

ECONOMIC DEVELOPMENT BOARD
ANDHRA PRADESH

Andhra Pradesh Economic Development Board (APEDB)

NOTICE INVITING

REQUEST FOR QUALIFICATION (RFQ)

FOR

**EMPANELMENT OF TRAVEL AGENCIES FOR PROVIDING TRAVEL AND
HOSPITALITY SERVICES WITHIN INDIA AND ABROAD**

(July, 2017)

(PROPOSAL DUE DATE: 24th July 2017)

(This document is meant for exclusive purposes of submitting the Proposal against this RFQ document and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued)

**Administrative Officer,
Andhra Pradesh Economic Development Board
Lake View House, Raj Bhavan Road
Hyderabad – 500 082, India
Tel: +91-40-23320481/91 Fax: +91-40-2332 0491
Email: k.vanisree@apedb.co.in
Web: www.apedb.gov.in**



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Andhra Pradesh Economic Development Board

(Under the control of General Administration Dept., GoAP) Lake
View House, Raj Bhavan Road, Hyderabad – 500 082, India



NOTICE INVITING

Empanelment of consultants for preparing Due Diligence Reports (DDR)

Notice No.APEDB/Empanelment for DDR/002-2017/05072017

Andhra Pradesh Economic Development Board (APEDB) invites proposals for empanelment of consultants for preparing due diligence reports (DDR). All other details will be uploaded to the website of APEDB. Download RFQ from : www.apedb.gov.in.

Submission Deadline: 24th July, 2017

NOTICE INVITING

Empanelment of Travel Agencies

Notice No.APEDB/Empanelment for Travel Agencies/003-2017/05072017

Andhra Pradesh Economic Development Board (APEDB) invites proposals for empanelment of travel agencies. All other details will be uploaded to the website of APEDB. Download RFQ from : www.apedb.gov.in.

Submission Deadline: 24th July, 2017

Sd/-

Administrative Officer

For any queries please send e-mail to: k.vanisree@apedb.co.in or contact Mrs. K.Vanisree, AO, APEDB on +91 4023220481/91



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ANDHRA PRADESH ECONOMIC DEVELOPMENT BOARD (APEDB)
LAKE VIEW HOUSE, RAJ BHAVAN ROAD, HYDERABAD – 500082, India,
Tel: +91-40-2332 0481/91 Fax: +91-40-2332 0491 Email: www.apedb.gov.in

Empanelment of travel agencies for providing travel and hospitality services within India and Abroad

Notice No.APEDB/Empanelment for Travel Agencies/003-2017/05072017

REQUEST FOR QUALIFICATION DOCUMENT

Proposals in the prescribed format are invited from suitable Applicant(s) for empanelment of travel agencies for providing travel and hospitality services within India and Abroad.

1.	Name of Authority	Andhra Pradesh Economic Development Board
2.	Name of the Consultancy assignment	Empanelment of travel agencies for providing travel and hospitality services within India and abroad
3.	Last date & time for submission of Proposal (Proposal Due Date)	1600 Hrs IST 24 th July 2017
4.	Date & time for opening Proposal	To be decided
5.	Method of Empanelment	The empanelment shall be on the following basis: <ol style="list-style-type: none">1) The Applicants should meet the minimum eligibility criteria2) Proposals of Applicants who meet the minimum eligibility criteria shall be evaluated3) Using the score obtained in Evaluation Criteria in descending order, upto 3 travel agencies shall be empaneled



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6.	Validity of the Proposal	The RFQ Proposal shall indicate that it shall remain valid for a period of minimum 1 (one) year from the last date of submission of the RFQ with a provision for extension without change in terms and conditions.
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Acknowledgement:

This document shall be returned duly signing each page by the authorized person accepting the terms and conditions. It is expressly understood that the party has subscribed to this document with an express understanding that they will use this document only for the sole purpose of participating in the Qualification process for the **Empanelment of travel agencies for providing travel and hospitality services within India and Abroad** and must not be used for any other purpose. This document must not be passed to a third party except professional advisers assisting with this Proposal submission. The document may not be reproduced or communicated, in whole or in part, and its contents may not be distributed in written or oral form without written permission from the issuing authority.

Signature of the issuing Authority

Administrative Officer
Andhra Pradesh Economic Development Board
Lake View House, Raj Bhavan road,
Hyderabad – 500082, India.
Tel: +91-40-23320481/91 Fax: +91-40-2332 0491
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Disclaimer

The information contained in this Request for Qualification document (“RFQ”) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFQ and such other terms and conditions subject to which such information is provided.

This RFQ is not an agreement and is neither an offer nor invitation by the Authority to the prospective Applicants or any other person. The purpose of this RFQ is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFQ. This RFQ includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to travel agencies. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFQ may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFQ. The assumptions, assessments, statements and information contained in this RFQ, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFQ and obtain independent advice from appropriate sources.

Information provided in this RFQ to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFQ or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFQ and any assessment, assumption, statement or information contained therein or deemed to form part of this RFQ or arising in any way in this Selection Process.



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The Authority also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Applicant upon the statements contained in this RFQ.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFQ.

The issue of this RFQ does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Consultancy and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.



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1. INTRODUCTION

Background

Government of Andhra Pradesh is engaged in the development of various projects across sectors to make Andhra Pradesh the most developed state in India and the best global investment destination. In this regard, Andhra Pradesh Economic Development Board (APEDB) (the “Authority”) was established by the Government of Andhra Pradesh to act as single point of contact for investors and facilitate investments into the state of Andhra Pradesh.

To meet the growing demand for arrangements of Travel Programs, Hotel Accommodation, Air Ticketing, Rail Ticketing and Surface Transportation, APEDB intends to empanel reputed and experienced Travel Agencies to manage travelling of its associates, members and foreign delegates within India and overseas, while containing the travel expenses where ever possible.

The purpose behind this Request for Qualification (RFQ) is to seek a detailed technical and commercial proposal from the Travel Agencies to manage travel and hospitality of its employees, associates, Investors and foreign delegates within India as well as overseas.

Release of RFQ Document

The RFQ document will be made available in the website of APEDB from the date of publication of RFQ notification in the News Paper.

Validity of the Proposal

The RFQ Proposal shall indicate that it shall remain valid for a period of minimum 1 (one) year from the last date of submission of the RFQ with a provision for extension without change in terms and conditions.

Empanelment is also liable for cancellation if at any stage it is found that the documents/information submitted in the Proposal is false.

The Authority shall have the right to terminate the empanelment by giving a written notice to the travel agency without any compensation if the empanelled travel agency becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to the Authority.



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Brief description of the Selection Process

The Authority intends to select the travel agency(ies) through an open competitive bidding process in accordance with the procedure set out herein. This RFQ document will be used to select a panel of up to 3 travel agencies, using the score obtained in Evaluation Criteria in descending order, who will be empaneled as travel agencies as per the scope defined.

If the number of qualified respondents is less than 3 (three), the Authority reserves the right to reduce the minimum eligibility criteria and/or evaluation criteria for technical proposal.

Schedule of Selection Process

The Authority would endeavor to adhere to the following schedule:

Event Description	Date
Last date for receiving queries/clarifications	17 th July 2017
Proposal Due Date	24 th July 2017
Opening of Proposals	To be decided
Validity of Proposals	1 year from Proposal



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2) Communications

Submission of Proposal in hard copies in response to this RFQ through registered post/speed post/ courier or hand delivered, should be addressed to:

Administrative Officer,
Andhra Pradesh Economic Development Board, Lake View House, Raj Bhavan, Somajiguda
Hyderabad - 500 082, Telangana, India.

Phone: 040-2332 0481/91

Fax: 040-2332 0491

Email: k.vanisree@apedb.co.in

The Applicants are welcome to make any query related to RFQ prior to submission of Proposal on email at k.vanisree@apedb.co.in within the date specified.

The Applicants are advised in their own interest to ensure that completed Proposals reaches the office of APEDB at the address mentioned well before the dates stipulated in the document. Proposals submitted through Speed post/ Registered Post / Courier / Hand delivered shall be accepted. Proposals submitted through Telex / Telegraphic / Fax / email will not be considered and summarily rejected.

Proposals received after the date and time stipulated in this RFQ shall not be considered and shall be summarily rejected. **Any proposal received after the closing time for submission of proposals shall be returned unopened.** The Authority shall not be responsible for delayed receipt of Proposals.

The Official Website of the Authority is: <http://www.apedb.gov.in> All details including this RFQ document, any Proposal Due Date extensions, clarifications, amendments, addenda, corrigenda, etc., in respect of this notification will be uploaded only to the website of APEDB and will not be published in Newspapers.

All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters:



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Notice No.APEDB/Empanelment for Travel Agencies/003-2017/05072017

EMANELMENT OF TRAVEL AGENCIES FOR PROVIDING TRAVEL AND HOSPITALITY SERVICES WITHIN INDIA AND ABROAD

3) INSTRUCTIONS TO APPLICANTS

Scope of Proposal

The scope of work/service expected from the selected Travel Agency is to provide the following services to APEDB.

- 24 x 7 contact point through telephone and e-mail.
- The agency needs to provide a Manager who will be responsible as the Point of Contact (POC) for APEDB. The Manager should have experience in managing travel services, and have adequate authority to make decisions for the timely resolution of problems
- A dedicated representative to take care of the bills and accounts with the booking
- Support Services for arranging ushers & protocol officers for facilitating movement of VIPs/dignitaries to and from Airport
- Contingency Insurance to look after the unseen circumstances that may arise during travel program. Example – Cost incurred in case of hospitalization due to an accident etc.
- Provide foreign exchange cards with advances/foreign currency during international travel

Air Tickets and Rail Tickets

- Booking and issuing of international and domestic air tickets
- Assistance for obtaining visa and submitting passport at the embassies
- Obtain travel related insurance including overseas medical insurance
- Booking and issuing of domestic railways tickets
- Allotment of preferred seats and make a note of special meals and other services at the time of issuing the tickets
- The agency will inform the Traveler about the cancellation/rescheduling of Flight by Airlines
- The agency will inform the Traveler about the cancellation/rescheduling of Trains by Indian Railways
- The agency should charge the cancellation amount as per the actual cancellation charged by Airlines and Indian Railways
- The agency will try and ensure confirmation of waitlisted tickets



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Hotel Accommodation

- Booking of hotel accommodation in India and Abroad prevalent in the market and should be within the entitlement of APEDB's Officers/ Delegates
- The hotel bookings would be made on ad-hoc basis. The hotel requirement may range from 5 Star, 4 Star, 3 Star and Budget hotel located in any I Tier, II Tier and III Tier cities of India and abroad
- The rates should be quoted for Single and Double Occupancy including room rental, breakfast and all applicable taxes
- The budget hotels proposed should have proper in-house arrangements to provide meals to the guest. All the rooms should be well ventilated and furnished with single bed/double bed, attached toilet with modern fittings, cupboard, geyser, complementary toiletries, mobile/laptop charging points, TV with cable channels, climate control facility, study table chair, power back-up system etc.
- The hotel proposed should have the compliance of all the relevant Laws, Acts and regulations as applicable from time to time
- The agency will inform the hotel for any cancellation and amendments made in the hotel bookings
- The agency should charge the cancellation amount/ retention charges (if any) as per the actual amount charged by hotel
- The agency will inform the hotel in case of any specific requirement advised by the traveler and APEDB
- The agency will try and ensure confirmation of waitlisted room in a particular hotel

Surface Transportation

- Booking of surface transportation in India and Abroad on most competitive rates prevalent in the market
- The transport bookings would be made on ad-hoc basis. The vehicle requirement range would vary as per requirements.
- Vehicles must qualify the below Quality Control Parameters
 - ✓ First Aid Kit
 - ✓ Fire Extinguisher
 - ✓ Mineral Water
 - ✓ Clean Exteriors & Interiors
 - ✓ Window sun shades
 - ✓ Spare Tyre
 - ✓ Complete documentation
- Vehicle details allocated to the traveler must be shared at least 12 Hours before the travel
- Services of an additional Transport Duty Officer for handling transport movement of over 20 Vehicles in a particular day
- Chauffeur should have complete route knowledge. He/She should be smartly dressed, groomed, punctual and polite in behavior



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4) Minimum Eligibility Criteria for Empanelment

The Travel Agency has to fulfill the eligibility criteria and has to certify along with supporting documents that they fulfill all the eligibility criteria.

- Travel Agency must be approved by Ministry of Tourism, Government of India and should be a member of Indian Association of Tour Operators. (Self-certification for the same on company's letterhead is mandatory)
- Agency must have been in operation for a minimum of 5 years as on 1st April, 2017. (Self-certification of operating for minimum 5 years on company's letterhead is mandatory)
- Annual Turnover of equal to or more than Rs. 5 crore for each of last three financial years. A certificate from Chartered Accountant validating the same should be submitted.
- Agency must have at least 2 offices in India and the ability to provide operations in Hyderabad and Vijayawada.
- Experience in providing a full array of travel services to governmental entities and/or businesses of similar size and scope of APEDB
- Agency must be able to extend a credit line for 120 days

5) Cost of Proposal

The Applicants shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiation, visits to the Authority, Project site etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

6) Acknowledgement by Applicant

It shall be deemed that by submitting the Proposal, the Applicant has:

- a) made a complete and careful examination of the RFQ;
- b) received all relevant information requested from the Authority;
- c) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFQ or furnished by or on behalf of the Authority;
- d) acknowledged that it does not have a Conflict of Interest.

The Authority shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFQ or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.



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7) Right to reject any or all Proposals

Notwithstanding anything contained in this RFQ, the Authority reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

The authority reserves the right to reject any Proposal if:

- at any time, a material misrepresentation is made or discovered, or
- the Applicant does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.

Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant.

Receipt of Proposal beyond the Proposal Due Date shall result in disqualification.

Additionally, the Proposals may lead to disqualification under, inter-alia, any of the following circumstances:

- Prior suspension by Government of Andhra Pradesh, whether in a capacity as a travel agency firm or individual travel agent
- A record of unsatisfactory past performance, particularly non-compliance with contract terms, plans and specifications or abandonment of work and similar deficiencies

8) Amendment of RFQ

At any time prior to the deadline for submission of Proposal, the Authority may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFQ document by the issuance of Addendum/ Amendment.

- The amendments will be posted on the Official Website along with the revised RFQ containing the amendments and will be binding on all Applicants.
- In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, the Authority may, in its sole discretion, extend the Proposal Due Date.



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9) Preparation and Submission of Proposal

Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English and strictly on the forms provided in this RFQ. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the proposal, the translation in English shall prevail.

Bidding Process

The bids shall be submitted in two separate sealed envelopes, one containing Technical Bid and other Commercial Bid, both to be submitted together in one envelope. All details with the relevant information / documents / acceptance of all terms and conditions strictly as described in this RFQ will have to be submitted.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying eligibility criteria and agree to comply with all terms and conditions specified in this document will be evaluated for technical specifications.

Parameter	points
The Travel Agency should have knowledge and functional expertise managing travel services for Govt. Departments, Multi National Organizations or Similar Institutions	3 5
More than 5 implementations	- 35 Points
2-5 Implementations	- 25 Points
Operations in	2
Hyderabad	0
Vijayawada	1 5
Total Experience and Annual Turnover (last 3 years)	3 0
TOTAL	1 0 0

Those bids that have complied to Technical bids shall be qualified for commercial bid opening and further RFQ process.



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Technical Bid

The Technical Bid shall contain the following documents.

- Covering Letter – Expression of Interest
- Travel Agency's General Information
- Letter of Authority
- Documents related to Eligibility Criteria
- Corporate Brochure/ Profile

Activity	Timeline
Last date for submitting queries	17 th July, 2017
Last date of submission of Bid	24 th July, 2017
Date of opening Bids	To be decided

Submission of Proposal

The Applicants shall submit the Proposal in spiral bound or hard bound form with all pages numbered serially and by giving an index of submissions. Each page of the submission shall be initialled by the Authorized Representative of the Applicant as per the terms of the RFQ.

The Proposal will be sealed in an envelope which will bear the address of the Authority, RFQ Notice number, Name of the Travel Agency and the name and address of the Applicant. It shall bear on top, the following:

“Do not open, except in presence of the Authorized Person of the Authority”

If the envelope is not sealed and marked as instructed above, the Authority assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Applicant.



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The Proposal shall be typed or written in indelible ink and signed by the Authorised Representative of the Applicant. All pages of the original Proposal must be numbered and initialled by the person or persons signing the Proposal.

The completed Proposal must be delivered on or before the specified time on Proposal Due Date. Proposals submitted by fax, telex, telegram, e-mail or any other format except as specified in this section shall not be entertained.

The Proposal shall be made in the Forms specified in this RFQ. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents. No separate documents like printed annual statements, company brochures, copy of contracts etc. will be entertained.

The above sealed envelope shall be submitted with the following inscription:

“REQUEST FOR QUALIFICATION”
EMPANELMENT OF TRAVEL AGENCIES FOR PROVIDING TRAVEL AND
HOSPITALITY SERVICES WITHIN INDIA AND ABROAD

Proposal Due Date

The completed Proposals should reach the under mentioned address before 1600 hours IST on 24/07/2017

Andhra Pradesh Economic Development Board, Lake View Guest House,
Raj Bhavan Road, Somajiguda Hyderabad, India 500082
Tel: +91 40 23320481/ +91 40 23320491
Email: k.vanisree@apedb.co.in



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In case, the Proposal Due Date is an unscheduled holiday, the Proposal has to be submitted latest by the next working day. The time and venue of submission will remain unchanged. A receipt thereof should be obtained from the person specified therein.

The Authority may, in its sole discretion, extend the Proposal Due Date by issuing an applicable uniformly for all Applicants.

Late Proposals

Proposals received by the Authority after the specified time on Proposal Due Date shall not be eligible for consideration and shall be summarily rejected. The Authority will not be responsible for any delay in receipt of Proposals.

Modification/ substitution/ withdrawal of Proposals

The Applicant may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by the Authority prior to Proposal Due Date. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after 1600 hours IST of Proposal Due Date.

The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

Any alteration / modification in the Proposal or additional information or material supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

Opening of Proposals

The Proposals will be opened at the following address:

Andhra Pradesh Economic Development Board, Lake View Guest House,
Raj Bhavan Road, Somajiguda Hyderabad, India 500082
Tel: +91 40 23320481/ +91 40 23320491



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Conflict of Interest

The Authority requires that travel agencies provide professional, objective, and impartial advice and at all times hold the Authority's interests paramount, strictly avoid conflicts with other Projects or their own corporate interests and act without any consideration for future work. Without limitation on the generality of the foregoing, travel agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited.

8) Confidentiality

The empanelled firm/Company and their personnel shall not, either during the term or after expiration of this empanelment, disclose any proprietary or confidential information relating to the services, contract or business or operations of the Authority, without the prior written consent of the Authority.