

TENDER DOCUMENT

FOR

***Empanelment of Travel Agents For Domestic and International Air Tickets and
Railway Ticket Booking***

NAME OF THE AGENCY -

ADDRESS -

LAST DATE OF SUBMISSION -

CONTACT PERSON -

**NOTICE INVITING TENDER FOR EMPANELMENT OF TRAVEL AGENTS FOR
DOMESTIC AND INTERNATIONAL AIR TICKETS AND RAILWAY TICKET BOOKING**

Small Industries Development Bank of India, Mumbai Office invites applications from reputed Mumbai/ Navi Mumbai based Authorised Travel Agency dealing in domestic, International air tickets and Railway Ticker Booking for the purpose of empanelment on Bank's approved list for next 2 years, renewable after every 12 months based on the performance and subject to terms and conditions given below. Existing empanelled travel agents with SIDBI, Mumbai Office may also apply.

Tenders should be properly sealed and addressed to
The General Manager(Administration)
Small Industries Development Bank of India
MSME Development Centre
Plot No. C-11, G – Block
Bandra Kurla Complex
Bandra (East), Mumbai- 400051

The duly filled in application form as per the Annexure is required to be submitted on or before 1500 hrs on February 21, 2012 and Tender will be opened at 15.30 hrs.

The applications received will be scrutinised by a committee constituted for the purpose and Travel Agency short listed on the panel will be suitably advised to the effect. Incomplete application forms are liable to be rejected. No further correspondence will be entertained from rejected applicants.

The applicants may arrange to be present at the time of opening of applications for empanelment.

Prequalification criteria are mentioned below -

- 1) Travel Agency should be Mumbai/Navi Mumbai based.
- 2) The Travel Agency could be a sole proprietary concern, partnership firm or a company and should be registered with Registrar of Firms / Companies, wherever applicable.
- 3) Travel Agency should have Service Tax Registration Number, PAN Number, Sale Tax Number.
- 4) Travel Agency should submit audited Balance Sheet/ Profit & Loss Account

and Income Tax Return filed for the last 3 FYs. (2009, 2010,2011)

5) The agency must have an annual turn over of at least Rs.10.00 crore p.a. in one of the last three FYs (2009, 2010, 2011).

6) The Travel Agent should be approved by IATA and / or Railway Authorities, as applicable and Central Government authorities for overseas air ticket bookings.

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

8) The agency should have been providing domestic / international ticket booking services, Railway Ticket Booking to reputed institutional customers like RBI/SBI/IDBI Ltd./NABARD/Other All India Financial Institutions & Public Sector banks/ Public Sector Undertakings/ Multi National Companies (MNCs)/ Large Private Sector Corporates.

9) The Travel Agent should be prepared to deliver the services on Sundays / Holidays also, if so required by the Bank.

10) The Travel Agent should be in a position to make available dedicated staff for servicing the needs of the Bank.

11) The agency will be required to offer a minimum of 5 weeks credit limit.

12) No advance payment will be made for any purpose.

13) The Bank reserves its right to accept or reject any or all applications without giving any reason thereof.

14) Bank would review the performance of the empanelled Travel Agents periodically. The Bank reserves the right to terminate the services of any of the travel agents without assigning any reason whatsoever any time during the tenure of the contract.

Other Terms & Conditions

1) The agency shall be obliged to suggest economical/better plan only under refundable basis. In case confirmed tickets are not readily available, efforts are to be made by the agency for getting confirmed tickets.

2) All tickets requested by our officials should be mailed to _____. These tickets/related invoices should reflect the name of the person who has given the booking.

Date :

Place : Mumbai

**APPLICATION FORM FOR EMPANELMENT OF
TRAVEL AGENCY FOR BOOKING OF DOMESTIC, INTERNATIONAL AIR
TICKETS AND RAILWAY TICKETS**

From,

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To,

**The General Manager
Administration Department
Small Industries Development Bank of India
SME Development Centre, C-11, G-Block
Bandra Kurla Complex, Bandra(East)
Mumbai-400051**

Sl. No.	Particulars	Details to be filled in by the Agency
1	Name of the Firm / Agency	
2	Registered office/business address of the agency with telephone, cell, Website, Email and fax number /office Timing	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution	
6	Income Tax - PAN No. (Attach copy of PAN)	
7	Service Tax/ VAT No. (Attach copy of Service tax registration No./VAT No.)	
8	PF/ESI No. (Attach copy)	
9	Whether registered with Registrar of Firms/Companies . Date of Registration (Attach copy of Registration)	
10	Customer Profile (Attach copy of orders/proof)	
11	Name of the Banker/Address/Tel. No./E-Mail	
12	<u>Infrastructure details</u> Whether the agency is providing domestic / international ticket booking services and Railway Ticket Booking to reputed institutional customers like RBI/SBI/IDBI Ltd./NABARD/Other All India Financial Institutions & Public Sector banks/ Public Sector Undertakings/ Multi National Companies (MNC)/ Large Private Sector Corporates. Give names of institutions where the agency is empanelled/providing such services . (Attach copy of Orders / proof)	
13	Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard of service and other	

	relevant details.	
14	Additional facilities offered other than booking tickets/Transaction charges/service fees/other charges if any	
15	Whether the agency has achieved annual sales turnover of Rs.10 crore in any of the last three financial years i.e. FY 2009/ 2010 / 2011 (Attach copy of P&L A/c of relevant year)	YES/NO Turnover for :- FY 2009 Rs.....Cr FY 2010 Rs.....Cr FY 2011 Rs.....Cr
16	Whether the agency is an income tax assessee with valid PAN number and having filed its Income tax return for the last three assessment years i.e. 2010, 2011 and 2012 (Attach copy of Income Tax returns for all the three assessment years).	
17	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerised Reservation System (CRS), electronic mail and other modern communication systems.	
18	Whether the agency is in a position to make available dedicated staff for servicing the need of the Bank.	
19	Whether the agency is prepared to provide the services on Sundays/Holidays besides normal working days also, if so required by the Bank	
20	Please indicate whether the agency is prepared to offer five weeks credit	
21	Any other relevant information	
22	Verification - The application for empanelment should be signed by the authorised signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection besides initiation of penal proceedings by the Bank, if it deems fit.	

21. Format for giving details of key personnel of the agency

Sr. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

Date :

Place:

SIGNATURE
Name and Seal of Firm/Co.