sealed cover superscribing as "Pre-Qualification for Travel Agencies" addressed to Director, IISER PUNE. Applications should reach the Office of **The Registrar, First floor, 900 IISER Innovation Park, Homi Bhabha Road, Pune 411 008 before 3.00 p.m. on 13th May 2011.**

If any information furnished by the agency is found to be incorrect at a later stage, it shall be liable to be debarred from tendering.

The Director, IISER PUNE reserves the right to accept or reject any or all the prospective applications in full or part thereof without assigning any reason whatsoever and his decision on all matters in this shall be final and binding.

Sd/-

Registrar

APPLICATION FOR PRE-QUALIFICATION OF TRAVEL AGENCIES

- 1 Name of the Agency :
- 2 Full Address & Tel. No. :
- 3 Agency Registration No. (Copy of the registration certificate to be enclosed):
- 4 Whether approved by I.A.T.A. (copy of approval to be enclosed) :
- 5 Registration with the Department of Tourism, Govt. of India (copy of the registration certificate to be enclosed) :
- 6 Income tax, professional tax, Service Tax registration and Clearance Certificate (Copy of the registration / clearance certificates to be enclosed) :
- 7 Agency's profile :
- 8 Agency's capability in terms of (a) Infrastructure (b) Manpower (c) Network/Branches (c) Financial Status etc (Copies of relevant documents to be enclosed) :
- 9 Experience /details of similar jobs undertaken with value and clientele list :
- 10 Period of credit facility (minimum 30 days credit facility should be given) :
- 11 Travel Agency's capability in providing online booking facility :
- 12 The networking facilities of the agency within India & abroad for rendering prompt and efficient services in emergency situations.
- 13 Other travel related services / facilities to be offered in addition to the booking, such as passport, visa, overseas insurance, foreign exchange etc. :
- 14 Agency's capability with regard to Rail bookings :
- 15 Proposed modality of the agency for providing travel services to IISER (financial quote not to be included)
- 16 Any other additional Information if not covered above :

Signature of authorized official/Proprietor

Seal of Agency

Date: