

**अखिल भारतीय आयुर्वेद संस्थान****ALL INDIA INSTITUTE OF AYURVEDA (AIIA)**

(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

File No. M-50/76/2023-AIIA

Date: .08.2023

**NOTICE INVITING TENDER****FOR PROVIDING PAN-INDIA HOTEL TIE-UP ARRANGEMENT FOR OFFICERS / STAFF OF ALL INDIA INSTITUTE OF AYURVEDA, NEW DELHI & GOA.**

E-tender (in two bid system) is invited by **ALL INDIA INSTITUTE OF AYURVEDA**, New Delhi from leading and experienced agencies/firms engaged in similar work for "Providing Pan-India Hotel Tie-up Arrangement for Officers/Staff of **ALL INDIA INSTITUTE OF AYURVEDA, NEW DELHI & GOA**" as per scope of work specified in this bid document.

**Schedule of tender**

1	Tender No	M-50/76/2023-AIIA
2.	Availability of Tender Document	The tender document can be downloaded from the AIIA web site <a href="http://www.aiia.gov.in">http://www.aiia.gov.in</a> or from the procurement portal <a href="http://eprocure.gov.in/epublish/app">http://eprocure.gov.in/epublish/app</a>
3.	Name of the work	FOR PROVIDING PAN-INDIA HOTEL TIE-UP ARRANGEMENT FOR OFFICERS / STAFF OF ALL INDIA INSTITUTE OF AYURVEDA, New Delhi & Goa.
4.	Estimated cost	Rs. 1.5 crore
5.	Type of tender	Two bid system
6.	Period of contract	Two years
7.	Minimum Validity of tender offer	120 days from the date of opening of technical bid
8.	Tender Document fee	NIL
9.	Performance Security	7.5 Lakh of the bid amount after award of contract.

**Time schedule of tender:**

S.No.	Particulars	Schedule	Time
1	Document download start date	08.08.2023	18:00hr
2	Seeking clarification end date	12.08.2023	12:30hr
3	Bid Submission start date	13.08.2023	10:00hr
4	Bid submission end date	23.08.2023	15:00hr
5	Bid opening date	23.08.2023	15:30hr

Bidders should carefully read all the terms & conditions before submitting their tender. The invitation to tender is subject to fulfillment of eligibility conditions and adherence to instructions as per schedules below:



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Annexure-I	Instructions to the bidders
Annexure - II	Terms & conditions of the contract
Annexure-A	Entitlement of officers/officials of AIIA
Annexure- B	Technical Bid Preform
Annexure- C	Financial Bid Preform
Annexure- D	Declaration from Bidder
Annexure- E	Bid Security Declaration
Annexure- F	Vendor Registration Form

(Dr. Umesh Tagade)  
Joint Director , AIIA

**ANNEXURE-I****INSTRUCTIONS TO THE BIDDERS****1. ELIGIBILITY CONDITIONS:**

- 1.1. The Bidder should be a single business entity (the “Single Business Entity”). The term bidder used herein would apply to a Single Business Entity. A Single Business Entity shall mean a company incorporated under Companies Act, 1956/2013 or a Sole Proprietorship firm registered under Proprietorship Act, 1908 or a partnership firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008. Note: a) Consortium or Joint Venture is not allowed to participate in the bidding process. b) If the bidder is: i) A Company should furnish copy of the certificate of incorporation and memorandum of association as a proof of identity. ii) A sole proprietorship firm, and a limited liability partnership firm should furnish copy of the registration certificate, GST and IT return for the last three financial years preceding the bid due date as a proof of identity. iii) A registered partnership firm, it should furnish a copy of the IT returns for the last three financial years preceding the bid due date copy of the registration certificate under the registrar of firms and a copy of the partnership deed executed between the partners as a proof of identity.
- 1.2. The bidder must have provided hotel tie-up arrangement services to Government Departments / PSUs / Autonomous Bodies during last three financial years (2020-21, 2021-22, 2022-23). The bidder shall upload satisfactory completion certificate from Government Departments / PSUs / Autonomous Bodies where he has provided hotel tie-up services.
- 1.3. The Bidder must have achieved an average Annual Turnover of Rs.3 Cr. during the preceding 3 (three) Years. To calculate the average turnover, the total turnover achieved by the Bidder during last 3 years shall be divided by 3 i.e. (2020-21, 2021-22, 2022-23). (a) Copies of Balance Sheet/Profit and Loss Account/ITR OR A certificate from Chartered Accountant duly certifying the turnover of last 3 financial years should be uploaded along with turn over criteria. (b) The Bidder must be registered in India. (Supporting document must be furnished) (c) The Bidder should have valid GST and PAN registration.
- 1.4. The bidder should not have been blacklisted by any Central / State Government Department / PSUs / Autonomous Body during the last three years. A self- declaration in this regard is to be uploaded by bidder.
- 1.5. The bidder should have an office with a dedicated telephone/toll free number for round the clock booking of the requirements in Pan India. Self-declaration informing the dedicated toll free number is to be uploaded.
- 1.6. The bidder should be registered under GST and must be having PAN Number. Copies of GST & PAN are to be uploaded.
- 1.7. The bidder should upload list of Hotels with which it has tie-up arrangements/ proposed to have tie up arrangements for providing hotel accommodation services.
- 1.8. Bidder should also sign & upload declaration (Annexure-D) provided with the tender document and duly filled in Technical Bid proforma (Annexure B) and Financial Bid proforma (Annexure-C).



- 1.9. Bidder should upload bid security declaration (as per Annexure E). Tender uploaded without Bid Security Declaration shall be treated as invalid

Note: - All the above mentioned required registrations / licenses must be valid on the date of publication of this tender and in case any of registrations/licence is under renewal, the same must be completed before the award of the contract. Requisite self-attested copies of documents as proof with reference to above eligibility criteria.

## 2. GENERAL INSTRUCTIONS:

- 2.1 All the tender document must be dropped in the tender document available at the office of Sr. Admin Officer, All India Institute of Ayurveda, New Delhi within stipulated time given in the tender enquiry. Bidders may ensure the timely submission of bids. Offers received after due date shall not be considered.
- 2.2 The Tender inviting authority (TIA) may issue amendment/ errata to the tender documents before due date of submission of tender. The Bidders are required to read the tender documents in conjunction with amendments/corrigendum, if any, issued by TIA. The bidder is not supposed to incorporate any amendment/ errata in the body of tender documents either in ink or pencil. In case the bidder, on the body of tender document, incorporates amendments/errata issued, they shall not be considered and the amendment/ errata issued by the TIA shall only hold good. The amendments/errata issued to these documents, if any, would be uploaded on AIIA, NEW DELHI website as well as on CPP Portal. The bidders shall visit these websites from time to time to check for any amendment/errata.
- 2.3 The bidder has to submit the tender document(s) well in advance before the prescribed time to avoid any delay or technical problem during the bid submission process.
- 2.4 The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or difficulties faced during the submission of bids by the bidders due to local issues.
- 2.5 The Technical Bids will be opened at AIIA, NEW DELHI Gautampuri, Sarita Vihar, Mathura Rd., New Delhi- 110076 as per Tender time schedule. If the date of opening is declared a holiday, bids will be opened at the same time on next working day. Bidders or their authorized representative may remain present at the time of opening of bids if they so desire.
- 2.6 Financial bids of only those bidders will be opened whose technical bids are found compliant/ eligible after technical evaluation is done by AIIA, NEW DELHI.
- 2.7 No bid shall be modified after the deadline for submission of bids.
- 2.8 No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of bid validity specified. Withdrawal of a bid during this period or actions for modification/alteration will result in debarring the Bidder from tendering process and may also render them liable for legal action as deemed suitable. If any bidder withdraws or modifies its bid



during the period of bid validity, or refuse to accept the offer of work after completion of bidding process etc., the bidder will be debarred from any bidding process with AIIA, NEW DELHI for a period of Two years. The format of Bid Security Declaration is attached with tender document. Bidders is required to upload Bid Security Declaration in the Format attached with tender document at Annexure C.

- 2.9 Transfer of BID submitted by one Bidder to another is also not permissible. No Alteration in the BID, once submitted, shall be permissible. In case the Bidder transfers the BID or modifies/withdraws during the period of validity, action for debarment will be taken as per conditions prescribed herein.
- 2.10 During evaluation and comparison of bids, AIIA, NEW DELHI may, at its discretion, ask the bidder for clarification on his bid. The request for clarification will be given in writing through e-mail and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification at the initiative of the bidder will be entertained.
- 2.11 Canvassing by any Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection of the bid. Conditional tenders will be rejected.
- 2.12 The Bids shall remain valid up to 180 Days from the last date of submission of bid.
- 2.13 AIIA, NEW DELHI reserves the right to postpone and/ or extend the date of receipt or opening of tenders or to withdraw the tender notice, without assigning any reason thereof. In such cases, the bidders shall not be entitled for any form of compensation from AIIA, NEW DELHI.
- 2.14 Successful bidder has to accept the offer of work/contract at the rate quoted in financial bid and under the conditions prescribed in the tender document and any reluctance or refusal of acceptance of work order on any ground will not be entertained and such activities may attract penal action as per rules.
- 2.15 Evaluation of Bids: Bids received will be evaluated by the tender committee constituted by competent authority of AIIA, NEW DELHI to ascertain the reasonability & responsiveness of bid for the complete work/services as per the terms & Conditions of tender documents. The successful bidder will be finalized on basis of fulfilling the eligibility conditions, rate of services charge quoted by bidder and as per relevant provisions of GFR-2017. In case more than one agency came up as L1. All L1 agencies will be empaneled by AIIA, New Delhi.
- 2.16 Incomplete & conditional bids will not be considered and summarily rejected.
- 2.17 The Competent Authority of AIIA, NEW DELHI reserves the right to accept or reject (Fully or partially) any tender or all the tenders without assigning any reason.

ANNEXURE-IITERMS AND CONDITIONS OF THE CONTRACT**1. SCOPE OF WORK**

- 1.1 All India Institute of Ayurveda, New Delhi & Goa is an autonomous body under the Ministry of Ayush, Government of India. The headquarters office of AIIA, NEW DELHI is situated at Gautampuri, Sarita Vihar, New Delhi.
- 1.2 The officers/staff (medical & non-medical) are required to visit other offices/hospitals/medical education institutions located in India in connection with official works, meetings, conferences etc. Besides, AIIA also holds various meetings, conferences in New Delhi & Goa and at other locations wherein non-official Members of Corporation & Committees may participate. To facilitate the cashless stay arrangement of the officers, staff and other authorized persons as per their entitlement at various locations all over India. AIIA, NEW DELHI intends to enter into agreement with one Agency which shall provide Hotel Tie-up Arrangement facility as per their entitlement and scope of work prescribed in the tender document. Agency shall be paid service charges over & above the hotel accommodation cost for providing this service.
- 1.3 The Empaneled Agency shall arrange hotel accommodation to the officials/Officers/Guests of AIIA, who will be visiting on official tour at various places in the country, as per entitlement of officers/staff/guests. Agency shall provide this service to the officials/officers of AIIA across India majorly in Delhi and Goa. **The agency will provide the list of hotels with which the agency has tie-up arrangements or proposed to have tie up arrangements.** The hotel accommodation to be provided by the agency shall not be below the standard of official's entitlement as per the rules of Ministry of Finance, Department of Expenditure O.M. No.,19030/1/2017-E.tV (copy enclosed). The present rates of entitlement of officers/officers are enclosed as Annexure-A. Any changes in entitlement position, if occurs during the contract period, will be communicated to empaneled agency from time to time for its implementation accordingly. For officers / guests, if any, not included in the list of entitlement, AIIA, NEW DELHI shall communicate their entitlement while making request for providing hotel accommodation.
- 2. Period of Contract:** The contract shall initially be for a period of two years and can be extended further for a period up to two-year subject to satisfactory performance, on the same terms & conditions on yearly basis. The service charge through tender procedure approved, shall remain unchanged during the period of contract. "AIIA, NEW DELHI, reserves the right to terminate the contract by serving one month's notice, in writing in emergent circumstances. The contract can be terminated otherwise by giving two months' notice in writing by either party."
- 3.** The successful bidder shall within 10 days of issue of letter of intent, give his acceptance along with irrevocable Bank Guarantee of Rs. 11 lac in favour of AIIA, New Delhi with



validity upto 60 days beyond the completion of two years' contract period. No interest will be paid by AIIA, NEW DELHI on such performance guarantee.

4. The Nodal Officer of AIIA after approval of Competent Authority will directly intimate the Agency for booking of hotel accommodation by communicating their tour programme & entitlement status through a work order to the hotel tie up agency.
5. On receipt of work order/request for hotel booking, the agency shall book the accommodation as per entitlement of officer/guest and get the confirmation from the concerned hotel and issue a confirmation slip to the individual officer as per itinerary. The agency will normally provide room accommodation on single occupancy basis as per entitlement of officer/official.
6. Applicable Government Taxes at actuals will be reimbursed subject to production of receipt by the Agency. Agency will also provide published tariff of hotel inclusive of taxes & will not charge more than published tariff of the category of room which has been allotted to AIIA, NEW DELHI officers. Any concession/seasonal rebate offered by Hotels will be passed on to the AIIA, NEW DELHI by the Agency.
7. The location of the Hotels must be near to the venue of the meeting/office or as desired by the touring officer. The cost of the hotel room must be at par and within the entitlement limit of the officer/official staying. The entitlement limit must be confirmed from the authorized officer by the Agency. The Agency must ensure that all the facilities of the hotel is provided to the individual. The Agency must also ensure quality service in the Hotels. The Guest should feel comfortable and any complaint of the guest must be addressed immediately. In case entitlement is enhanced within the contract period, accordingly quality of Room/Hotel must be improved.
8. The hotel shall provide complimentary facilities such as complimentary breakfast within the room tariff inclusive of taxes as per entitlement.
9. **PAYMENT PROCEDURE:**
  - 9.1 The AIIA, NEW DELHI & Goa Officers/officials/guest shall not pay any money for their stay to the hotel directly. However, they will verify their stay, type of room allotted and additional services if available at the time of check-out. On the basis of verification slips, the agency shall raise the bill on AIIA, NEW DELHI & Goa accordingly.
  - 9.2 The agency shall raise the bill on monthly basis for the stay at the hotel based on the original hotel bills which should be supported as enclosure along with normal tariff of hotel rooms.
  - 9.3 The agency should clear the hotel bill well before check-out of touring officers so that officers do not face any inconvenience at the time of check-out.





9.4 The agency shall ensure the availability of the verification slips at the hotel with which tie-up arrangements are made. Sample of verification slip may be prepared by agency in consultation with AIIA, NEW DELHI. In case, the verification slip is not available due to certain contingencies, the AIIA, NEW DELHI officer would record his stay on AIIA, NEW DELHI letter Head. The prevailing entitlements of the officers are enclosed as Annexure-A to this tender document. Any Changes in entitlement shall be communicated to tie-up agency for providing hotel/rooms according to that entitlement in force.

9.5 No claim for the payment from agency shall be entertained after the lapse of three years of arising of the claim.

#### 10. DISPUTE SETTLEMENT:

All differences and disputes arising out of or in connection with the Contract Agreement shall be settled by mutual discussions and negotiations. If such dispute and differences cannot be settled and resolved by discussions and negotiations, the same shall be referred to the sole arbitrator appointed by the Director, AIIA, New Delhi whose decision shall be final and binding the parties.

#### 11. PENALTY & TERMINATION:

- 11.1 Tie up agency is required to provide suitable hotel room matching with the entitlement of officer/official. If sub-standard room, room without complementary facility, hotel far away from destination is provided by agency, officials will have the right to reject the same. In such situations, agency will be required to make immediate alternate arrangement at its cost failing which a penalty equivalent to the entitlement of officer/official will be levied apart from non-payment of hotel bill by AIIA, New Delhi & Goa.
- 11.2 During the period of agreement, if it is found that the agency has indulged in fraudulent actions or has not been providing proper or prompt services, the agency may be issued with Show Cause Notice, through mail and/or post, and Agency shall be bound to reply to show cause notice within 7 days. If the submissions of agency are not found satisfactory, the security deposit may be forfeited and agreement may be terminated.





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ANNEXURE A

## Daily Allowance on Tour

Pay level in pay matrix	Entitlement
14 and above	Reimbursement of hotel accommodation/guest house of up to Rs. 7500/- per day. Reimbursement of AC taxi charges as per actual expenditure commensurate with officials engagements for travel within the city and Reimbursement of food bills not exceeding Rs.1200/- per day.
12 and 13	Reimbursement of hotel accommodation/guest house of up to Rs. 4500/- per day. Reimbursement of AC taxi up to 50 km per day for travel within the city. Reimbursement of food bills not exceeding Rs.1000/- per day.
9 to 11	Reimbursement of hotel accommodation/guest house of up to Rs. 2250/- per day. Reimbursement of AC taxi up to Rs.338/- per day for travel within the city. Reimbursement of food bills not exceeding Rs.900/- per day.
6 to 8	Reimbursement of hotel accommodation/guest house of up to Rs. 750/- per day. Reimbursement of AC taxi up to Rs.225/- per day for travel within the city. Reimbursement of food bills not exceeding Rs.800/- per day.
5 and below	Reimbursement of hotel accommodation/guest house of up to Rs. 450/- per day. Reimbursement of AC taxi up to Rs.113/- per day for travel within the city. Reimbursement of food bills not exceeding Rs.500/- per day.



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**ANNEXURE-B****TECHNICAL BID****Name of Work: PROVIDING HOTEL TIE-UP ARRANGEMENT FOR AIIA, NEW DELHI & Goa OFFICERS / STAFF ALL OVER INDIA**

1.	NAME OF TENDERING AGENCY/COMPANY/FIRM	
2.	ADDRESS OF OFFICE/OFFICES WITH CONTACT NO./MAIL-ID	
3.	DEDICATED TOLL FREE NUMBER/TELEPHONE	
4.	REGISTRATION DETAILS:	
	(A) PAN/GIR NO.	
	(B) GST NO.	
4.	WHETHER DEBARRED/ BLACK LISTED BY ANY CENTRAL/STATE GOVT./PSUs DURING THE PAST THREE YEARS, IF SO FULL DETAILS MAY BE FURNISHED	SELF DECLARATION TO BE ENCLOSED.
5.	REGISTRATION WITH INDIAN ASSOCIATION OF TOUR OPERATOR	TO BE ENCLOSED.
6.	DECLARATION AS PER ANNEXURE - D AND BID SECURITY DECLARATION AS PER ANNEXURE- E	TO BE ENCLOSED.
7.	LIST OF HOTELS WITH WHICH PROPOSED TIE-UP ARRANGEMENT FOR PROVIDING HOTEL ACCOMMODATION	TO BE ENCLOSED.
8.	Experience in Similar category	Document to be enclosed
9.		

8. Details of Balance sheet during last three years (Balance sheet/P & L Account/CA Certificate to enclosed)

a)	2020-21	-Rs.	Income	Expenditure	Net Profit/Loss
b)	2021-22	-Rs.			
c)	2022-23	-Rs.			



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9. Similar Work experience during last three years (2020-21, 2021-22, 2022-23) satisfactory performance certificate to be uploaded)

Sr. No.	Name & Address of the Organization	Value of Contract	Duration of Contract	
			From	To

Date:  
Place:

Signature of Owner/Managing Partner/Director Name:  
Seal:



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ANNEXURE-C

FINANCIAL BID

HOTEL TIE-UP ARRANGEMENT FOR AIIA, NEW DELHI

1	SERVICE CHARGE (IN%) ON ACTUAL ROOM RENT PAID TO THE HOTEL (Exclusive of GST)	In Digits-	In Words-
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Date: Place:

Signature of Owner/Managing Partner/Director Name:

Seal:

ANNEXURE-DDECLARATION

1. I, \_\_\_\_\_ Son/ Daughter of Shri \_\_\_\_\_ Proprietor / Partner / Director / Authorized Signatory of \_\_\_\_\_ am competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance for the same.
3. The information/documents furnished along with above application are true and authentic to the best of my knowledge and beliefs. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I have apprised myself fully about the job to be done during the currency of the period of agreement and also acknowledge to bear consequences of non-performance or deficiencies in the services on my part.
5. I also undertake that I am agree with the rates / ceiling fixed category wise (As per Annexure-A) by the AIIA, NEW DELHI and the same are acceptable to me.

Signature of authorized person Full

Date:

Name:

Place:

Company's Seal:

**N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be uploaded with Technical Bid.**



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**ANNEXURE-E****Bid Security Declaration****(To be signed & uploaded with technical bid)**

To,

The Director  
AIIA, New Delhi

Sir,

I / we, the undersigned do hereby undertake that, if I / we withdraw or modify my / our bid during the period of bid validity or refuse to accept the offer of work etc., I/ we will be suspended from the bidding process for the time specified in the tender document.

Signature of the bidder with seal Date

Place



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ANNEXURE-F

ALL INDIA INSTITUTE OF AYURVEDA DELHI		
PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)		
PFMS UNIQUE CODE:		
VENDOR REGISTRATION FORM		
Sl. No.	Head Name	Details
1.	Vendor Name	
2.	Father/Husband/Owner Name	
3.	Date of Birth	
4.	PAN Number	
5.	GSTIN	
6.	Aadhar Number	
7.	TAN Number	
8.	TIN Number	
9.	Service Tax No	
10.	Address1	
11.	Address2	
12.	Address3	
13.	City	
14.	Country	
15.	State	
16.	District	
17.	Pin Code	
18.	Mobile No.	
19.	Phone No.	
20.	Email ID	
21.	Bank Name	
22.	IFSC Code	
23.	Account Number	
DATE:		
PLACE:		VENDOR SIGNATURE WITH SEAL
Department Name:		Forwarded by HOD/In-charge
Note: All related self-attested documents also enclosed with this form		