

**REQUEST FOR EMPANELMENT (RFE) FOR  
EMPANELMENT OF AGENCIES  
To  
Provide One Roof Solution For  
Hotels, Travel Tickets (Air, Train etc.) And  
Cab Services  
On  
PAN India Basis**

**RFE No.: HLPPT/Vendor/Empanelment/204-25**

**RFE Issue Date: 10<sup>th</sup> June'2024**

**Last Date for submission of filled RFE to HLPPT, Noida: 17<sup>th</sup> June'2024 upto 6 PM**

**(RFE document is to be submitted in original in sealed cover, duly filled and signed in blue/black color ink on all pages by Authorized Signatory/Proprietor with Company's seal stamped on each page), at address given below:**

**Hindustan Latex Family Planning Promotion Trust  
Procurement & Commercial Division  
B-14/A, 2<sup>nd</sup> Floor, Sector-62, Noida  
Uttar Pradesh  
Tel:**

**REQUEST FOR EMPANELMENT (RFE) FOR EMPANELMENT OF AGENCIES FOR HOTELS,  
TRAVEL TICKETING & CAB SERVICES.**

Hindustan Latex family Planning Promotion Trust (HLFPPT) established in the year 1992 as a trust; promoted by HLL Lifecare Ltd. (a government of India Enterprise) having its corporate office at Noida Sec 62, U.P.

HLFPPT has been implementing various health projects/programs on PAN India basis in support of Central and State government, Corporates, PSU and International agencies. For the execution, project monitoring, stakeholder liaising, employees required to travel to different cities. In order to meet such travel requirement, HLFPPT invites Request for Empanelment (RFE) in the prescribed format from reputed, eligible, registered IATA approved/IRCTC approved Travel Agencies for empanelment for a period of two year. Empaneled travel agencies shall be responsible for making all arrangements as per HLFPPT requirements as mentioned in the para above. Applicant agencies may please note the following: -

- a. This Request for Empanelment (RFE Document) is not an Agreement and neither an offer nor invitation by HLFPPT to the prospective Applicant or any other person. The purpose of this document is to provide the interested parties the information that may be useful to them in the formulation
- b. Participation in the RFE for Empanelment of Agencies shall in no way guarantee allotment of work to the shortlisted agencies. HLFPPT reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- c. The agencies must submit their applications in accordance with the requirements contained in this RFE.
- d. HLFPPT 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.

**Scope of Work: -**

1. Arrange to book air tickets on domestic & international flights, including emergency booking/booking in odd situations and train tickets etc.
2. Deliver tickets at the HLFPPT office/email addresses of concerned officials and collect tickets for cancellation, if any.
3. Assist for issuing/ obtaining new passport/ renewal and miscellaneous passport related services to the officials of HLFPPT directly.
4. Arrange for obtaining Visa and for that purpose submitting and collecting passport at the embassies.
5. Arrange for booking hotel, accommodation, surface transport, taxi etc. in India and abroad.
6. Arrange for issuance of foreign exchange as per RBI guidelines.
7. Arrange for obtaining travel related insurance including overseas medical insurance.
8. Ensuring receipt of proper statement from airlines on discounts gained on deal codes secured by HLFPPT and their proper utilization thereof.
9. Assist HLFPPT in obtaining deal codes with other airlines and hotels as and when available.

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

## Eligibility Criteria for Empanelment

| S.No. | Eligibility Criteria  | Supporting Documents Required  | Yes/ No and deviation, if any |
|-------|---|--|-------------------------------|
| 1.    | Name of the company along with Constitution (Company/ Partnership/ Proprietorship) and the Details of Registration (Registering Authority; Registration No. & Date)   | 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.    | Registration with IATA/IRCTC/TAAI and other license, wherever applicable  |  |                               |
| 4.    | The agency should be profit making during last three financial years.   | Audited Financial Statements and certificate from the Statutory Auditor Certifying the Turnover for relevant business. |                               |
| 5.    | The agency should have been in existence/ operation for the last three years and should be providing Similar services.  | Provide documentary proof in support of claim.   |                               |
| 6.    | Past Experience of providing similar services to the Government, PSU's, Autonomous bodies, NGO/Health Organization etc.   | Sanction Order and Completion Certificate for the same.  |                               |
| 7.    | The Applicant Should furnish an undertaking to the effect that the Agency has not been black listed in India, as per <u>Annexure-A</u> of this document.  | On Stamp Paper on Rs.100/-   |                               |
| 8.    | The agency should have experience for arranging international air tickets, hotels, accommodation, (lodging/boarding), surface transport, taxi, VISA and Insurance, Medical insurance, Indian Meals, excursions, local site seeing, industry visits, abroad etc. | Provide documentary proof in support of claim.   |                               |
| 9.    | Agency should have office in Delhi/NCR.   | Provide a copy of the Address proof.   |                               |

## Other Terms & Conditions:

1. Agency must have the capability and resources to get best deals and discounts for arranging domestic/ international travel, hotels, accommodation facilities, surface transport and taxis etc.
2. The agency shall be available **24\*7** for booking/ cancellation of both domestic and international Air tickets, railway tickets, taxis and hotel accommodation etc.
3. The booking will be done on credit basis.
4. The travel agency must have authorization from International Air Transport Association (IATA). Also, for train tickets booking appropriate authorization are required.
5. Bills for bookings and any other related services shall have to be submitted on a fortnightly basis and subject to the correctness of the bill the payment will be generally made within 45days time.
6. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
7. HLPPT reserves the right to avail of the services of one or more travel agents.
8. The Travel Agent shall ensure uninterrupted services considering the holidays followed by HLPPT. In the event of poor/ deficient services, HLPPT reserves the right to terminate forthwith the arrangement with the Travel agent.
9. Application containing false or inadequate information is liable for rejection.
10. HLPPT reserves the right to reject any or all the applications without assigning any reason thereof.
11. The travel agency shall not assign the contract or any part thereof to any other Agency/party without the prior written consent/approval of HLPPT. The travel Agency shall also not sub-let the work or part thereof except with the prior written consent of HLPPT and such consent, even if provided, shall not relieve the Travel Agent from any liability or any obligation under the contract.
12. If the registration certificate of IATA / IRCTC is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stand cancelled. The same shall be informed to HLPPT immediately.
13. **Last date of submission:** last date of receipt of sealed applications is **17<sup>th</sup> June'2024 up to 6 PM.** No application shall be entertained after the expiry of the due date and time.
14. **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. An authorization letter in favor of signatory to be submitted as per *Annexure-B* of this document.
15. **Applications sent by post/courier:** The applications may be sent by post/courier to reach before the scheduled date and time as indicated above.
16. HLPPT reserves the right to reject the applications, if:
  - Not in prescribed forms and not containing all required details.
  - Not properly sealed and signed as per requirements.
  - Received after the expiry of due date and time.
  - Missing of any supporting document(s) with the Application.
17. Agency to briefly explain the benefits/offers/schemes, HLPPT is going to have with their association (Annexure `A'). And also to mention the service charges, to be claimed by them for different services. With regard to Cab services, separate limited tender will be shared among the empaneled vendors.

The applicant is required to visit the **RFE/Tenders Section of HLPPT website** [www.hlppt.org](http://www.hlppt.org) for any changes or amendments in the RFE before submitting their Applications.

## Disclaimer

The HLPPT 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.

The HLPPT 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 HLPPT without assigning any reasons thereof.
- To include any other item in the Scope of work at any time after consultation with applicants or otherwise.
- HLPPT does not assure for any of the participating agency a guaranteed business during a financial year.

Undertaking to be submitted by Bidder/Vendor/Tenderer  
(On stamp paper of Rs.100/-)

This has reference to the RFE no.-..... Dated ..... In response to the LOE, we have submitted our bid on..... at your office/or through email ..... In connection with the above bids, we hereby declare as under:-

- i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons/organization employee in any capacity whatsoever.
- ii- We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.
- iii- That we have submitted the bids in the name of M/s ..... and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.
- iv- We undertake that:
  - a. All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
  - b. All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
- v- We undertakes that:-
  - a. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
  - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HLPPT has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.
- vi- We understand that HLPPT is not bound to accept any bid received against RFE and HLPPT has right to reject all or any bid without assigning any reason or giving any explanation whatsoever.

Name of the authorized Signatory \_\_\_\_\_

Signature & Company Seal/Stamp \_\_\_\_\_

**Authorization to sign documents pertaining to bid submission against RFE no:  
[To be given on agency/firm/company on Company Letter Head Duly Signed & Stamped]**

It is certified that we M/s ..... having registered office at ..... are submitting a bid proposal against RFE No. .... for the empanelment for .....

In this connection Mr./Ms..... working with our company as ..... has been authorized to sign bid proposal documents or any other documents related to this bid submission.

We, (name of company)..... are fully liable of the consequences arising by the act of signing bid documents by Mr./Ms.....

Signature .....  
Name of Signatory .....  
Designation .....  
Seal of Agency/Company/Firm .....

Note: If agency is a company, certified copy of the extract of Company's Board Resolution to this effect shall be required.

We are providing herewith details as per clause 17 of Other Terms & Conditions of this document:

| <b>Service Description</b> | <b>Benefits/Schemes/Offer</b> | <b>Service Charge (if any)</b> |
|----------------------------|-------------------------------|--------------------------------|
| Air Ticket Booking         |                               |                                |
| Train Ticket Booking       |                               |                                |
| Hotels Booking             |                               |                                |

**Terms**

1. Service Charges claimed should be inclusive of all Taxes & duties.
2. No other charges will be payable.
3. TDS as applicable will be deducted as per Income Tax Act, 1961
4. Payment will be made through Cheque/NEFT/RTGS.
5. Payment shall be made within 45 days, after submission of original invoice & satisfactory services.