



Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited

Request for Proposal (RFP)

Travel Management Solution – Self Booking Tool

Issue date: 25-January-2019.

Last date for submission of proposals: 07-February-2019.

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1.0 INTRODUCTION AND SCOPE

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (“Company”) is carrying on life insurance business in India. As part of supporting its operations and processes, the Company is soliciting proposals for Managing its Travel Services through the Self Booking Tool for its employees for which this RFP is being issued.

1.1 Purpose

The purpose of this RFP is to inform potential Bidders of a business opportunity and to solicit proposals for Travel Management Solution through Self booking tool detailed in this document as currently contemplated by the Company. Based upon the review and evaluation of proposals offered in response to this RFP, Company may select One/ more than one successful bidders to provide similar services as defined in the Tender.

Notwithstanding any other provision herein, Bidder participation in this process is voluntary and at Bidder's sole discretion. Price will be a consideration but will not be the sole factor in Company's decision to award a contractual relationship. Company reserves the right to accept or reject any or all bids from a specific or multiple Bidders for any reason at any time. Company also reserves the right at its sole discretion to select or reject any or all Bidder(s) in this process and will not be responsible for any direct or indirect costs incurred by the Bidders in this process.

1.2 Request for Proposal Definitions

Throughout this Request for Proposal, the following definitions are used:

- “Bidder” means an company incorporated under the Companies Act 1956, that submits, or intends to submit, a proposal in response to this “Request for Proposal”;
- “Vendor” means the Bidder(s) awarded a Contract resulting from this RFP;
- “Contract” means the agreement formed between the Company and the successful bidder as evidenced by an Agreement issued to the Company;
- “Contract Documents” means the Agreement, the Bidders proposal document, the RFP and such other documents as listed in the Agreement, including all amendments or addenda agreed between the parties;
- “Must”, “mandatory” or “required” means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
- “De-identification” is the process of removing from data any information from electronic media that identifies a particular individual.
- “RFP” means this request for proposal including any amendments, attachments, and/or clarifications pertaining to this RFP that may be issued prior to the closing date; and,
- “Should”, “may” or “is desirable” means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot.

2.0 TERMS OF THE RFP

2.1 Acknowledgement

Please acknowledge the receipt of this document by sending an e-mail to Procurement@canarahsbclife.in. Please include the contact information for person who will be directly responsible for completing the RFP.

Kindly note below the complete details of our organization:

Name - Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.
Regd. off. Address - Unit No.208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi - 110001, India
Corporate Identity no. U66010DL2007PLC248825
Telephone no. - +91 0124 4535500
Fax no. - +91 0124 4535999
E-mail - customerservice@canarahsbclife.in
Website address- www.canarahsbclife.com

2.2 Proposal Deadlines

Company must receive duly completed and signed proposals no later than **07/February/2019**.

Proposals received after the time and date specified above may, at Company's sole discretion, be rejected and will remain unopened, destroyed and eliminated from consideration. Please do not send your RFP responses to any other Company employee. Responses sent to any other location other than the stated address and email id will not be considered.

2.3 Company's Obligations

The submission and receipt of proposals does not obligate Company in any way. Company shall not be liable for any costs

incurred by Bidders in the preparation, presentation or any other aspect of the proposals received by reason of this request, nor is Company obligated to negotiate separately with any sources whatsoever in any manner necessary to serve Bidder's best interests. Company makes no representation, implied or express, that it will accept and approve any proposal submitted. Any and all Contracts which result from this RFP shall be non-exclusive, non-commitment, as-ordered agreements. Company shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause. Company will also be not responsible for any damages, including damages that result from, but are not limited to negligence. Also Company will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

2.4 Proposal Evaluation

Proposals submitted may be reviewed and evaluated by any person at the discretion of Company's internal evaluation team, including non-allied and independent consultants retained by Company now or in the future for the sole purpose of obtaining evaluations to proposals.

Bidders may be asked to further explain/ clarify areas of their proposal in writing or to demonstrate the offering/ solution as proposed through bid, during the evaluation process.

Bidders are expected to submit their best bid in response to the RFP. The bids quoted shall be according to the scope of work (Refer section 4) in this document.

The only information regarding status of the evaluation of proposals that the team will give to any inquiring Bidder shall be whether or not that Bidder has been awarded a Contract. Company may, at its sole discretion, inform any inquiring Bidder of the reason(s) why it was not awarded the bid.

Company reserves the right to conduct a reverse e-auction after the completion of the RFP process, the schedule of which will be intimated later to all the pre-qualified bidders.

Company reserves the right to divide/ split the order between more than one qualified bidders to meet the requirement, or may scrap the whole tender process altogether.

2.5 RFP Terms and Conditions Applied to Final Contract

The terms and conditions of the RFP, including the specifications and the completed proposal, will become, at Company's sole discretion, part of the final Contract (the "Contract") between Company and the selected Bidder. In the event that responses to the terms and conditions will materially impair a Bidder's ability to respond to the RFP, Bidder should notify Company in writing of the impairment. If Bidder fails to object to any condition incorporated herein, it shall mean that Bidder agrees with, and will comply with the conditions set forth herein.

Any exceptions to the terms and conditions or any additions, which Bidder may wish to include in the RFP, should be made in writing and included in the form of an attachment to the applicable Section in the RFP.

2.6 Terms Binding on Bidder

Following the date for submission of proposals, and prior to Contract award, the RFP shall be binding upon Bidder in all respects for a period of 180 days.

2.7 Hold Harmless

In submitting a proposal, Bidder understands that Company will determine at its sole discretion which proposal, if any, is accepted. Bidder waives any right to claim damages of any nature whatsoever based on the selection process, final selection, and any communications associated with the selection.

Company reserves the right to award the Contract to the Bidder(s) whose proposal is deemed to be the most advantageous in meeting the specifications of the RFP. In addition, Company reserves the right to add or waive any requirements contained in this RFP at its sole discretion with regard to proposals submitted. Company's decision on award of Contract shall be final and binding on all the Bidders.

Company shall be at liberty to cancel the online RFP / online reverse auction process at any time, before ordering, without assigning any reason.

2.8 Confidentiality Provision

The terms of this RFP, the information provided by Company herein and all other information provided by Bidder in connection with the services offered to be provided by the Bidder pursuant to this RFP, are to be treated by Bidder as strictly confidential and proprietary. Such materials are to be used solely for the purpose of responding to this request. Access shall not be granted to third parties except upon prior consent of Company and upon the written agreement of the intended recipient to treat the same as confidential.

2.9 Sub-Contracting

The services offered to be undertaken in response to this RFP shall be undertaken to be provided by the Bidder directly employing their employees, and there shall not be any sub-contracting, franchisee, contract to hire, consultant etc. arrangement done by the Bidder. The deputed person should be only on bidder rolls.

2.10 Acceptance of Proposals

Company reserves the right to modify the terms of the RFP at any time at its sole discretion and the same will be uploaded on the website <http://www.canarahsbclife.com>. The bidders have to remain updated about the same from the website and Company will not be responsible for such information not being downloaded by the bidder. Subsequent to the submission of

proposals, interviews and negotiations may be conducted with one or more Bidders, but there will be no obligation to receive further information, whether written or oral, from any Bidder not to disclose the nature of any proposal received.

This RFP should not be construed as an agreement to purchase products or services. Company is not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in accordance with the evaluation criteria.

2.11 Evaluation and Selection

A committee will evaluate proposals against the mandatory criteria as detailed herein. Proposals meeting all the mandatory criteria will then be assessed and scored against the evaluation criteria. Company's decision on evaluation shall be final and binding on all the bidders. Bidders who qualify the evaluation criteria will be empanelled for services. Commercial bids will be opened for the empanelled bidders post technical evaluation. Any deviations from the skill set / experience / prerequisites/ requirements and/or the terms and conditions of the Tender Document shall be submitted explicitly along with convincing reasons in the format attached (refer Clause 5.1). Company will not provide any justification in case rejects deviation and Company reserves all rights to reject or accept any deviation.

2.12 Liability for Errors

While Company has used considerable efforts to ensure an accurate representation of outsourced, the information contained in this RFP is supplied as a guideline for Bidders. The information is not guaranteed or warranted accurate by Company, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve information in this RFP as per its current understanding of the requirements under various activities to be Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. In the event Company finds that the objectives of the intended outsourcing is better achieved by processes/procedures other than those mentioned in this document, Company shall have the right irrespective of the fact whether it has already received proposals from intending bidders or not, to effect such changes and enter into negotiations with one or more Bidders at its sole discretion for such changed/ modified processes.

2.13 Acceptance of Terms

All the terms and conditions of this RFP shall be deemed to be accepted by the Bidder and incorporated in its proposal unless specifically notified otherwise.

2.14 Ownership of Proposals

All documentation, including proposals, submitted to Company will become the property of Company.

2.15 Use of Request for Proposal

This document or any portion thereof, is the property of Company and may not be used or copied for any purpose other than the submission of the Bidder's proposal.

2.16 RFP Schedule

- | | |
|--|-------------|
| • Company advertises RFP on its website | 25/01/2019 |
| • All inquiries regarding RFP due by close of business | 30/01/2019 |
| • Bidders' deadline for submitting responses to RFP | 07/02/2019. |

2.17 Delay in performance of the obligations by the Bidder

The Bidder must strictly adhere to the schedule, specified in the purchase agreement to be executed between the Company and the Bidder for performance of the obligations arising out of the purchase agreement and any delay will enable Company to resort to any or both of the following:

- (i) Time and date stipulated for completion of work is the essence of the contract.
- (ii) If any part of the contract is not satisfactorily remedied within reasonable time, Company may proceed to do the work at Bidder's risk and expenses without prejudice to any other contractual rights, which Company may have against Bidder in respect of any such non performance.

3.0 PROPOSAL PREPARATION

This section defines the proposal preparation and submission procedures, which are to be followed by all Bidders. Bidders are cautioned to carefully read and follow the procedures required by this RFP. Please note that deviations may be cause for rejection of your proposal.

3.1 Proposal Format

The Bid (as per enclosed formats) duly sealed and super scribed "RFP Response to Travel Management Solution – Self Booking Tool" should be addressed to **Mr. Madhur Chaudhary, Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 2nd Floor, Orchid Business Park, Sector-48, Sohna Road, Gurgaon-122018, Haryana (INDIA)**. Please note that the Technical and Commercial bid has to be in separate sealed envelopes duly marked as **Technical Bid** and **Commercial Bids** respectively. Company is not responsible for non-receipt of quotations by the specified date and time due to any reason including holidays. All questions/ clarifications should be communicated on email ids Alok.sharma@canarahsbclife.in, amit.kaul@canarahsbclife.in and Madhur.Chaudhary@canarahsbclife.in. Last date for

receipt of any query is 30/01/2019. Quotations received after the stipulated time of the Due date or incomplete in any respect are liable to be rejected.

- a) Bidder's name and address, Bidder's telephone number, email address and a contact person.
- b) One page letter of introduction identifying the Bidder and signed by the person or persons authorised to sign and bind the Bidder to statements made in the proposal. The returned RFP will be referenced as an attachment if/when a contractual agreement is executed. This document has to be uploaded and mapped with this corresponding schedule.
- c) Please follow the format of this RFP, placing answers in the text box immediately after sections requiring responses. Please do not enter any information into any part of this document other than the boxes provided. The boxes will expand to accommodate responses of any length.
- d) Price for each item to be submitted in separate envelopes.
- e) NO CHANGES TO THE LINES, FORMAT OR STRUCTURE OF ANY SPREADSHEETS IS PERMITTED. CHANGING THE SPREADSHEETS IN ANY WAY, OTHER THAN INSERTING THE REQUIRED INFORMATION, SHALL BE CONSIDERED CAUSE FOR YOUR COMPANY'S DISQUALIFICATION FROM FURTHER ANALYSIS AND PARTICIPATION IN THE RFP PROCESS.
- f) Any additional information, brochures, etc., can be provided at the discretion of the Bidder and should be clearly labelled and uploaded.

3.2 Submission of Tender

The bidders should submit their technical bid as well as the commercial bid separately in a sealed envelope.

Envelope I duly super scribed as "Envelope-I Technical Bid" containing the following.

- Duly filled Annexure A.1, A.2, Section 4.1 and duly filled vendor registration form (Annexure C).
- All technical documentation to support your responses to Annexure A.1, A.2, Section – 4 (SOW) and other vendor registration support documents.
- Technical Documentations (SOW, Compliance, certifications, Service details, Brochures, leaflets, manuals, last 3 years financial statements etc.)
- Details of Technical SPOC, Escalation Metrix.
- Methodology, Strategy and delivery schedules/ plans for the defined SOW.
- Any deviation from the compliance should be clearly mentioned.

If the technical bid contains any price information, the offer will be summarily rejected.

Envelope II duly super scribed as "Envelope-II Commercial Bid" should contain the following.

- The Prices shall be quoted in Indian Rupees (both in figures and words).
- Duly filled Annexure B, with the documentation supporting the responses given in Annexure B.
- All taxes and levies.

Both the envelopes (Technical and Commercial Bids) to be sealed in One Envelope duly super scribed

"RFP response to the Travel Management Solutions – Self Booking Tool; Submission Due on 07-February-2019."

Company will first open the technical bid and on evaluation of the technical bid, the commercial bid will be opened only for the bidders who qualified in the technical bid. Along with technical bid bidder is required to submit the details mentioned in Annexure A's and B along with the relevant documents.

3.3 Notification of Changes

All recipients of this RFP will be notified of any changes if any made to this document prior to the due date of submission of proposals.

3.4 Changes to Proposed Wording

The Bidder will not be permitted to change the wording of its proposal after submission to Company. No words or comments will be added to the general conditions or detailed specifications unless requested by Company for the purposes of clarification.

3.5 Bidder's Expenses

Bidders are solely responsible for their own expenses in preparing and submitting a proposal to Company, if any.

3.6 Currency and Taxes

Prices quoted are to be:

- In Indian rupees;
- Exclusive of all taxes.

3.7 Completeness of Proposal

By submission of a proposal, the Bidder warrants that all components required to manage the program have been identified in the proposal or will be provided by the Company at no charge.

4.0 SCOPE

4.1 Criteria

The purpose of this section is for Bidders to provide information to demonstrate to Company that its services offering satisfy Company's requirements. The bidder should also demonstrate that it has the financial and organizational infrastructure to fulfil the fundamental requirements set out in this RFP. Bidders not meeting them or not demonstrating that they do meet them may not receive further consideration during the evaluation process. **(Filling all the details is mandatory):**

S.NO	CRITERIA	VENDOR RESPONSE
1	List of current clients (To be attached)	
2	Year of Incorporation (document to be attached as a proof)	
3	Presence across Company Locations (Offices As per list in the RFP)	
4	Type of Firm (Private / Partnership) Proof to be attached	
5	Annual Turn Over (RFP Specific) Furnish documentary proof	
6	Balance sheet – Last 3 years (Financial strength) with documentary proof	
7	Statutory compliance to be supported by Documentary Evidence	
a)	Valid Trade License Certificate	
b)	Interested Bidder(s) must be licensed travel agents approved by IATA, with sufficient staff to arrange complex travel itineraries within the Pacific region and worldwide, often at short notice.	
c)	Single Point of Contact: One of the critical success factors for this service is a fulltime, on-site, dedicated, single point of contact assigned by the service provider at their cost. He/ She will have authority over all staff and resources that are involved in service delivery.	
d)	Professional Tax Registration certificate issued by relevant authority (where applicable)	
e)	PAN and TAN number allotment letter	
f)	Memorandum and Article of Association	
g)	GST Registration certificate	
h)	The bidder will maintain all statutory registers and records, updated at all times, in the format prescribed for the location.	
8	Profile of clients (To be attached along with references with details i.e (Contact Person, contact no & address)	
9	Primary and secondary contacts and Address for Communication	

Bidders are expected to fill all the details as asked above and in the Annexure A.1, and support the responses with all necessary documents for the purpose of evaluations.

4.2 Pricing Model

The prices have to be submitted in sealed envelopes as per the format given in **Annexure B**.

It is expected that the bidder will quote his prices on per category per month basis. "THE COMPANY" expects complete transparency in pricing. All expenses, fees, reimbursable, etc should be based on an open book concept to be audited by "THE COMPANY" from time to time.

5.0 **OTHER TERMS AND CONDITIONS**

- Payment Terms: Payment will be made within 30 days of submission of correct invoices.
- “THE COMPANY” reserves the right to cancel the tender in partial or in total without assigning any reason thereof.
- The COMPANY will prefer to work with companies registered under the Companies Act rather than proprietary /partnership/other firms etc
- Please provide current client list with a ball park volume of business with each one.
- Attach last three year balance sheet and mention turnover.
- Please showcase your capability for providing MIS through a sample report.
 - GST will be paid extra on actual.
 - Other applicable taxes not mentioned above can be paid after adequate justification and documentation as required by “THE Company “.

5.1 **Deviation Sheet**

Deviations from Technical Specifications and Terms and Conditions of the Tender

	RFP Document Clause	Technical Specification or Terms and Condition in the RFP document	Deviation offered	Reasons and whether deviation adds to the operational efficiency in case of the systems
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Note:

Deviations from any of the terms and conditions of the tender document should be specified

If any deviations from the technical specifications are warranted, reasons for such variations should be specified and if such deviations/ variations add to improvement of the overall performance of the systems, those should be specifically mentioned and supported by relevant technical documentation as specified above.

APPENDIX**ANNEXURE-A.1: Technical Bid/ Scope of Services.**

The Scope of Services provided by the Service Provider are as under:

1. The Service Provider will provide the dedicated Online Portal / Web Based Application and required software's support for the employee's across India for doing Travel bookings and confirm the same via e-mail to the Contact Person of the Company. The Company will provide the required backend, hardware, internet connection & telephones to provide the travel support.
2. The Service Provider shall use his best endeavors to provide the Company with the best suited travel rates.
3. The Service Provider shall ensure that the Company's Travel Policy has been embedded and the same is being followed as per the guidelines laid by the company from time to time and also ensure to provide Data for Audit (External / Internal) from time to time.
4. The Service Provider shall send the e-tickets/ itinerary via mail (wherever applicable) well before the scheduled time of travel. For Domestic Travel schedule time will be 3-4 hrs and for International Travel schedule time will be 24-36 hrs advance from the time of receiving of all required approval in place.
5. The Service Provider shall send the hard copy of the tickets/itinerary wherever soft copy is not applicable, well before the scheduled time of travel. For Domestic Travel schedule time will be 3-4 hrs and for International Travel schedule time will be 24-36 hrs advance from the time of receiving of all required approval in place.
6. The Service Provider will provide customized MIS on the basis of costing and discounts given, depicting as to how much savings the Company could manage, to Company's authorized representative along with bills and as and when required as per format provided by the Company.
7. The Service Provider will provide Airport Assistance, Tele-check-in facility & News Letters and updates to the Company employees as and when required at no extra cost.
8. The Service Provider will provide assistance in Hotel Bookings (Domestic / International), Event Management, Conference / Incentives, to the Company as and when required at no extra cost.
9. The Service Provider shall ensure to provide one or more dedicated toll free / Account Manager's number in case of any help / problem required for providing solution to the employee's.
10. Billing and Payment: - All transactions done between 1st to 15th of the month statement will be presented to the Company on 16th/17th for which payments will be made within 30 (Thirty) days from the receipt of invoices with all supporting documents for travelled transactions only. All transactions done between 16th to 30th / 31st of a month statement will be presented to company on 01st / 02nd of the coming month for which the payments will be made within 30 (Thirty) days from the receipt of invoices with all supporting documents for travelled transactions only.
11. Working Hours: - 8.00. a.m. to 8.00 p.m. – Monday to Saturday. However the Service Provider would also make him/her self available on an urgent basis as and when required for 24x7x365 basis.
12. The Service Provider represents and warrants to the Company that the representative of the Service Provider shall abide by the instructions, guidelines, code of conduct and procedures of the Company and maintain the performance standards and service levels prescribed by the Company from time to time, in providing the Services. In case the representative of the Service Provider is unable to perform the work and or Services as per the expected proficiency level then upon demand of the Company, the Service Provider shall replace such representative and depute other representative for performing the Services.
13. The Service Provider shall depute such number of personnel as may be required for the rendering of the Services if in case the online portal / app is not working. The Service Provider shall ensure that only full-time employees render the Services under this Agreement and shall not use any contract staff for the same. The Service Provider shall supervise the work of its employees at all times. All the obligations with regard to compliance with Contract Act and other Labour Laws legislations including but not limited to maintenance of relevant statutory registers and filing of regular returns shall lie with the Service Provider. The Service Provider and the Company is into principal to principal relationship.
14. All complaints, suggestions and observations made by the Company shall be duly addressed by the Service Provider.
15. The Service Provider will raise correct, accurate bills with necessary supporting documents to be paid by the Company.
16. The Service Provider shall ensure in consolidation of the GST Invoices where it is required from Airline from time to time also will help in getting the benefits of the same to the company.
17. The Service provider shall ensure for the reconciliation of the GST invoices also providing the end to end support (Getting the Invoices from Airlines, reconciliation, compiling & providing the MIS along with the Invoices) to the company by 15th of Consecutive month.
18. The Service Provider shall ensure about passing on any GST / IATA or any other benefits to the Company.
19. The Service provider shall ensure that they are not charging us any applicable commission for booking the ticket for any Domestic as well as for International.
20. The Service Provider shall maintain records of all such tickets which have been issued for at least 5 years.
21. The Service provider shall maintain all requisite documents pertaining to lowest ticket booking and their proofs for Audit purpose.
22. The Service Provider shall help in providing all such documents which is required to verify the genuine method has been used in terms of issuance of any such ticket.
23. The Service Provider will assist in foreign currency change (Foreign Exchange from leading banks and financial institutions)
24. The general scope for service provider shall provide the following services:-
 - International Ticketing

- Domestic Ticketing
- Providing a full time implant in the facility
- Authorized Money Changers (Foreign Exchange from leading banks and financial institutions)
- Travel Insurance
- Tours Packages (Inbound/Outbound)
- Railway Bookings
- Airport Facilitation
- VISA Assistance
- Passport Assistance
- Travel Related MIS
- Conference / Incentives
- Nationwide Service
- Round The Clock Service 24X7 (Sunday Open)
- Customer Relationship Management
- Centralized Billing Plan
- News Letter Update
- Employee Personal bookings (Payments to be settled by employees directly)
- Assistance in hotel booking (domestic/international) on Direct/BTC Payment mode
- Assistance in event management
- Monthly MIS (customized as per the organizational requirement is a must).

25. The Service Provider shall appoint an Authorized Person / Manager to act as a representative of the Service Provider to address all issues with respect to the Services of this Agreement. All instructions and directions relating to the Services shall be communicated by the Company to the Service Provider's authorized person. Authorized person shall be suitably authorized to issue instructions and directions to all employees / staff of the Service Provider and ensuring compliance for the Service Provider's obligations to the Company under this Agreement. The Service Provider may replace such authorized person from time to time after due notice to the Company. The Service Provider shall notify to the Company, the name of such designated personnel. The Manager so appointed by the Service Provider shall be empowered to discuss and address all problems with regard to the Services being provided under this Agreement by the Service Provider.

The Service Provider shall not charge for the below mentioned service levels:

- The Service Provider will assist the Company in signing the best economic deals with at least five International Airlines and Five Domestic Airlines and will ensure the best economical rates from the Airlines to the Company.
- The Service Provider will ensure that Company Employees should get economical options for their domestic and International travels.
- The Service provider will not issue any air ticket which is waitlisted but is issued as OK status or else suitable penalty will be levied on the Service Provider by the Company
- The Company may withhold payments of an invoice if any air ticket which results in any dispute, delay or misconnection to connecting flights due to improper options given by the Service Provider.
- The Service Provider to ensure that the proffered seat or meal opted by the traveler is fulfilled. The Service provider to ensure that any critical travel related information which may hinder the travel should always be shared with traveler from the Company prior in time so as to avoid any consequences.
- As and when required by the Company, the Service Provider will provide Air Port assistance to Company's employees.
- The Service Provider guarantees to submit visa documents to the required embassy/high commission/consulate on same day provided that the Company gives all relevant documents by 9.00 hrs on a particular working day.
- The Service Provider guarantees 99% success rate in terms of confirmation of domestic Air travel sectors including International sectors being served by the domestic carriers.

.....
Authorized Signatory (Stamp and signature as compliance)

Date:

Place:

ANNEXURE-A.2: Technical Bid (Acceptance and Declarations).

Ref.: RFP response to the Travel Management Solutions – Self Booking Tool.

To
The Head (Procurement)
Canara HSBC Oriental Bank Insurance Company
2nd Floor, Orchid Business Park (Near Subhash Chowk),
Sector-48, Sohna Road, Gurugram 122018

I have carefully gone through the Terms & Conditions contained in the RFP Document regarding **Travel Management Solutions – Self Booking Tool.**

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Date

Place

Signature of the bidder

Date

Place

ANTI BRIBERY&CORRUPTION DECLARATION

- a) Parties represents to each other that they have not and agree that they shall not in connection with the transactions contemplated by this declaration make any payment or transfer anything of value, offer, promise or give a financial or other advantage or request, agree to receive or accept a financial or other advantage either directly or indirectly:
- (i) to any government official or employee (including employees of a government corporation or public international organization) or to any political party or candidate for public office; or
- (ii) to any other person or entity, if to do so would violate or cause Canara HSBC OBC Life to be in violation of the applicable legislations pertaining to bribery/ corruption.
- b) It is the intention of Canara HSBC OBC Life and the Vendor/ third party service provider that in the course of their respective negotiations and performance of this declaration no payments or transfers of value offers, promises or giving of any financial or other advantage or requests, agreements to receive or acceptances of any financial or other advantage shall be made either directly or indirectly which have the purpose or effect of public or commercial bribery or acceptance of or acquiescence in bribery, extortion, kickbacks, greasing or other unlawful or improper means of obtaining or retaining business, commercial advantage or the improper performance of any function or activity.

Authorised Signatory

Name:

Designation:

Date:

RELATED PARTY DECLARATION FORM (BY VENDOR)

Vendor Name _____

Registered Address _____

State _____

PIN _____

Details of Proposed contract to be entered into:

Does the Vendor (including its directors/employees/shareholders/sisters concerns/group companies) have any relationship or engagement (directly or indirectly) with the Company or any of its employees/directors?

☐ Yes☒ No

If Yes, please provide the following details:

Please describe the relationship/engagement with the Company or any of its employees/directors

If the relationship/engagement is with a particular employee, Name of the Employee

Employee ID

Department

Designation

Nature of interest, if any in the proposed transaction

Declaration by the vendor–

We hereby confirm that the involvement of any of the above mentioned persons with the Company or with any of its employees/directors will not in any manner unduly benefit us or the employee(s) of the Company and further confirm that no benefit/advantage have been exchanged between the Vendor and the employees/directors of the Company in respect of the proposed transaction.

We further confirm that the terms and conditions of the proposed contract will be at market rate and on an arms length basis.

Place :

Signature of Authorised Representative

Date :

of the Firm under proper seal

TO BE FILLED (SIGN & STAMP)IN CASE OF PROPRIETORSHIP

I, _____ hereby declare that I am the sole proprietor of _____

My PAN Card
No. _____ is applicable for _____

Kindly issue cheque in favour of “ _____ ”.

Thanks,

Signature and stamp

Name : _____

ANNEXURE-B: Commercial Bid.

The Bidder is requested to attach their commercials in the format as given, the proposal to be submitted in the bidder's organisation's Letter Head (duly signed and Stamped).

No Technical information would be the part of commercial bid.

The prices will be calculated as per the price matrix mentioned below. COMPANY expects complete transparency in pricing. All expenses, fees, reimbursable, etc should be based on an open book concept to be audited by the COMPANY from time to time. The Pricing template will need to be filled in with all assumptions and details attached separately. The prices have to be submitted in sealed envelopes as per the format given.

S. No.	DESCRIPTION	UOM	UNIT RATE (INR)
1.0	100% IATA Commission will be passed on to "The Company" as per discount structure. (Pl give your acceptance)		
2.0	AIR TICKET BOOKINGS CHARGES		
2.1	- Domestic (Except Low Cost)	Per person per Sector	
2.2	- International	Per person per Sector	
2.3	- No Frill Airlines (Low Cost Airlines)	Per person per Sector	
3.0	RAILWAY BOOKINGS CHARGES		
3.1	- Rail (Normal Quota)	Per Ticket	
3.2	- Rail (Tatkal Quota)	Per Ticket	
4.0	TICKET CANCELLATION CHARGES		
4.1	- Domestic (Except Low Cost)	Per person per Sector	
4.2	- International	Per person per Sector	
4.3	- No Frill Airlines (Low Cost Airlines)	Per person per Sector	
4.4	- Rail	Per Ticket	
5.0	VISA CHARGES		
5.1	- Local	per visa	
5.2	- Outstation	per visa	
6.0	Foreign Exchange Issuance Services		
7.0	PASSPORT ASSISTANCE	PER PASSPORT	
8.0	PASSANGER ASSITANCE SERVICES	PER PASSANGER	
9.0	INSURANCE / MEDICAL INSURANCE CHARGES	PER PERSON	
	(Pl specify discounts, if any, which will be provided on Pt. 8.0)		

Other Terms and conditions:

1. Payment Terms: Payment will be made within 30 days of submission of correct invoice(s) based on the agreed terms.
2. GST will be paid extra on actual and as applicable.
3. Prices quoted above should be all inclusive to deliver the complete scope.

ANNEXURE-C: VENDOR REGISTRATION FORM

aapke vaade,
sar aankhon par

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited
2nd Floor, Orchid Business Park, Sector-48, Sohna Road,
Gurugram - 122018 India

Vendor Registration Form

Company Details					
Entity Name					
Registered Address					
State		PIN Code			
Phone #		Fax #			
Correspondence Address					
State		PIN Code			
Tele No. (O):	Country Code	STD Code	Nos.	Contact Person	
Fax No.(O):				E – Mail:	
Mobile No. (O):				Web Site:	
Country of Company Incorporation / Headquarters					
Company Business Operation (List of Countries)					
Name & Designation of Principal Officers/Persons to be contacted					
No.	Name of the Person	Designation	Contact No.	E - Mail	Location
1					
2					
Nature of Business (Please Tick any One)					
<input type="checkbox"/>	Manufacturing	<input type="checkbox"/>	Sole Selling Agent	<input type="checkbox"/>	Dealer
<input type="checkbox"/>	Hotel	<input type="checkbox"/>	Service Provider	Business Description	
Nature of Company (Please Tick any One)					
<input type="checkbox"/>	Proprietary	<input checked="" type="checkbox"/>	Partnership	<input type="checkbox"/>	Private Ltd
<input type="checkbox"/>	Small Scale Industry	<input type="checkbox"/>	Non - Small Scale Industry	<input type="checkbox"/>	Public Ltd. / Govt
PAN No		Entity Name as per PAN			
GSTIN *		State		PIN	
HSN Code					
Address as per GST Registration					
Email ID for Correspondance on GST					
* Incase of multiple GSTIN please provide details in Annexure-I of this document					
Bank Details					
Bank Name					
Address					
State		PIN Code			
Bank Account No		Swift /IFSC Code			
DECLARATION					
The above information is true in all respects and we undertake to inform you if any change in the above particulars regarding our business from time to time.					
Place :			Signature of Authorised Representative		
Date :			of the Firm under proper seal		