

REQUEST
FOR
EXPRESSION OF INTEREST (EOI)
OF
TRAVEL AGENCY
FOR
INDUSTRIAL TOUR SERVICES

UNIVERSITY OF PETROLEUM & ENERGY STUDIES

Energy Acres, PO Bidholi, Via Prem Nagar, Dehradun- 248 007 T: +91 135 – 2770137

www.upes.ac.in

Introduction

Established in 2003 through the UPES Act, 2003 of the State Legislature of Uttarakhand, UPES is a UGC-maintained and NAAC-accredited University. UPES is globally recognized by QS Ratings with 5 Stars for both employability (placements) and campus facilities and 4 Stars for teaching. UPES offers industry-aligned and specialized graduate and postgraduate courses through its five schools: School of Engineering, School of Computer Science, School of Design, School of Law and School of Business. UPES is driven by its core philosophy and purpose of delivering outstanding student outcomes.

Industrial Tours are a vital tool in the learning process of imbibing knowledge of industrial functional processes to the UPES students. UPES ethos behind industrial tours is to expose the students to a different landscape, variety of people thereby encouraging interaction, exchange of ideas and to acquire the knowledge about the basic functionality of a company.

Invitation for Empanelment

UPES invites Expression of Interest (EOI) in the prescribed format from reputed Travel agencies for empanelment. Empaneled agencies shall be responsible inter-alia for booking of Air tickets, train tickets, AC buses and for providing other accommodation related services.

Applicant Firms may note the following:

- a. This request for Expression of Interest (EOI) is not a request for proposal (RFP) in any form and would not be binding on UPES in any form.
- b. Empanelment shall in no way guarantee allotment of work to the shortlisted firms. UPES reserves the right to adopt from time to time, the measures as may be deemed fit by it for allotment of work.
- c. The Applicants must submit their applications in accordance with the requirements contained in this EOI.
- d. UPES reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

Application Submission

S.No.	Information	Details
1.	Addressee and the address at which the application is to be submitted	The Registrar and sent only by registered post to UPES, Energy Acres, PO Bidholi, Via Prem Nagar, Dehradun- 248 007
2.	Date of issue of this Expression of Interest (EOI)	10 May, 2019

3.	Last date and time for submission of Applications	24 May, 2019, 5PM
4.	Duration of Empanelment	1 Year (Extendable up to 2 years)
5.	Validity of the Application	180 days
6.	Contact Person for clarification	Mr. Rishi Dixit rdixit@ddn.upes.ac.in

Scope of Work

The scope of services will broadly include the following:

A. TOUR ITINERARY

1. Each tour shall include industrial visits and sightseeing. The sightseeing spots shall be decided in consultation with the Tour in Charge, whose decision in this regard shall be final.
2. Each Tour shall be ordinarily for a period of __ days and __ nights as per Itinerary.
3. UPES shall inform the Tour Operator in writing, the exact date of commencement of the particular tour with details of students and faculty/ staff travelling in the tour, at least 15 days prior to the commencement of tour.

B. RESERVATION OF TICKETS AND ARRANGING TRANSPORT FACILITIES

1. The Tour Operator shall reserve the Air tickets/Train Tickets , as per the approved itinerary, for all students and faculty members/ staff travelling in the Tour.
2. For non-train journeys during the Tour, which shall also include transfers of passengers from railway station(s)/Airports to the hotel(s) and hotel(s) to the railway station(s)/Airports; and for sight-seeing and industrial visits, etc. The Tour Operator shall provide Air Conditioned deluxe chartered coaches with 2x2 seating arrangement (with a provision for heating in the coaches, during winter season)

C. HOTEL ACCOMMODATION

1. The Tour Operator shall be responsible for providing accommodation for the students and faculty / staff, travelling, in the Tour. The Tour operator shall reserve hotel accommodation at

all places, which should be a **Three Star** Hotel/Equivalent. The Three Star categorization should be in conformity with the scheme for classification of operational hotels applicable for three star category Hotels, formulated by the Ministry of Tourism, Government of India.

2. Room sharing: is to be on Double/Triple sharing basis for students of same gender and single occupancy for male and female faculty, only when one of each is traveling with the group. Otherwise, male / female faculty may be clubbed together in even numbers.

D. MEALS

1. The Tour Operator shall make arrangement for food (vegetarian and at least one non-vegetarian dish) and non-alcoholic beverages as per mutually agreed schedule. (Includes Breakfast, Lunch, Evening Snacks & Dinner)
2. Any change in the proposed Menu would be acceptable only under extra-ordinary circumstances and the same shall be effected only after obtaining the consent from the Tour-in-Charge of UPES.
3. The Tour Operator shall arrange for extra items at actual cost, as per requirement of the participants. The Tour Operators shall collect such costs from the participating members and UPES shall not be responsible for the same.

E. INSURANCE

The Tour Operator shall arrange for insurance of all the students and faculty members/staff covering all risk for the entire tour (group insurance of Two (2) Lakhs per person). Such an insurance policy shall be furnished to UPES prior to commencement of the tour.

RESPONSIBILITIES AND OBLIGATIONS OF TOUR OPERATOR

1. The Tour operator shall timely collect the required information for UPES regarding the Tour
2. For better coordination of the operation during pre-tour and during the tour, the Tour Operator shall designate a person, who shall be the Tour manager. UPES shall communicate and coordinate with the Tour Manager, and all decisions arrived at with the Tour Manager in respect of matters not specifically written herein shall also be final and binding on the Tour Operator. The Tour Manager shall accompany the UPES participants on the tour and would be available at all times to resolve any problem that may arise during the Tour. All costs of the Tour Manager shall be exclusively to the account of Tour Operator.
3. The tour operator shall make the Air/train, hotel and other transportation arrangements in advance and forward details thereof to UPES at least 10 days prior to the Commencement of the Tour.
4. For every 15 students, one Teacher/ staff of the UPES shall be permitted to accompany the participants in the tour. The Tour Operator undertakes to make all arrangements for the supervising persons.

5. The Tour Operator shall ensure that the Coaches/vehicles as well as the drivers it shall arrange for transportation of the participants have valid licenses and fitness certificate issued by the concerned Transport Authorities to ply.
6. The Tour Operator shall be responsible to make alternative and timely arrangements in the event of any problems with respect to arrangements made for transportation, accommodation or for food and beverages to ensure progress of the tour as per schedule.
7. The Tour Operator, through the Tour Manager, shall be exclusively responsible for taking care of baggage as well as other belongings of the participants during the period of their transportation as well as at times when the participants are away from their baggage etc.
8. The deputed Tour Manager shall take all decisions of the tour in consultation with the Tour in charge nominated by UPES.
9. The Tour Operator shall fully indemnify and keep indemnified the UPES, its officials, representatives and assignees against all actions, proceedings, suits, any claims, demands, losses, costs, charges, expenses and/or damages which the UPES may suffer or incur on account of any accident, injury (fatal or otherwise) or on account of ill health or hygiene to any UPES student / accompanying staff or to any employee of the Tour operator or to any third party, or fines arising out of or connected with the tour including during transportation of any kind arranged / organized by the Tour Operator or other obligations directly or indirectly associated herewith and/or arising from personal injury, illness or death of any of Tour Operator's or subcontractor's personnel or any other third party. The Tour Operator also agrees to indemnify and reimburse to UPES the cost of any service/ facility, which the UPES has to seek from any third party or agency due to failure of the Tour Operator to deliver in terms of this agreement.
10. Tour Operator shall protect all assets of the UPES that come within its control. The Tour Operator and its personnel shall not, either during the period of this Tour or at any time thereafter, use or disclose to anyone other than in bonafide discharge of their responsibilities, any information relating to the business affairs of the UPES or its affiliates which the Tour Operator is exposed to or is received by the Tour Operator during the course of or pursuant to any of its activities conducted for the UPES.
11. Tour Operator shall ensure that accurate records of all business dealing with the UPES are maintained and any document summoned by the UPES is made available without delay.
12. Tour Operator shall comply with UPES "zero tolerance" practice towards bribery and corruption and ensure that any overt or covert attempt by any University employee of seeking illegal gratification, whether in cash or in kind, is reported to the UPES immediately.
13. Tour Operator shall ensure that Gift, Meal, Entertainment or any other form of business courtesy is not extended to any UPES employee or any other person acting or purporting to act on behalf of UPES.
14. Tour Operator shall ensure not to transact any other financial business, other than the contracted one, within the campus without prior sanction of the UPES.
15. Tour Operator shall be responsible and liable in case it fails to provide the accommodation for the participants, as per schedule agreed to between the parties prior to commencement of the tour.
16. Tour Operator shall exclusively organize this tour for UPES and shall not entertain any outsiders on this tour.

17. The Tour Operator shall arrange for First Aid Facilities as may be required in case of any mishappening/ accident.
18. Tour Operator shall furnish performance bank guarantee in favour of UPES immediately after communication of approval of tour to him. Failure to submit the performance bond prior to commencement of tour shall result not only in cancellation of the aforesaid tour approval but shall also debar the tour operator from participating in any industrial / study tour business of the UPES for a period of two years from date of cancellation. The performance bank guarantee mentioned hereinbefore shall be as follows: -

“Irrevocable performance Bank guarantee, to the satisfaction of UPES, of equivalent to 80 percent of the contract value of the tour in favor of UPES.”

While the above-mentioned activities are to give an idea on the nature and type of work to be performed, there can be any additional activities of similar nature, which the empaneled firms/companies would be required to undertake, based on the requirements from time to time.

Duration of Empanelment

The duration of empanelment through this EOI shall be initially for a period of one year and the period is renewable for a period up to 3 years at the discretion of the UPES and on approval of the competent authority subject to satisfactory provision of services.

Pre-qualification Criteria

Bidders are expected to meet the following pre-qualification criteria. Bidders either failing to meet these criteria or not furnishing the requisite supporting documents/ documentary evidence is liable to be summarily rejected. UPES shall evaluate the pre-qualification proposal with reference to the information and supporting documents furnished.

S.No.	Eligibility Criteria	Supporting Documents Required	Yes/No and deviation, if any.
1.	The applicant shall be a single entity, registered as a Company under the Companies Act 2013 or Companies Act 1956 or any other previous companies act in India, Partnership Firm registered under the Indian Partnership Act, 1932, LLP registered under the Limited Liability Partnership Act, 2008, or a sole proprietorship concern, and should have been in existence in India for the last three years. Should also be recognized by IATA/IRCTC, wherever applicable.	Certificate of Registration/ Incorporation under the respective Acts in India;	
2.	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3.	The agency should have achieved average annual turnover or not less than Rs. 1 crore per annum during the last three financial years ending 31.03.2018.	Audited Financial Statements for last three years and Certificate from the Statutory Auditor certifying the Turnover for previous three financial years from the relevant business.	
4.	The agency should have been in existence/ operation for the last five years.		
5.	Past Experience of working with the government, PSU's, Universities, autonomous bodies or statutory bodies is preferred.	Sanction Order and Completion Certificate for the same	

6.	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking	
7.	The applicant organization must also provide the facility of arranging hotel and other requisite accommodation for UPES as and when required at the best available rates.		

Other Terms & Conditions

1. Agency must have the capability and resources to get best deals and discounts for arranging travel and accommodation facilities.
2. The agency shall be available **24*7** for booking/ cancellation of Air tickets, railway tickets and hotel accommodation.
3. UPES reserves the right to avail of the services of one or more travel agents.
4. The Travel Agent shall ensure uninterrupted services considering the holidays followed by UPES. In the event of poor / deficient service, UPES reserves the right to terminate forthwith the arrangement with the Travel agent.
5. Application containing false or inadequate information is liable for rejection.
6. UPES reserves the right to reject any or all the applications without assigning any reason thereof.
7. The travel agency shall not assign the contract or any part thereof to any other Agency/party without the prior written consent/approval of UPES. The travel Agency shall also not sub-let the work or part thereof except with the prior written consent of UPES and such consent, even if provided, shall not relieve the Travel Agent from any liability or any obligation under the contract.
8. **Last date of submission:** last date of receipt of sealed applications is 24 May 2019 up to 5 PM. No application shall be entertained after the expiry of the due date and time.
9. **Superscription:** The envelope containing the application must be sealed properly and must be super scribed as “**Application for Empanelment of Industrial Tour Services**”.
10. **Validity of the Bids:** The applications submitted shall be valid for a period of 180 days subject to increase in the period by mutual consent.
11. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
12. **Applications sent by post/courier:** The applications must be sent by registered post to reach before the scheduled date and time as indicated above.
13. **Empanelment Letter:** UPES shall issue an empanelment letter to the successfully qualified Applicants depending upon their area of participation among the ones mentioned in the scope of

work. The suitability of the firms will be ascertained based on their experience, background and quality of past work for empanelment only. **The empanelment letter shall not confer any right to engagement. UPES decision in this regard shall be final.**

14. The vendor or its associates/ companies who are empaneled with UPES as a result of this empanelment process are not allowed to use the name of UPES, its logo, service marks or any document for any purpose without the prior written approval of UPES.
15. **Blacklisting/debarring:** UPES reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days prior written notice.
16. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empaneled agencies will be made by floating limited enquiries basis as and when the requirements arise.
17. By submitting offer for this EOI, Bidders are accepting the above Terms & Conditions and also hereby declaring that they have no relationship with any of the employees of UPES and its affiliates or with Government officials in any manner to facilitate this transaction.

Presentation

As a part of Evaluation of proposals submitted by the applicants, UPES may seek further information or a presentation from the Organizations for evaluation purposes. UPES may call for such information/presentation at a short notice.

Amendment to EOI

At any time prior to the last date for receipt of applications, UPES may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFE document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals. UPES may at its discretion extend the last date for the receipt of proposals and/ or make other changes in the requirements set out in the RFE.

Rejection of Application

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal.

Documents required

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section along with the annexures to this document.
- b) Profile of the Company
- c) Any other details that the bidder may like to provide.

Disclaimer

- a. The UPES shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The UPES reserves the right
 - To reject any/ all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the UPES without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Submission Details

Interested parties may send their applications along with the profile and other details inside a sealed envelope superscribing '**Application for Empanelment of Industrial Tour Services**' to **The Registrar** and sent only by registered post to UPES, Energy Acres, PO Bidholi, Via Prem Nagar, Dehradun- 248 007 latest by 24 May 2019 5PM.

For any further queries, you may please contact the below mentioned person:
Mr. Rishi Dixit: rdixit@ddn.upes.ac.in

Annexure-1

Application

Date:

To,
The Registrar
UPES,
Energy Acres, PO Bidholi,
Via Prem Nagar,
Dehradun- 248 007

Subject: Expression of Interest for Empanelment as Travel Agency for

Industrial Tour Services

Dear Sir,

Having examined and understood the pre-qualification document indicating scope of work, I/We hereby submit our Expression of Interest together with all the necessary information and relevant documents for seeking empanelment with UPES as Travel Agency for Industrial Tour Services.

The proposal is made by me/ us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the Expression of Interest.

I/We understand that UPES reserves the right to reject any Expression of Interest without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the Expression of Interest is true to the best of my/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled Firms.

AUTHORISED SIGNATORY
(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Annexure-II

Company Profile:

1	Name of the Applicant Firm	
2	Ownership (Government/ PSU/ Private)	
3	Type of Organization: Proprietorship/ Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in providing requisite Services	
8	Number of Permanent Employees	
9	Core Competency	
10	Any other important information about the organization	

Signature with Seal