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NEHDC

**North Eastern
Handicrafts and Handlooms
Development Corporation**

**REQUEST FOR EXPRESSION OF
INTEREST (EOI)
FOR
EMPANELMENT OF TRAVEL &
TICKETING AGENTS**

Expression of Interest (EOI)

North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Assam invites tenders from experienced, competent and reputed Firms/Agencies/Organizations for empanelment of "TRAVEL AGENTS" for booking of travelling tickets (bus tickets & railway tickets) and booking/arrangement of hotel accommodation throughout India on behalf of North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Assam as and when required for a period of two (02) year with the provision of extending for another one (01) year based upon his satisfactory performance and at the discretion of Competent Authority.

The Schedule of EOI:

1	EOI No	
2	Description of Service	Request for Expression of Interest (EOI) for empanelment EMPANELMENT OF TRAVEL & TICKETING AGENTS under North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC)
3	Date of issue/download of EOI	24 th Jan 2025
4	Last Date and Time for Receiving of EOI	18 th February 2025
5	Time and Date of opening of EOI	20 th February 2025
6	Date and Time of Result	After Completion of Scrutiny.
7	Last date of Submission of EOI	
8	Subject Line for Submission	Request for Proposal (EOI) for empanelment of
9	Website for Downloading the EOI	www.nehhdc.com


 Managing Director
 North Eastern Handicrafts and Handlooms
 Development Corporation Limited (NEHHDC), Assam



File No.:

North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Assam invites tenders from experienced, competent and reputed Firms/Agencies/Organizations for empanelment of "TRAVEL AGENTS" for travel tickets (bus tickets & railway tickets) and booking/arrangement for hotel accommodation throughout India on behalf of North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Assam as and when required for a period of two (02) year with the provision of extending for another one (01) based upon his satisfactory performance and at the discretion of Competent Authority.

Scope of Work:

SI No	Particulars
01	Domestic Railway Ticket (Anywhere in India)
02	Domestic Bus Ticket (Anywhere in India)
03	Domestic Hotel Booking/Accommodation (within India)



A. General Conditions

1. The EOI documents can be downloaded from the official website of North Eastern Handicrafts and Handlooms Corporation Limited. (www.nehhdc.com)
2. Proposals in sealed envelope addressed to **Managing Director (MD), North Eastern Handicrafts and Handlooms Corporation Limited, Guwahati, Assam** should be submitted super-scribing "Expression of Interest (EOI) for empanelment of Agencies for Travel & Ticketing to the office of North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Garchuk, Pamohi Road, Guwahati, Assam-781035 by dropping in the tender box kept for the purpose in the office premise of North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC), Assam on or before 18th February 2025, 4pm.
3. The proposals shall be submitted in the following manner and shall contain details/documents as listed below:
 - i. Forwarding letter on the letter head of the firm/organization.
 - ii. A complete set of the EOI documents along-with all other supporting documents duly filled and signed by the authorized signatory of the firm/organization with the official seal of the organization/firm etc.
 - iii. In case the proposals being submitted by a partnership firm it must be signed by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power of attorney authorizing him to do so.
 - iv. An Index page showing contents/annexure & page no. should be annexed first followed by relevant documents with proper page numbering & signed by the owner of the firm or his Authorized Signatory as token of acceptance of Terms & Conditions. In case the proposals are signed by any Authorized signatory, a copy of the power of attorney/ authorization letter (in company's letter head) is to be enclosed along with Bid
 - v. It shall be ensured that every page of bid document is duly numbered and signed with seal of the bidder without any cutting and over writing.
4. Falsification/suppression of information shall lead to disqualification of the bidder / cancellation of contract even after award of work during the currency of the contract.

File No.:

5. Tenders received after the prescribed time and date will not be considered.
6. Conditional tenders will not be accepted and will be summarily rejected.
7. North Eastern Handicrafts and Handlooms Corporation Limited reserves the right to reject any or all of the tenders received without assigning any reason thereof.

B. Basic Requisite eligibility documents:

The Party should furnish the following documents along with the Proposal:

1. Name and Postal address, the Firms/Agencies/Organizations
2. It must be a legally constituted Proprietary firm/Partnership firm/ Limited Company/Corporate Body, who possess the required licenses, registrations etc., as per law with prior validity at least for 12 months from the date of the submission of proposal. Such start-ups which were operationalized less than 12 months prior to submission of proposal are exempted for the time period criteria, however they have to compulsorily submit all requisite documents from the date of their incorporation.
3. Article of memorandum of association or partnership deed or affidavit of the sole proprietorship deed as the case may be.
4. Copy of valid up to date Trade License or equivalent specific to the job.
5. Copy of the GST registration certificate
6. Photocopy of I.T PAN card (In the name of firm/proprietor/partners etc)
7. Details of Bidder' experience (credentials) as per the format provided in Tech Form- 1
8. Non-Black Listed certificate (Self Signature in the form of declaration)
9. Solvency Certificate

All the copies of documents should be self-attested by the bidder with full signature.

C. Eligibility Criteria of the participating bidders:

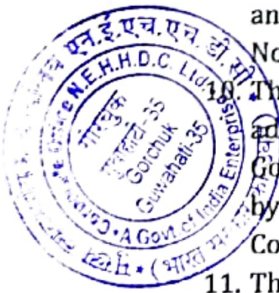
Sl. No.	Basic Requirement	Minimum Eligibility criteria	Supporting Documents
1	Legal Entity	The Bidder shall be a legally registered entity in India.	Certificate of Incorporation /Certificate of Registration or similar legal document.
2	Financial Turnover	Average annual turnover of the bidders shall be at least Rs 20 lakhs in India during each last three financial years i.e. for the year ending March 31, 2021-22, 2022-23, and 2023-24.	CA Certificate clearly defining the turnover along with Audited Financial Statements (Balance sheet & Profit & Loss statement)



3	Bidders Experience	<p>(a)The Party should have minimum at-least five (05) years of experience in the field of travelling tickets (bus tickets/railway tickets etc) and making booking arrangement for hotel accommodation.</p>	<p>Work orders/ Agreements/Purchase Order + Certificates from the client.</p> <p>Note: a) Work orders/ Agreements/Purchase Order/Client Certificate should clearly define the value of the order.</p>
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D. Specific Terms and conditions

1. An Index page showing contents/annexure & page no. should be annexed first followed by relevant documents with proper page numbering & signed by the owner of the firm or his Authorized Signatory as token of acceptance of Terms & Conditions. In case the Bid is signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with Bid.
2. The bidder must ensure that the conditions laid down for submission of offers are complete and correctly filled. Over writing of bids will be treated as cancelled.
3. Any changes/modification with respect to this EOI will be duly notified in our official website.
4. It shall be ensured that every page of EOI document is duly numbered and signed with seal of the bidder without any cutting and over writing.
5. North Eastern Handicrafts and Handlooms Corporation Limited will have the option to terminate the contract if the bidder commits the breach of any of the conditions confined in this EOI and fails to render the services to its satisfaction and is also entitled to recover any losses from the bills as submitted to NEHHDC.
6. The contractor/firms/organizations shall comply with the legal bindings required to carry out the requisite works and shall obtain the necessary licenses and permits at his/her own cost.
7. In case of any labour/employee problems related to the workmen staff of the Contractor, the same will be settled at the contractor's end only.
8. It will be the contractor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
9. The contractor agrees not to use the Trademark and or trade name of North Eastern Handicrafts and Handlooms Corporation Limited or letter-head of North Eastern Handicrafts and Handlooms Corporation Limited nor will the contractor hold himself as an agent of North Eastern Handicrafts and Handlooms Corporation Limited.
The contractor shall not use North Eastern Handicrafts and Handlooms Corporation Limited address on his letter-head/ stationery for purposes of Registration with any Government/Local Body or any other organization or person and no tenancy shall be created by the presence of his workmen/employee on North Eastern Handicrafts and Handlooms Corporation Limited premises.
11. The Contractor shall remove any employee immediately for engagement with NEHHDC



without any cross question who in the opinion of North Eastern Handicrafts and Handlooms Corporation Limited is guilty of misconduct, or is in any manner unfit or unsuitable for service.

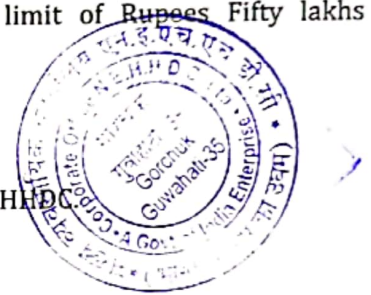
12. Track record of bidder should be clean and should not have any involvement in illegal activities or financial frauds. There should not be any case with the Police/Court/Regulatory authorities against the bidder.
13. The vendor/firm should not assign or sublet the empanelment or any part or it to any other vendor/firm in any form. Such actions shall result in termination of empanelment.
14. **Any dispute arising out of the contract will be settled under Guwahati Jurisdiction.**

Based on the proposal as received by North Eastern Handlooms & Handicrafts Corporation Limited (NEHHDC), it will select the most appropriate/eligible and deserving vendor in line with the requirement and suitability of NEHHDC. The selection criteria for empanelment of the vendor/firm/organization will be done on the basis of successful submission of all requisite documents as specified at **point no. "B" & point no. "C"** in this EOI and the selected vendor/firm/organization will be considered as "technically qualified" and will be considered for empanelment. However, this will not give any claim to the party for award of work/ purchase order.

The works in conformity with this EOI that may arise from time to time will be awarded to the empanelled parties through "Limited Tender Enquiry" upto a financial limit of **Rupees Fifty lakhs (50,00,000/-)** only on the basis of as and when need basis .

E. Copyright

All materials and data from the engagement will be the sole property of the NEHHDC



F. Pre-mature Termination of Registration

Premature termination of registration of vendor may be done with the approval of competent authority on unsatisfactory performance:

- a) If the vendor is non-responsive against tender enquiries to 3 (three) consecutive tender enquiry.
- b) Vendor is declared bankrupt or insolvent or its financial position has become unsound, or in case of public limited company, it is wound up or taken into liquidation.
- c) Vendor fails to furnish Income Tax Clearance Certificate or any other document when called for.
- d) The integrity of vendor is suspected. Blacklisting of firm can be done on the recommendations of the Competent Official.
- e) North Eastern Handlooms & Handicrafts Corporation Limited (NEHHDC) will have the right to terminate the contract if the contractor commits the breach of any of the conditions confined in this contract and fails to render the services to the satisfaction of North Eastern Handlooms & Handicrafts Corporation Limited (NEHHDC).

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person with seal
Name of the signatory
(In block capital letters):
Status of the signatory i.e. proprietor/partner:

Annexure - I

Forwarding Letter
(To be submitted on bidder's letterhead)

No.:

Date:

To
The Managing Director
North Eastern Handicrafts and Handlooms Corporation Limited

Sub: Submission of Proposal in response to

Dear Sir/Madam,

1. This has reference to your REOI notice for of firms/organizations who are in the business of booking of travelling tickets (bus tickets & railway tickets) and booking/arrangement of hotel accommodation throughout India through CPPP portal published through North Eastern Handicrafts and Handlooms Corporation Limited. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.
2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.
3. I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.
4. I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also, I/We have not been suspended / delisted / blacklisted by any organization for any reason. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
5. I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to North Eastern Handicrafts and Handlooms Corporation Limited verifying any or all the information furnished in this document with the concerned authorities, if necessary.
6. I/We understand that North Eastern Handicrafts and Handlooms Corporation Limited reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

Yours faithfully,

(Signature and Name of the authorized person
of the firm/bidder with office seal)

Annexure - II

Check List

Sl No.	Particulars	Document type	Page No.
1	Name and Postal address of the Firms/ Agencies/ Organization		
2	Certificate of Incorporation along-with Article /Memorandum of association or partnership deed or affidavit of the sole proprietorship deed as the case may be		
3	Valid up to date Trade License		
4	Copy of the GST registration certificate		
5	Photocopy of PAN card of firm/proprietor/partners or as the case may be		
6	Bank Details		
7	Relevant Experience Certificate (a) 05(Five) years experience (b) Successful completion of similar nature of work in Government Departments/ Public Sector Undertakings (Central/State)/ Corporates, the value of which should not be less than two (02) lakhs per annum.		
8	Average annual financial gross turn over (20 lakhs per annum) duly certified by CA along-with Audited Balance Sheet and P/L Account 2021-22 2022-23 2023-24		
9	I.T. Returns of the above period mentioned at Sl.no. 8		
10	Non-Blacklist Certificate (Self Signed in the form of Declaration)		
11	Copy of Office /Registered office address		
12	Details of Bidder' experience (credentials) as per the format provided in Tech Form- 1		
13	In case the Bid is signed by the Authorized signatory, a copy of the power of attorney/ authorization is to be enclosed along with Bid.		

(Signature and Name of the authorized person of the firm/bidder with office seal)

Annexure III

SELF DECLARATION BY THE PARTICIPATING BIDDER

This declaration should be signed by the proprietor, partner, Director and/ or authorized signatory, who has the authority to do so and must be enclosed with the application on the Vendor's/Firm's Company's Letter Head)

I/we..... declare and confirm that the information furnished and attachment(s) submitted with the application are true and correct. I/we are aware that any false information provided herein will result in the rejection of my/our application for registration. I/we shall be bound by the acts of the duly authorized signatory who has signed this application and of any other person, who in future, may be appointed by us in his place whether or not an intimation of such changes has been given. I/we undertake to communicate promptly with the authority of the O/o NEHHDC if any changes in the conditions or working of the firm take place.

Date:

Place:

Signature Name:

Designation:

Vendor/Firm/Company Seal

File No.:

Annexure IV

SELF DECLARATION NON BLACKLISTED

This declaration should be signed by the proprietor, partner, Director and/ or authorized signatory, who has the authority to do so and must be enclosed with the application on the Vendor's/Firm's Company's Letter Head)

I/we..... declare and confirm that my Firm/Organization/Company have never been blacklisted by any Department/Office (Whether Government/Private/MNCs) in any part of India since its inception/formation.

I/we are aware that any false information provided herein will result in the rejection of my/our application for registration.

Date:

Place:

Signature Name:

Designation:

Vendor/Firm/Company Seal

File No.:

Tech Form 1- Bidder's Experience

S.no	Project/Assignment Name	Client Name	Key activities and deliverables	Project Duration		Value of assignment/project
				From	To	

** Please attach copy of work orders / completion certificates as proof*

Signature of Proprietor(s)/Partners
Seal of the Firm