



File No.A - 33030/01/2014-ISTM(L-II)
GOVERNMENT OF INDIA
INSTITUTE SECRETARIAT TRAINING & MANAGEMENT
DEPARTMENT OF PERSONNEL & TRAINING
ADMINISTRATIVE BLOCK, JNU (OLD) CAMPUS
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Dated, the 19th February, 2014

To

All Tour Operators

Sub. : Tour to Delhi-Bhopal-Sanchi-Bhimbedka-Delhi – 13th Level-II Training Programme –invitation of bids for package tour - reg.

Sir,

ISTM is an attached office under the Department of Personnel & Training. It conducts various training programmes in which taking participants on a study tour of 03 days is a regular component. One such training programme would commence on 24.03.2014 in which approx. 45 participants are likely to attend. However, the number of participants who finally report and attend the study tour is always lower, which may go down even upto 50% of the above stated figure on a conservative estimate.

2. TOUR ITINERARY : The participants under the leadership of a faculty of this Institute will undertake a Study Tour as per the following details :

Date/Day	Mode of Travel	Departure	Arrival
Day-1 29.03.2014 (Saturday)	By Train \$ (Bhopal Shatabdi 12002)	New Delhi Rly Stn. (06.00 hrs)	Bhopal Rly Stn. (14.05 hrs)
	By Road \$\$	Bhopal Rly Stn.	Transfer to Hotel (Bhopal)
	After Lunch at Hotel, Local visits*(Bharat Bhavan, Museum of Man (National Tribal Museum), Van vihar, Cruise Ride at Lake etc.), Dinner at MPSTDC Rail Restaurant (Shan-e-Punjab)**		
Day-2 30.03.2014 (Sunday)	By Road \$\$ (After Breakfast)	Local visits * (Guided tour to Sanchi – Bhimbetka etc.) Enroute Lunch ** & Local visits* at Bhopal in evening Cultural Evening (Local/Tribal Dance Show)	
Day-3 31.03.2014 (Monday)	By Road \$\$	After breakfast Institutional visit & local visits* After lunch departure for Rly. Stn.	
	By Train \$ (NDLS Shatabdi 12001)	Bhopal Rly Stn. (14.45 hrs)	New Delhi Rly. Stn. (22.45 hrs)

\$ By Train – AC Chair Car

\$\$ Bus/MMVs/MUVs or a combination as at para 3.(vi)

*** Local visits will include visit to places in and around the place i.e. even get away trips to places of Tourism Interest in nearby areas.**

**** To be arranged by the Tour Operator**

3. IMPORTANT TERMS AND CONDITIONS :

- (i) The package tour cost should include all kinds of end-to-end travel costs (excluding Air Fare if the itinerary includes air travel - Air Tickets will be arranged by ISTM/Participants), bed tea, food, snacks, drinks, beverages, mineral water including those provided during travel/en-route, stay/accommodation in a hotel in the main area (Three Star Deluxe Hotel / Resort or equivalent), entry fee, guide & sightseeing etc. The cost of cancellations (train tickets/vehicles/hotel rooms) and Tatkal charges etc. will also be borne by the Tour Operator within the Package Tour cost.
- (ii) Early check-in and late check-out at Hotels to be taken care of by the tour operator in the scope of package tour itself (depending on the travel schedule).
- (iii) All accommodation should have high standards of hygiene and cleanliness and should be commensurate with the status of civil servants. Accommodation for the participants would be on twin sharing basis except in case of Faculty and odd number of males/females where single room accommodation will be required.
- (iv) Hotels/restaurants are to be instructed to serve sumptuous vegetarian and non-vegetarian food in buffet system only, in ample variety (no. of dishes) and quantity which is not to be repeated again and again during the tour period. The Tour Operator shall also be responsible for the quality of food served including the hygienic conditions under which it has been cooked, and therefore, should be careful in selection.

- (v) Feasibility with regard to availability of accommodation both for stay and travel (i.e. confirmed train tickets) may be examined before submitting the bid.
- (vi) The quality & maintenance of Vehicles being involved for road travel [AC Bus (Volvo with video coach & PA system i.e. microphone etc.) / MMV (vis. Tempo Travellers - maximum 9 persons to be seated) / MUVs (vis. Innova – maximum 5 persons to be seated)] should be of high standard. The vehicles should be not more than 2 years old or should have run less than 1,00,000 kms. whichever mark reaches earlier.
- (vii) Alternate vehicle arrangement of similar quality must be made in case of breakdown of vehicle(s). In such a case, if the itinerary of the tour is disturbed or the Institutional visit is not carried out, a penalty of not more than 5% of the total package tour cost shall be deducted, in addition to the penalty mentioned in para 6 below.
- (viii) In case of any illness or mishap, local treatment and safe transportation back to Delhi (whenever it happens or as decided by Faculty of ISTM) would be the responsibility of the Tour Operator within the estimate submitted by the Tour Operator for the package tour.
- (ix) To help the accompanying Faculty in logistics and other arrangements, an experienced and active official of the tour operator (not of an outsourcing partner), who is empowered to take decisions in contingency, shall accompany the group as an escort from Delhi itself except in case of tours involving journey by Air where an official should accompany the group upto the Airport and same/another official (not of an outsourcing partner) shall receive the group at the destination Airport to accompany them further.
- (x) The Tenderer in the bid document should declare that **"All the terms and conditions mentioned in the Tender calling letter are acceptable"**. Also, the bid document **should not contain** any additional terms and conditions other than those specified in this document. The bids without the declaration or having any additional terms and conditions (Conditional Bids) would be summarily rejected.

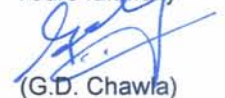
4. **ADVANCE AMOUNT** : 30% of the total costs of participants will be given as advance, however, if the Tour Operator belongs to private sector then the advance will be given only on bank guarantee of equal amount. The amount due for the Course Director shall be paid at the end of the course on submission of all the bills with ISTM.

5. **BIDDER ELIGIBILITY CRITERIA** : All Government undertakings OR Ministry of Tourism approved private travel agencies/tour operators having one year experience of conducting similar tours are eligible. The Private Agency/Tour Operator must be approved from Department of Tourism, Government of India (and not State Governments). The private agency submitting bid is to enclose a copy of the documentary evidence (Registration Certificate of the D/o Tourism, Govt. of India), in the absence of which the bid will be rejected.

6. **PENALTY CLAUSE** : If any of the conditions are not complied with a Maximum of 25% of the cost or debarment from future tendering or both. To substantiate the penalty claim, the feedback of participants alongwith observations of accompanying Faculty will be considered. The decision of Director, ISTM shall be final and binding in this regard. Any legal dispute shall be settled in the Court of Delhi.

7. You are requested to submit your estimate/bid/tender in a sealed cover, quoting the price as a package tour inclusive of all taxes, latest by **7th March, 2014 at 3:35 PM**. The bids shall be opened in the presence of the bidders on the same date i.e. on **7th March, 2014 at 3.40 PM**.

Yours faithfully



(G.D. Chawla)

Assistant Director & Course Director