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भारत सरकार

Government of India

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

Institute of Secretariat Training & Management

कार्मिक एवं प्रशिक्षण विभाग

Department of Personnel & Training

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Telephone No. 26105592; Fax No. 26104183

Dated: 31st January, 2014

To : All Tour Operators

Subject: Study Tour to Delhi – Mount Abu – Udaipur – Chittorgarh - Delhi sector for the participants of the 3rd Level-I Training Programme of CSSS from 05.03.2014 to 09.03.2014 - invitation of bids for package tour - regarding.

Madam/Sir,

I am directed to say that this Institute proposes to conduct a study-tour for 50 (approx) Officer Trainees and 1 Faculty Member during the period from 05.03.2014 to 09.03.2014 (including the journey period). The place of visit is **Mount Abu – Udaipur – Chittorgarh**.

2. The “study-tour” to be conducted for trainee officers of ISTM is an off-campus training programme, using “Field Visit” methodology. Objectives of study-tour are given below:-

- a) To understand India's cultural heritage and Arts.
- b) To experience environment and wild life conservation.
- c) To observe the development activities taken up in villages including tribal areas
- d) To expose the trainers to research and development work being done by Public sector Undertaking and mega projects.
- e) To develop team spirit, time management, management of crisis and adaptability to various odd situations.

2.1 The thrust of the study-tour as the off-campus programme is, therefore, to help all the participants to learn from their movements from one place to another, starting from ISTM and returning to ISTM. The logistic arrangements for conducting the study-tour is to be made keeping in view the objectives mentioned above. The arrangements are to be made in such a way to allow flexibilities, so as to adjust the requirements as indicated in the objectives.

2.2 Private tour operators who are approved and accredited by the Ministry of Tourism, Government of India would also be considered for conducting study tours by ISTM, subject to submission of documents concerning approval and accreditation.

2.3 The package tour cost should include everything viz. all kinds of travel costs, food & drink including those provided during travel/en-route, stay/accommodation. The cost of cancellations in hotels, etc. will also be borne by the Tour Operator within the Package Tour cost.

3. SECTOR FOR CONDUCTING THE STUDY-TOUR

3.1 Dates: - The onward journey by Train from Delhi to Mount Abu is scheduled on 5th March, 2014. The return journey by Train from Chittorgarh to Delhi is scheduled on 8th March, 2014.

3.2 Number of expected persons: 50 + 1 Faculty Coordinator. **However, the number of participants who finally join the training programme and attend the study tour is always lower.**

3.3 Location: Mount Abu, Udaipur, Chittorgarh in Rajasthan

3.4 Hotel category: Three star hotel or any other hotel with equivalent facilities.

3.5 Rooms required: Twin sharing for participants (with two single beds in one room) except in case of Faculty member and odd number of males/females, wherein a Single Room would be provided (not sharing).

3.6 Tentative Day wise Itinerary with Details:-

Departure	Departure Date & Time	Mode of Travel	Destination	Arrival Date & Time	Activity
New Delhi	05 th March, 2014 1955 hrs	By Train (Rajdhani Express)	Abu Road Station	06 th March, 2014 0600 hrs	Arrival at Mount Abu. Institutional Visit, Local Sight seeing Overnight stay
Mount Abu	07 th March, 2014 0800 hrs	By Bus	Udaipur		Institutional visit, Local sightseeing Overnight stay
Udaipur	08 th March, 2014 0800 hrs	By Bus	Chittorgarh		Local sightseeing, Visit to Chittorgarh Fort
Chittorgarh	08 th March, 2014 1930 hrs	By Train (Chetak Express)	Delhi	9 th March, 2014 0500 hrs	Tour ends

4 MODE OF TRANSPORT: Only confirmed railway tickets in the AC III Tier Class of travel in Rajdhani/Shatabdi Express trains shall be accepted. In case of travel in a sector in which no Rajdhani or Shatabdi trains are running, tickets are to be booked in a

super fast mail/express trains in consultation with Course Director. Tickets are to be made under "Group –booking" so that, the entire group are preferably seated in the same coach and the adjacent coach, in case the number of participants are more than the number of seats available in a rail-coach of desired class. In case the tour Operator so requires, he may request the Course Director for a signed document to facilitate Group Booking through Railways.

4.1 BY ROAD:- As far as possible and keeping in view the size of the group, single vehicle (BUS) shall be provided, with **2X2 push back seats.**

4.2 In long Journey (more than 8 hours) one Driver and one Co-Driver are to be provided with one Khalashi/Helper.

4.3 The vehicle should not be more than 2 years old or it should not have run for more than one lakh kilometres, whichever is the minimum.

4.4 ALTERNATIVE VEHICLE ARRANGEMENTS OF SIMILAR QUALITY MUST BE MADE IN CASE OF BREAKDOWN OF VEHICLE

5 OTHER REQUIREMENTS: -

- a) Hotels / Restaurants are to be instructed to serve vegetarian and Non-vegetarian foods on separate buffet tables with clear sign boards as "Vegetarian" and "Non-Vegetarian".
- b) The Tour Operator shall be responsible for the quality of foods served and the hygienic conditions under which it has been cooked.
- c) The proposals shall include all entry fees, cost of guides in monuments (if any) and other charges in the visiting places.
- d) A responsible and experience official of the tour operator, who is empowered to take decisions in contingency, shall accompany the group from ISTM. He shall be with the group and help the Course Director in so far as logistics are concerned.
- e) In order to accomplish the achievement of objectives as indicated at para (2) above, if some adjustments are to be made in transport and change of routes are necessitated; such flexibilities shall be allowed without increase in tour costs.

6 ADVANCE AMOUNT, HOTELS AND MEALS ETC: -

- a) Not more than 30% of the total costs can be granted as an advance, i.e., before the commencement of the tour, if the Tour Operator belongs to the private sector. The amount due for the course Director shall be paid at the end of the course on submission of all bills by the tour operator.
- b) Costing should be for end to end service

- c) Early check-in & late Check-out at Hotels to be taken care in the scope (depending on the travel schedule).
- d) Travel insurance comes under the scope of the work of services provider
- e) Mineral water to be provided in the Hotel rooms, during transfers and sightseeing in the vehicles for road journey
- f) Menu for food items to be served (Draft) to be provided at the time of RFQ Submission
- g) Course Coordinator reserves the right to change the MENU at any point.
- h) Course Coordinator reserves the right to change the itinerary, during the journey.

7. BIDDER ELIGIBILITY CRITERIA

- a) All Central/State/UT Government/undertaking, Tourism Development Corporations, Travel agencies of the Central/State/UT Government
- b) Ministry of Tourism, Government of India approved travel agency with at least two year experience in conducting similar programmes. Documentary evidence of accreditation with Ministry of Tourism to be submitted along with the bid.

8 PENALTY CLAUSE

A penalty of not more than 25% of the total cost can be levied on the tour operator, if any of the conditions mentioned in the above paragraphs are not complied with. To substantiate the penalty claim, the feedback of the participants shall be relied upon along with the observations of the Course Director. The decision of the Director, ISTM shall be final and binding in this regard. Any legal dispute shall be settled in the Court of Delhi.

9. If the above general terms and conditions are acceptable to you, a detailed tour programme indicating other places of visit of common/historical interest, including that of Central Government offices/Institutions to be visited at Mount Abu/Udaipur/Chittorgarh , may be sent on or before 03.15 P.M. of 14th February, 2013, in a sealed cover. Tenders will be opened in the presence of Bidders at 03.30 P.M on the same day. Only successful bidder will be informed.

Yours faithfully



(R. Gayathri)

Deputy Director & Course Director