

Balmer Lawrie & Co. Ltd.
5. J.N. Heredia Marg, Ballard Estate
Mumbai — 400 001.

Tender No. : BL/T&V/MUM/005/March-2020

Date: 19th March, 2020.

Sub: Appointment of Agents for Visa Services.

Online Bids are invited from reputed, experienced, bona-fide and eligible bidders for appointment of agents for visa services for SBU:T&V, Mumbai location through Balmer Lawrie eProcurement Portal <https://balmerlawrie.eproc.in> OR

Hard Copy tenders documents should be submitted in a single sealed envelope marked "Visa Services" to office of **Balmer Lawrie & Co. Ltd., 5, J.N. Heredia Marg, Ballard Estate, Mumbai - 400 001"**

Earnest Money Deposit (EMD)

Bidders have to submit Earnest Money Deposit of **Rs.5,000/-(Rupees Five Thousand Only)** by Demand Draft/Pay order/ in favour of **Balmer Lawrie & Co. Ltd., payable at Mumbai, India.** The Demand Draft/Pay order has to be made from a Scheduled Indian Bank.

Earnest Money Deposit can also be made directly to our Standard Chartered Bank (Account No. 2220 26803-6, NEFT Code – IFSC” SCBL0036046) through electronic Transfer and proof of transfer of funds Deposited with us.

- Cheque / Cash payment is **not acceptable towards EMD.**
- OFFERS RECEIVED WITHOUT EMD WILL BE REJECTED
- EMD will carry no interest
- EMD will be refunded within 30 days only after execution/signing of agreement with the successful bidder

Micro and Small Enterprises (MSE's)

Bidder with valid “**Udyog Aadhar Memorandum**” (UAM) number are exempted from payment of Earnest Money Deposit and are eligible for any other benefit applicable to MSE's.

Above benefit/s shall be extended only to MSE's whose UAM number is registered with Central Public Procurement Portal (CPPP) and such MSE are required to submit a declaration for the same as per Annexure.

Failure to submit above mentioned declaration by the bidder claiming above benefits will be treated as a non-MSE's bidder and such bid shall be processed accordingly.

1.1. EMD is liable to forfeiture in the event of:

- A. Withdrawal of offers by the bidders during the validity period of the offer.
- B. Any unilateral revision made by the bidder during the validity period of the offer

1.2. Due Date for Submission of Bids

The Original Bid as per the tender requirements, must be sent either in person or through post/ courier addressed to Branch Manager, Balmer Lawrie & Co. Ltd. 5, J. N. Heredia Marg, Ballard Estate, Mumbai — 400001, India on or before 16.00Hrs. **On 25th March, 2020 around 4.30pm.** Offer received through fax/e-mail or in any other form of open offer shall not be accepted.

The Company shall not take any responsibility for any delay or non-receipt of any document. If any of the documents furnished by the bidder is found to be false/ fabricated, the bid is liable to be cancelled.

CONTACT DETAILS OF BALMER LAWRIE & CO LTD

Balmer Lawrie & Co. Ltd. 5, J .N. Heredia Marg, Ballard Estate Mumbai – 400 001	C1 India Pvt. Ltd. 603, Coral Classic, 20th Road, Near Ambedkar Park, Chembur Mumbai- 400 071
Contact Person: 1. Ms. Bhavika Chawda Telephone No: 022-66361210 E-Mail:- tvhrmum@balmerlawrie.com 1. Mr. Surajit Basu Tele:022-66361240 E-Mail: basu.s@balmerlawrie.com	Contact Person 1.Ms.Ujwala Shimpi (Mumbai)- Tel No 02266865608 Email – ujwala.shimpi@c1india.com 2. Mr. Tirtha Das, Mob 09163254290 Email - tirtha.das@c1india.com 3. Mr. Partha Ghosh, Mob.08811093299 Email – partha.ghosh@c1india.com 4. Mr. C H.ManiSankar(Chennai), Mob: +91-8939284159 Email– chikkavarapu.manisankar@c1india.com Help Desk Support (Kolkata)--+91-8017272644 Escalation Level Mr. Tuhin Ghosh, Mob.08981165071 Email – tuhin.ghosh@c1india.com

Scope of Work:

We are an IATA approved travel agency. As a part of our business, we are required to procure Visas from different Consulates for our clients. We would like to appoint Agents for providing above services for all Western Region Offices.

BALMER LAWRIE & CO LTD (TT) 5, J .N. Heredia Marg, Ballard Estate Mumbai – 400 001	BALMER LAWRIE & CO LTD (TT) Shop no. "D", West Neeri Complex, Deeksha Bhoomi Road, opposite Shatataraka Building, Nagpur- 440020 (Maharashtra)	Balmer Lawrie & Co Ltd Tours & Travel Division Office NO.101, 1'St Floor 'Zenith Complex', Beside Cloudnine Hospital, Sakhar Sankul Road, Shivajinagar, Pune 411005
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Contract period will be two years w.e.f 01st April, 2020 to 31st March, 2022 and further extension on mutual agreement will for one year contract.

Your offer should be strictly as per Price Bid in Annexure -II

Yours faithfully,

For **BALMER LAWRIE & CO. LTD.,**

Mr. Surajit Basu
Branch Manager.

General Terms and Conditions

- 1] Party has to collect and deliver back the documents to our office after doing required Visa.
- 2] Payment will be made on 15 working days after submission of bills.
- 3] Company reserves the right to accept or reject any offer without assigning any reason whatsoever.
- 4] Please note that bids of any tenderer may be rejected if a conflict of interest between the bidder and the Company is detected at any stage
- 5] While offering, please be informed that, in the event of your non-compliance to any of the stipulations as specified herein above, company also reserves the right to take appropriate action including termination of contract
- 6] The party should be able to keep us updated regularly about the latest changes/developments related to visas and also be able to address our queries related to visa in co ordinations/consultation with the consulates / embassy
- 7] GST as applicable
- 8] The vendor should confirm whether the provisions of the Micro, Small & Medium Enterprises Act, 2006 is applicable to them. If so have they been registered under the same? If yes, then a copy of the Registration certificate to be enclosed.
- 9] Conformance with tender terms
Tenders not conforming to the above mentioned requirements are liable to rejected. Bids of any Tender may be rejected if conflict of interest between the Bidder and the Company is detected at any stage. Tender must put their seal & signature on all the pages of this tender in conformance with Tender Terms.
- 10] Bidder must submit GST Certificate, Pan No while applying for bidding.
- 11] Cancelled cheque copy to be submitted alongwith your Bank details for NEFT purpose
- 12] Vendor must comply with GST compliance failing to which Balmer Lawrie will recover Proportionate GST value from vendor.
- 13] Bidder need to provide their emergency contact number
- 14] Any financial loss occur on account of mistake/service failure from Vendor part, will be recovered from the party end.

Rights of Acceptance /Rejection:

M/s. Balmer Lawrie & Co. Ltd., Reserves the rights to accept or reject any tender either in part or in full without assigning any reason whatsoever.

Arbitration:

If any dispute or difference arises between the Parties inter alia in respect of the interpretation of this Agreement or the rights or liabilities of either in respect of anything done or omitted or to be done or omitted hereunder, the Parties shall endeavor to settle such dispute amicably.

If not, such dispute or difference shall be referred for adjudication at Mumbai to a sole arbitrator to be appointed by Chairman & Managing Director, Balmer Lawrie & Co. Ltd

The place of Arbitration shall be Mumbai, India. The arbitration proceedings shall be in the English language. Cost of Arbitration shall be equally shared between the parties. It is expected that the arbitral award shall be a speaking award setting out reasons thereof. In making the award, the same can be ascertained from this Agreement.

We have studied the tender document carefully and have quoted our rates in accordance with the terms and conditions as laid down in the tender document. We also confirm to have accepted all terms and conditions as laid down in the tender document. We also confirm to have accepted all terms and conditions mentioned herein.

Date:

Signature of tenderer:

Name:

Address:

Contact no:

E-Mail ID:-

PRICE BID – to be filled by BIDDER

Sr.No	Particular	Amount(Rs)
1	Services per passenger, per Visa	
2	Demand Draft	
3	VFS Charges/ Services Charges, etc	
4	Urgent Visa Charges(If any)	
5	GST Charge	

I / We have studied the Tender Documents carefully and have quoted our lowest rates, in accordance with the General Terms & Conditions as laid down in the Tender Documents.

Company Seal	Signature	
	Name	
	Designation	
	Company	

BIDDER TO SUBMIT ON THEIR LETTER HEAD

(APPLICABLE TO ONLY MSE VENDORS FOR AVAILING BENEFITS
AS PER PUBLIC PROCUREMENT POLICY FOR MSE's ORDER 2012)

Dated

I / We, M/s

address....., hereby declare that

I / We are registered as MSE supplier and have registered our Udyog Aadhar

Memorandum (UAM) Number.....on Central Public Procurement Portal

(CPPP). Balmer Lawrie & Co. Ltd reserves the right to verify the authenticity of the

above claim through CPPP.

Company Authorized Signatory
(Seal & Stamp)