



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA
(Statutory Body Under an Act of Parliament)
CMA BHAWAN, 12, SUDDER STREET, KOLKATA – 700 016



TENDER NOTICE

06.02.2025

Ref.No: ICAI-Admin-Travel_Agency-ENLIST-2025

NOTICE INVITING APPLICATIONS FOR EMPANELMENT TOUR/TRAVEL AGENCIES

The Institute of Cost Accountants of India hereinafter referred as “Institute” or “ICMAI” intends to engage/empanel experienced, reputed and leading Tour and Travel Agencies for arrangement of Air Tickets (both domestic and international), Train Tickets, Hotel Booking (both domestic and international), Visa Facilitation, Foreign Exchange Service & tour and travel related services for official use of the Institute of Cost Accountants of India. Application are invited for empanelment of Tour and Travel Agencies in the prescribed format for a period of two years from the date of issue of work order with provision of further extension for three more years at the same terms and conditions if mutually agreed.

The details of the tender are as under:

1.	Type of work	Engagement of Tour and Travel Agencies for The Institute of Cost Accountants of India, Kolkata
2.	Date of Announcement of	06.02.2025
3.	Last date for submission of Tender	26.02.2025 by 16:00 hrs. (The Technical bid and Commercial Bid are to be sealed in separate envelope super-scribing Technical Bid and Commercial Bid respectively)
4.	Address of Submission	Tender Box No. 3 labelled as “Advertised Tender Committee”, Ground Floor, CMA Bhawan, 12, Sudder Street, Kolkata – 700 016.
5.	Mode of Submission of EOI documents	By hand or through post/courier so as to reach before the due date and time 26/02/2025 by 04.00 PM. The EOI submitted through courier must mention on the main envelope APPLICATIONS FOR EMPANELMENT TOUR/TRAVEL AGENCIES’
6.	Contact Person	Shri Abhishek Das (Admin) 8017022252 Email id: - traveldesk.kolkata1@icmai.in

Convener
Advertised Tender Committee



1. IMPORTANT NOTES:

- 1.1 The anticipated annual requirement of tickets would be about 1000-1200 Nos. for various destinations with a total estimated cost of Rs. 0.08 – 1.00 Cr. However, definite volume of work cannot be guaranteed.
- 1.2 Applicant shall bear all costs associated with the preparation and submission of its application.
- 1.3 Institute may ask clarifications if any during the evaluation and the agencies are expected to respond. Lack of response from them will enable the Institute arrive at its own decision about such applications.
- 1.4 Interested eligible agencies may obtain further information from the office of the Administration.

2. THE CONTRACTOR SHOULD PROVIDE:

The agency would ensure to book of Air Ticket (Domestic/International), Train ticket, hotel booking (Domestic/International) delivery of tickets during working hours/holidays/after office hours (at the expense of the agency), Collection of ticket for cancellation, getting visa, Passport, confirmation/cancellation, up gradation/revalidation of tickets, documents, Visa Facilitation, foreign exchange service. The Scope of work of the agency in brief is as under:

- 2.1 Booking and issuing of domestic/international air tickets including pre-paid tickets arrange the same on immediate basis.
- 2.2 To Book train tickets, whenever required.
- 2.3 To provide other Tour and Travel related services, whenever required.
- 2.4 To provide Hotel booking (Domestic and International), whenever required.
- 2.5 To provide Visa Facilitation, foreign exchange services as and when required.
- 2.6 Any other Job related to above clauses
- 2.7 Assistance for issue/obtaining new passport/ renewal and miscellaneous passport related services.
- 2.8 Assistance for obtaining visa and submitting passport at the embassies.
- 2.9 Issuance of foreign exchange as per RBI guidelines. The Agencies should have valid license for foreign exchange issued by RBI from time to time.
- 2.10 Obtaining travel related insurance including overseas medical insurance.
- 2.11 The agency will be available at all times for booking /cancellation of air tickets.
- 2.12 The agency will pass on to Institute all concessions /facilities extended by the airlines to the passenger on air journeys booked by Institute.
- 2.13 Submission of a formatted statement of bills raised showing discount provided to Institute. In addition to the above, the statement should also include the cost of ticket of airline / railway.
- 2.14 Ensuring receipts of proper statement from airlines on points gained on deal codes secured by Institute and ensuring proper utilization thereof.



- 2.15 Assisting Institute in securing deal codes with airlines.
- 2.16 Assisting Institute in getting enrolled in frequent flyer Programmes.
- 2.17 Delivery of the tickets and travel documents either at Institute office, Delhi or over e-mail.
- 2.18 Providing Travel services to Institute on 24hrs as and when required basis.

3. GENERAL TERMS & CONDITIONS:

- 3.1 The Institute may, for any reason whether at its own initiative or in response to the clarification requested by the prospective agency, issue amendment in the form of addendum during the bidding period and subsequent to receiving the bids. Any addendum thus issued shall become part of bidding document and agency shall submit the addendum duly signed and stamped in token of his acceptance.
- 3.2 Institute reserves the right to extend the last date for receipt of application at its own discretion.
- 3.3 The agency will be responsible for compliance with all Central and State laws as per rules/regulations / byelaws and order of the local authorities and statutory bodies as may be in force from time to time during the contract period.

4. OTHER TERMS & CONDITIONS:

- 4.1 The Agency will have to ensure prompt and timely delivery of tickets by hand/e-mail at the Institute. They may also be required to deliver the tickets at the residence of the travelling executives (during exigencies) as per instructions.
- 4.2 If required, the Agency may be required to book tickets at very short notice, one to three hours during office hours or beyond including Sundays/holidays.
- 4.3 Air tickets have to be booked from anywhere to everywhere as per requirement of the executives travelling over telephone/email/message.
- 4.4 Tickets will have to be booked at the cheapest rate in required category for given date of travel, unless otherwise committed.
- 4.5 In case tickets are not available as indented, the Agency will immediately have to inform Institute within thirty minutes.
- 4.6 Cancellation charges on tickets payable to Airlines shall be reimbursed by Institute on production of submission of proof of actual cancellation charge levied by airline. In case of corporate memberships at various airlines, the cancellation charges should be waived as is done by the airlines themselves.
- 4.7 If from a pool of tickets, that of one officer's ticket has to be cancelled, care must be taken that the tickets of other officers in the pool who will travel, are not cancelled at all.
- 4.8 If, however, an officer finds at the airport, or at the last moment before travel that his/her ticket has been cancelled and is forced to buy a ticket at a steep price, the difference of the price between the original ticket and the latter bought at the last moment will, in this case, be



deducted from the next bill.

- 4.9 The Agency should have a provision to take bookings 24x7.
- 4.10 Validity period of all classes of International/Domestic Air tickets shall be duly mentioned on the ticket.
- 4.11 In case of any extra incentive/ privilege like extra ticket etc. (i.e. over and above normal incentive/discount to Travel Agents) is given by the Airlines the same will be passed on to the account of Institute and not to the person for whom ticket is arranged.
- 4.12 If during the visit abroad any sector remains unused, the Air Tickets Coupons will be passed on to the agency for refund and the agency shall arrange refund to Institute.
- 4.13 The requisition for Air tickets/Visa/ Passport must be taken by the agency from the authorized person of Administration Division or any person designated to be making requisition of tickets by the Institute. Any tickets made from unauthorized requestor, if not recommended by authorized person of Administration shall not be considered for payment.
- 4.14 For assistance in obtaining Visa/passport, VFS service charge on approved rate/prescribed by VFS centres will be paid by the Institute.
- 4.15 In cases like that of the above, the agency will be penalized if an officer faces harassment of the above nature. If such a conduct is reiterated thrice, the entire contract will be terminated.
- 4.16 Delivery of tickets will be arranged by the Agency at his own cost. In case the tickets are not delivered within time, the agency will be solely responsible for the same and no payment for such tickets will be made.
- 4.17 In case any Airline offers directly to the Institute any "Corporate Arrangement Benefit: like incentive/volume discount/frequent flyer discount on booking of certain number of tickets or annual value of business etc., the deal Code allotted to Institute by travel agents may be informed which would enable concerned Airline to record the sales on Institute account and Institute to avail necessary incentive.
- 4.18 In addition to discount mentioned in the price bid, the agency shall intimate and transfer all additional discounts/ benefits to Institute which are given by the Airline Authority.
- 4.19 No additional terms & conditions over and above the conditions stipulated above shall be entertained by Institute.



5. **ELIGIBILITY CRITERIA:**

Attributes	Documents to be submitted	Score
Must have 8 years' experience	- Proof of Establishment, Commencement, Continuity and IT Return for each year business	30
Work Experience with Central / State Govt. / PSUs / Autonomous Body / Statutory Body in the last 3 years Minimum 3 entities	- Work order / Performance Certificate to be produced	20
Minimum Annual Average Rs. 1 crore Turnover in the last three years (viz 2021-22, 2022-23 & 2023-24)	- Last three years Audited Profit & Loss A/c and Balance Sheet	30
- Trade License - GST	- Trade License - GST	10
IATA membership	- Certificate to be produced	10
Total Qualifying Score		100

6. **TERMS OF PAYMENT:**

- 6.1 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
- 6.2 Bill must be raised on fortnight basis.
- 6.3 The payment will be made within 45-60 days from submission of bills.
- 6.4 Every Invoice must be supported by the issued ticket against PNR, credit note if any, supporting against cancellation charges. (A top sheet containing the information of all invoices in below format is also be submitted with the bills and soft copy of the same will required to be sent to the email id will be given to assigned email id.)

Date of Issue	Invoice No	Name	Ticket or PNR No.	Date of Travel	Sector	AMOUNT	Credit Note No.	Credit Amount	Chargeable Amount
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- 6.5 Necessary taxes will be deducted from the bill as per the IT Act
- 6.6 The Institute shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in preceding para.

7. **PENALTY CLAUSE:**

In the event of agency failing to execute the work at any time to the full satisfaction of the Institute, the Competent Authority reserves the right to cancel the empanelment or withhold the payment due to agency in part or full.

- 7.1 Fails to provide service in conformity with the contract document, or
- 7.2 Fails to carry out work in accordance with the schedule of services, or
- 7.3 Suspends the work without authority from Institute or
- 7.4 Commits or suffers or permits any breach or observes or persists in any of the above mentioned breaches of the contract, after notice in writing to the agency by Institute requiring such breach to be remedied or
- 7.5 If the Agency abandons the work.



8. AWARD OF WORK

- 8.1 The Institute will empanel more than one agency through this Eol.
- 8.2 For each case, any job mentioned in point 2. to of this tender document under “**THE CONTRACTOR SHOULD PROVIDE**”, empaneled vendors will ask to offer their quote and the lowest quoted rate (i.e. Fare + Service charges) amongst them will be awarded with that particular job.
- 8.3 The rate quoted for any requisition will include of Fare/Price, service charges of agency etc. excluding taxes.
- 8.4 Upon being selected as an empaneled vendor and being awarded the Order, the agency will be required to reply to every query asked for the rate of ticket to be issued or any other work, consecutive three ignorance of which will lead to termination of service and Institute may withheld the payment.

9. CONDITION IN CASE OF DISPUTE

- 9.1 In case of any dispute, parties shall resolve the dispute by mutual discussions within a period of 30 days failing which all disputes will be subject to the Jurisdiction of Kolkata Court only.
- 9.2 The Institute reserves the right to add/ delete/ modify any terms and conditions besides reserving the right to accept or reject the applications. Accepting the application for empanelment would not guarantee the award of contract.

10. PERIOD OF CONTRACT

- 10.1 **The contract will be valid for two years from the date of award the contract and can be extended for three years at same terms and conditions by mutual consent of the parties.** No request of hike in approved rates will be entertained during the period of contact for any reason what so ever.
- 10.2 In case of unsatisfactory performance by the vendor, Institute may terminate the contract having served one month's notice. Institute even reserves the right to blacklist the vendor if it so decides. On the other hand, if the vendor decides to discontinue its services, three months' advance notice must be served to Institute.

11. SUBMISSION OF BIDS

- 11.1 The Agency should furnish the following documents/charges in a Sealed envelope and drop it in above tender box no. 3 labelled as “Advertised Tender Committee” –
- 11.1.1 Constitution of Company of Agency: Documentary evidence regarding constitution of the company /concern such as Certificate of Incorporation, Partnership Deed etc. with details like Name, Address, Telephone Number, Fax Number, E-mail Address of the firm with names of the Managing Director / Partners / Proprietor.
- 11.1.2 Power of Attorney of Agency: Attested copy of instruments such as Power of Attorney, Resolution of Board etc., authorizing an officer of the bidding firm to submit their bids. Such authorized



officer should sign the bid documents.

11.1.3 Registration Certificate: Attested copies of valid IATA Registration Certificate.

11.1.4 Annual Turnover: Annual turnover statement for past three financial years in the format given in Annexure- II certified by the Auditor/Chartered Accountant.

11.1.5 Execution of similar contracts of Agency: Details of services made during the last 3 financial years with summary of Purchase Orders in Annexure III.

11.1.6 Goods & Service Tax Registration Certificate of Agency

11.1.7 Signature & Seal on each page: The tender document signed by the Agency in all pages with office seal.

12. VALIDITY OF APPLICATION:

Application shall remain valid for acceptance for a period of 90 days.

13. NON ASSIGNMENT

The Agency shall not, at any time, assign, sub-let or make over the contract or the benefit thereof or any part thereof to any person or persons, whatsoever.

14. Invoice and payment:

- The tax invoice for supply of Goods & Services should be raised as per the provision of GST Act & Rules and must compulsorily mention the following:
- SCI GSTIN: as below
 - KOLKATA West Bengal 19AAATT9744L1ZP.
 - DELHI 07AAATT9744L1ZU.
- HSN code or Service Accounting Code for supply of goods or services.
- GSTIN of Supplier
- Taxable value of supply
- Tax rate- Central Tax & State Tax or Integrated tax and cess.
- Amount of Tax charged

15. Penalty for Non-compliance of GST Act:

- Penalty amount so determined along with GST if applicable thereon shall be recovered from the contractor.

16. TERMINATION CLAUSE:

The Institute reserves its right to terminate the empanelment for any reason at its absolute discretion including but not limited to the following:

- 20.1 If the tenderer is adjudicated insolvent by a Competent Court or files for insolvency or if the Tenderer being a company is ordered to be wound up by a Court of Competent Jurisdiction
- 21.1 Tenderer commits any breach of the terms of this contract/ tender document
- 21.2 The tenderer is involved in wrongful billing
- 21.3 In the event of unsatisfactory service
- 21.4 If the information furnished in the Technical Offer is found to be incorrect
- 21.5 The decision of the Institute in terminating the contract will be final and binding on the tenderer.



Annexure-I

Format of Technical Bid

Sl. No	Particulars	Details to be filled in by the Agency
1.	Name of the Firm/Company	
2.	Registered office/business address Telephone/Mobile Number Email and fax number	
3.	Name of Contact Person (s) / email	
4.	Year of Incorporation/ Constitution	
5.	GSTN	
6.	Any other relevant information; please attach separate sheet.	

Declaration –

I/We on behalf of organization have understood the job involved and agree to all the terms and conditions as indicated in this EOI/Tender Notice.

I/We on behalf of organization are not debarred and / or / blacklisted by Central State Govt. / PSUs / Autonomous Body / Statutory Body or by the Institute.

I/We on behalf of organization declare that all the facts stated and documents submitted are true to the best of our knowledge and belief.

I/We on behalf of organization undertake that in case the above is found false/fake the tender/empanelment may be summarily rejected without assigning any reason.

Signature:

Date:

Name & Seal of Firm/Co.



ANNEXURE-II

ANNUAL TURNOVER STATEMENT OF THE AGENCY

The Annual Turnover of M/s _____ for the past three financial years are given below and certified that the statement is true and correct.

Sl. Nio.	Year	Turnover in Crore
1.	2021-22	
2.	2022-23	
3.	2023-24	
	Total	
	Average Annual	

Date :

Seal :

Signature & Seal of Auditor /
Chartered Accountant
(Name in Capital Letters)

ANNEXURE - III
Performance Statement (of the Agency)

Tender No:

Sl.	Name and full address of the purchaser	Year	Value
	1	2	3
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

(Please use additional sheets if required)

SIGNATURE : NAME & DESIGNATION :

DATE : NAME & ADDRESS OF THE FIRM :