

# **TENDER NOTIFICATION**

NAME OF WORK : ESTABLISHMENT, OPERATIONS,  
MAINTENANCE AND COMPREHENSIVE  
MANAGEMENT OF A TRAVEL AGENCY SHOP  
AT STUDENT FACILITIES CENTER (SFC), IIT  
MADRAS.

PERIOD : For the Years 2014 – 2016 (Two Years)

## **TENDER NOTICE**

**Last date for submission of Tender: 3.00 p.m. on July 1, 2014.**

The Office of the Dean (Students) proposes to select Service Providers for Establishment, Operations, Maintenance and Comprehensive Management of a **Travel Agency shop** located at the Student Facilities Center of the IIT Madras campus, conforming to the specifications given in the schedules here. Those having experience in running such a Departmental Store, or possess the necessary professional expertise and are looking for such an opportunity, are eligible to apply. The Tender document can be obtained either:

- (a) in person/by post from the Office of the Dean (Students), IIT Madras Campus, Chennai 600036 by submitting/sending a non-refundable Demand Draft for Rs.2000/- drawn in favour of "The Registrar, IIT Madras" payable at Chennai or
- (b) by downloading from [www.tenders.iitm.ac.in](http://www.tenders.iitm.ac.in). Those who download the tender document should handover/send the non-refundable DD for Rs.2000/- as stated above while submitting/sending the completed bid.

The proposals/offers should be submitted under the two-bid system, i.e., Technical bid and Financial bid (in separate sealed covers indicating clearly the specific bid on the cover). The duly signed tender documents (Technical and Financial bids in separate covers) shall be either:

- (a) sent to the Office of the Dean (Students), IIT Madras Campus, Chennai 600036 by speed/registered post, or
- (b) dropped in the tender box kept in the said Office, **so as to be received there on or before 03:00 p.m., July 1, 2014.**

The offers/bids will be evaluated by a duly constituted Committee. The technical bids will be opened first. The Committee will examine the technical bids and decide upon the suitability of each valid bidder as per the requirements, terms and conditions. Inspection committees may carry out surprise visit(s) to the bidder's commercial premises/clients' places at various locations and their report(s) will form a valuable input for the short-listing process.

**Schedule for opening of the Technical bid: 03:30 p.m., July 1, 2014.**

**Venue: Conference Hall, Office of the Dean (Students), IIT Madras.**

Technical bids with any explicit or implicit price indications will be rejected. The financial bids/offers will be opened only for the technical bids which meet the specifications. The Schedule for opening the financial bids will be intimated only to the shortlisted bidders. The final selection from among the bidders will be based on a weighted criteria system to be derived from the bid documents and inspection reports so that students will derive maximum benefits.

**The decision of the Tender Committee shall be final and binding in awarding the contracts.**

**Yours sincerely**

**Dean (Students), IIT Madras  
Chennai 600036**

**Office of the Dean (Students)**  
**IIT Madras, Chennai 600036**

Tender Schedule  
(To be read along with Schedules A, B and C)

**Important Conditions of the tender to be strictly adhered to by the bidders**

**Eligibility to participate in the tender:**

1. The bidders should have either:
  - (a) continuous experience of at least one year in Travel agency services of a comparable Travel agency services,and/or
  - (b) a strong proposal for Establishment, Operations, Maintenance and Comprehensive Management of a comparable Travel agency services, containing full details of relevant:
    - (i) available expertise,
    - (ii) past work,
    - (iii) financial resources and capabilities for running the business,
    - (iv) formal business relationships and networks across the value chain,
    - (v) letters of reference,
    - (vi) commercial/professional certifications and/or endorsements, including service quality and other business certifications.
2. The bidder(s) shall declare that he/she (they), including partners if any, was (were)/is (are) not involved in any criminal proceedings as per Indian law.

**Pre-bid Meeting:**

The bidder wishing to get any clarifications on the tender is welcome to attend the pre-bid meeting **at 02:00 p.m., on June 27, 2014** in the Office of the Dean (Students), IIT Madras Campus, Chennai 600036.

**Submission of Bid:**

The bid can be submitted on all working days (Monday to Friday). The deadline for submission of the bid is on or before **03.00 p.m., July 1, 2014**. In the event of this day being declared as a holiday, the bids can be submitted up to 03:00 p.m., on the following working day.

**Two bid system:**

The proposals/offers/bids should be submitted under the two-bid system, namely: (a) Technical bid; and (b) Financial bid. The Technical Bid should consist of all the details, along with general commercial terms and conditions, as specified in the Schedules. *There should be no specific cost/financial indication in the Technical Bid.* The Financial bid should indicate price information for the Travel agency items mentioned in the Technical bid. *The Technical bid and Financial bid should be put in separate covers and superscribed as "Technical Bid" and "Financial Bid" respectively; the covers should be sealed properly.* These two sealed covers should be put into a bigger envelope, along with a covering letter and a refundable Earnest Money Deposit (see below), and sealed. The words "**Tender for Establishment, Operations, Maintenance and Comprehensive Management of Travel agency shop at IIT Madras**" should be superscribed on the outer cover.

**Earnest Money Deposit (EMD):**

The bidder(s) should submit a refundable EMD amount of Rs. 25,000/- (Rupees Twenty Five Thousand only) along with the bid vide Demand Draft or Banker's pay order drawn in favour of "The Registrar , IIT Madras" payable at Chennai. *Any bid without the said EMD will be considered INVALID and hence summarily REJECTED.* Photo/Fax copies of the Demand Draft/Banker's pay orders will not be accepted. No interest will be paid on the refundable EMD, which shall be converted as the Security Deposit in the case of the successful bidder(s). For unsuccessful bidders, their EMD will be returned within one month from the date of opening the Financial Bid.

**Authority to Sign:**

All documents must be duly signed by authorized representative(s) of the respective bidders. If an individual or a proprietor of a firm is a signatory, he/she should sign above the printed full name and current address (to be presented in block letters). In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm should sign. A certified copy of the Power of Attorney document must accompany the full set of Documents. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished. In the case of a limited Company or a Corporation, the documents shall be signed by a duly authorized person holding Power of Attorney for signing them, and accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

**Compliance/Confirmation:**

A Compliance or Confirmation report, with reference to the Basic Technical Details (Schedule-A), Terms & Conditions for providing General Facilities for Students (Schedule-B) and Scope of Work (Schedule-C), must be included in the Technical bid.

**Opening of the bids:**

The bids will be opened at the appointed place, time and date by a duly constituted Committee in the presence of the bidders or their authorized representatives who choose to be present. The larger envelope (containing the covering letter, EMD and the said two separate envelopes indicated as Technical bid and Financial bid) will be opened first. Offers found without the EMD or an invalid EMD (or the EMD presumably kept inside one of the two envelopes containing the Technical/Financial bids) will be summarily rejected; unopened bids will be returned to the respective bidders. On verifying the EMD, the respective Technical bids will be opened. The Committee will examine the Technical bids and decide upon their suitability as per the Schedules. The bidders whose Technical bids are not found acceptable will be advised of the same and their sealed cover containing their Financial Bids will not be opened; their EMD will be returned to them promptly.

**Visit to Bidder's Business Outlet(s):**

Complete details of Travel agency shop(s) operated by the bidders at various locations must be enclosed with their respective Technical bids; the name of the contact person(s) with phone numbers must be printed/ written on the envelope. Inspection committees will carry out surprise visits to the Travel agency shop(s) run by the bidders at the stated other locations and their reports will form a valuable input for the shortlisting process.

**Quote Price:**

The prices of each and every item mentioned in the Annexure-I, should be mentioned by the bidders. In case the prices are variable and there is a stated Maximum Retail Price (MRP), the percentage discount on the MRP should be indicated at the specified "Quote". The prices mentioned without any reference to MRP shall be fixed and remain valid for a

period of one year. Each bidder may additionally specify, using additional pages to Annexure-I in "Financial Bid", the discounts that he/she wishes to offer to the students.

**Alternative Proposals:**

Each bidder shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the corresponding bid invalid; offers with conditional rebate will also be held invalid.

**Validity of Offer:**

Each bidder shall agree to keep the bid open for sixty (60) days from the due date of submission thereof and not make any modifications in the terms and conditions.

**Late offer:**

The offers received after the due date and time will not be considered and the same will be returned unopened to the respective bidders.

**Acceptance and Rejection:**

The Tender Committee reserves the right to shortlist/reject any or all bids and accept the whole or any part of the bid without assigning any reason. Bidders/Establishments who have served in IITM earlier **and** whose services were terminated before completion of their contract period are not eligible to participate in this tendering process.

**Final Selection:**

Final selection shall be based on a weighted criteria system to be derived from the submitted bid documents and inspection reports. Various factors, namely, availability of items; quality of service; condition of existing Travel agency shop(s) and reliability of services, apart from the quote, shall be considered during the finalization process.

The Tender Committee reserves the right to negotiate the price(s) quoted by the bidder(s); services can be stripped off or awarded partly to a selected bidder by the Tender Committee on the basis of evaluation.

**Disputes and Jurisdiction:**

Any legal disputes arising out of any breach of contract pertaining to this tender shall be settled in a court of competent jurisdiction located within the city of Chennai in Tamil Nadu.

**Acknowledgement:**

**It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to strictly adhere to them.**

Date:  
Place:

Signature of Bidder(s)  
along with official seal and address

**Schedule – A: Basic Technical Details**

(please use additional sheets if required)

| <b>Sl. No.</b> | <b>Description</b>   | <b>Information</b>      |  |
|----------------|--|-------------------------|--|
| 1 A            | <b>Name of the Bidder(s)</b>   |                         |  |
|                | <b>Complete Address</b>  |                         |  |
|                | <b>Phone No.</b>   | <b>E-mail ID</b>        |  |
| 1 B            | <b>Name and Designation of Contact Person / Representative of firm:</b>  |                         |  |
|                | <b>Phone</b>   | <b>Mobile Phone:</b>    |  |
| 2 A            | <b>License No:</b>   | <b>Registration No:</b> |  |
|                | <b>PAN:</b>  | <b>TAN:</b>             |  |
|                | <b>ESI:</b>  | <b>EPF :</b>            |  |
|                | <b>(Enclose copies of above; fill relevant details only if the bidder is an individual)</b>  |                         |  |
| 2 B*           | <b>Proof for payment of income tax and service tax (last one year)</b> (copy of income tax and service tax payments to be enclosed) (avoid if a start-up)  |                         |  |
| 3*             | <b>No. of shops/facilities operated elsewhere</b><br><b>(Enclose list of shops/facilities handled up to 2013, and ongoing work separately with all the relevant documents)</b> (List to be included with name, location address, duration, type of service provided, etc.) |                         |  |
| 4*             | <b>Whether Quality Certification obtained for any of the services provided</b><br>(If Yes, copy to be enclosed)  |                         |  |
| 5*             | <b>Bidders Solvency (Capital Employed)</b><br><b>Rs. (in lakhs)</b>  |                         |  |
| 6*             | <b>Turnover per annum Rs. (in lakhs)</b>   |                         |  |

|   |   |  |  |  |
|---|---|--|--|--|
| 7 | <b>No. of Employees:<br/>Regular</b>  |  | <b>Temporary</b>   |  |
| 8 | <b>Previous/Ongoing litigations, if any,<br/>connected with the facility</b>                    |  | <b>Yes/ No (if yes, details to be<br/>furnished )</b>                      |  |
| 9 | <b>Any other information, bidder<br/>wishes to provided in support of<br/>their credentials</b> |  | <b>Details , if any, to be furnished<br/>(separate sheets may be used)</b> |  |

Date:

Signature with Seal

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**Note:**

- i) **Authenticated certificates, testimonials and proofs of experience to be produced in support of Sl. Nos. 2A, 2B, 3, 4 & 5.**
- ii) **For items marked by \*, the bidder need not furnish any detail if the firm is a start-up, but then has to compulsorily provide a detailed business plan regarding nature of work.**

## **Schedule – B: Terms & Conditions for providing General Facilities for Students**

Office of the Dean (Students), IIT Madras

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|-----|--|
| 1.  | The Institute shall provide the electricity for the purpose of running the facilities (excluding decorative purposes) at prevailing rates in the Institute. Every effort must be exercised by the Contractor/Service Provider to minimize electricity usage and desist from unnecessary usage.   |
| 2.  | The arrangement shall be valid initially for a period of three years from the date of award of the contract. The contract could be renewed further for terms of one year each on mutually agreed terms and conditions, depending upon provision of satisfactory services by the Contractor/Service Provider.   |
| 3.  | The Contractor/Service Provider who holds the license for the operation of the facility, shall fulfill the following responsibilities regarding cleanliness, hygiene, sanitation and safety:<br>a) Keeping the premises and surroundings neat and clean.<br>b) Performing periodic fumigation as and when required in addition to the routine cleaning.<br>c) Ensuring safety and preventing all accidents due to electrical faults, fires, chemicals, hazardous materials or substances and any other hazardous conditions. |
| 4.  | The Contractor/Service Provider's performance will be monitored on a regular basis through the Committee for Monitoring General Facilities for Students (CMGFS). Meetings of the CMGFS, scheduled every month should be attended by the Licensee and the manager of the IIT Madras facility, and not by others. All recommendations made by the CMGFS shall be formally notified to the Contractor/Service Provider who must strictly comply with the same.  |
| 5.  | The rates stipulated during the award of the contract may be changed based on mutual agreement after negotiations.   |
| 6.  | The Contractor/Service Provider shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.   |
| 7.  | On expiry/termination of the license, the Contractor/Service Provider must vacate the licensed premises promptly. All fixtures, furniture, etc., which are properties of IIT Madras should be handed over to the Institute in good and tenable conditions. The cost of repair charges incurred following mishandling and/or willful damage (except normal wear and tear) will be deducted from the caution deposit.  |
| 8.  | The Contractor/Service Provider shall not construct or make any structural/ electrical or functional/aesthetic alterations or install additional fittings inside or at the allotted premises without prior approval from the concerned Institute authorities.  |
| 9.  | Employment of child labor, defined as per relevant laws is strictly prohibited. The contract will be terminated with immediate effect if those laws are violated.  |
| 10. | The Contractor/Service Provider shall maintain a register with name, age and address of all their employees working at IIT Madras premises, along with the corresponding proofs of individual identity, and submit the same to the CMGFS in a prescribed format after obtaining the contract. The Contractor/Service Provider must report any changes in their list of employees to the CMGFS immediately following such changes.  |



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| 11. | The Contractor/Service Provider shall arrange to obtain security passes from the Security Section of IIT Madras for all their employees and issue the same to them. No employee must stay in the premises of IIT Madras after working hours. The Contractor/Service Provider must obtain the necessary written permission from the competent authority to enable overnight stay of their employees in the campus at times of exigencies. The facility cannot also be used for the accommodation of staff when they are not on duty.  |
| 12. | The Contractor/Service Provider shall be responsible for the proper conduct and behavior of the employees engaged by them.   |
| 13. | Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.  |
| 14. | All expenses related to functioning of the employees engaged by the Contractor/Service Provider shall be the sole responsibility of the Contractor/Service Provider. In case of any accident or mishap to any employee of the Contractor/Service Provider, the Institute and its functionaries shall be completely indemnified against any legal action and shall not be held responsible/liable in any manner whatsoever.   |
| 15. | The Contractor/Service Provider is solely responsible for the payment of minimum wages, ESI and EPF to their employees as per the Government of Tamil Nadu and Government of India norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The Contractor/Service Provider shall not practice differential wages based on gender, caste, community or on linguistic basis. The record of duty hours and pay structure must be maintained as per rules for inspection by the government authorities.  |
| 16. | The Contractor/Service Provider shall carry out periodic cleaning of fixtures (including lights, fans, etc.). The maintenance charges for the tools and equipment provided by IIT Madras are to be paid by the Contractor/Service Provider.  |
| 17. | Waste disposal is the responsibility of the Contractor/Service Provider, who must also follow the general and specific instructions of the 0WZone Unit (Zero-Waste Management initiative of the IITM), which is responsible for waste disposal in the IIT Madras campus. Biodegradable and non-biodegradable waste must be segregated at source by the Contractor/Service Provider and handed over to 0WZONE personnel. Non-compliance of waste disposal will invite penalty. The Contractor/Service Provider must not dispose plastic and food waste into the drainage under any circumstances. |
| 18. | The Contractor/Service Provider shall display the approved rate list at a prominent location within the allotted premises.   |
| 19. | The Contractor/Service Provider shall not deny services to any of the customer at no circumstances. If a service mentioned in the approved list is solicited for, the service provider shall make the necessary arrangements. <b>LTC booking and Passport Renewal services shall be undertaken by the service provider on demand from customers of IIT Madras.</b>   |

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| 20. | The Contractor/Service Provider shall deploy the following:<br>a) minimum of two computers with a minimum Intel i-3 processor, 1 GB Ram<br>b) active Internet Connection (High Speed – 3G recommended)<br>c) Mozilla Firefox/Google Chrome latest version. The minimum staff requirement will be one per computer.   |
| 21. | The Contractor/Service Provider and their staff shall comply with all instructions and directions given from time to time by the CMGFS/Institute functionaries. In the event of any emergency, the working, operative staff of the Contractor/Service Provider shall comply with instructions given by the CMGFS (the format for the shop evaluation and the instruction sheet are given in Annexure-II), without waiting for confirmation by the Contractor/Service Provider. If such instructions are violated by the said staff, the Contractor/Service Provider will be penalized severely for the lapses. |
| 22. | CMGFS members shall enjoy free access to inspect the facility used and services provided by the Contractor/Service Provider at any time during the working hours of the facility and beyond, if needed. If any substandard or unauthorized items/services are found to be provided, the Contractor/Service Provider shall be penalized by the CMGFS.   |
| 23. | A "Suggestions/Complaints Book" must be kept at the billing counter, visible to all the customers, so that the customers may record comments about any item or the services. A copy of any specific suggestion/complaint made by any customer should be signed by the shop in-charge and given to the concerned customer. The CMGFS shall have the right to check this book at any time.   |
| 24. | The advertisements of special offers and other services provided by the Contractor/Service Provider shall be the sole responsibility of the Contractor/Service Provider and the space allotted may be used for the same. However, any other publicity within the campus can only be carried out after informing the CMGFS.   |
| 25. | While accepting the offer, the Contractor/Service Provider shall execute a bond accepting the terms and conditions for serving the general facilities, as listed in the schedules given here. The license can be terminated by either side with a notice of one month. The CMGFS reserves the right to review and modify the terms and conditions, periodically. Decisions of the CMGFS shall be final and binding in extending the licenses after the award of the contract.  |
| 26. | The Contractor/Service Provider shall not make any modifications, implicit or explicit, directly or indirectly, to any of the above terms and conditions and nor shall they perform any actions or alterations whatsoever on the physical facility and infrastructure provided to them without gaining the formal consent of the competent authority of the Institute.   |
| 27. | The Contractor/Service Provider must abide by the instructions and rulings of the CMGFS with respect to this contract.   |

I/We agree to the above terms and conditions specified.

Signature of Bidder  
Official seal and address

**Schedule – C: Scope of Work and Prevailing charges for services  
(subject to revision)**

Office of the Dean (Students), IIT Madras

**Scope of Work and the Working Hours:**

The "Travel agency" will function at Shop No.6 of the SFC. The bidder shall visit this facility and ascertain the available infrastructure before submitting the bid. Any additional requirements, necessary for efficient services, shall be taken care of by the bidder. The rates quoted by the bidder shall include the overall operational costs related to the rendering of the services as well as all taxes. The working hours for the facility, to begin with, shall be between 08:00 a.m., and 12:01 a.m. (midnight). However, this can be enhanced on mutually agreeable terms.

**Area and Rent:**

For the area of 226 square feet (sq. ft.) enclosed by the facility, a rent of Rs.20/- (Rupees Twenty only) per sq. ft. is fixed as monthly payment. This would make the total rent for the facility as Rs. 4520/- (Rupees Four thousand five hundred and twenty only) per month. If the Service Provider wishes to use the external open space that may be made available near the above mentioned premises, the rent for the same will be fixed appropriately by the concerned Institute authorities.

**Water Charges:**

There are no water charges applicable for this shop.

**Electricity charges:**

Use of electricity for the common areas **outside** the area earmarked for this facility is borne by the Institute. However, usage of electricity by the Service Provider within the earmarked total premises (enclosed as well as open) is chargeable as per prevailing TNEB rates. Presently, the charge is Rs.7/- per unit of electricity consumed.

**Waste disposal charges to OWZONE:**

For waste disposal charges, an amount equivalent to 10% of the rent should be paid separately to OWZONE for every month. This amount is revisable and will be specified by the concerned authorities. The cleanliness and hygiene of the surroundings are given utmost priority. In case certain prudent waste management measures are adopted from time to time by the Institute, the Contractor/Service Provider shall abide by them.

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)  
Official seal and address

**Annexure – I: List of Items**

| <b>I.</b> Discount as a percentage of basic fare (for air ticket booking)  |                         |                      |                       |
|--|-------------------------|----------------------|-----------------------|
| <b>II.A.</b> Charges for Booking (Normal & Tatkal – per person)  |                         |                      |                       |
| <b>II.B.</b> Charges for Cancellation (per person)   |                         |                      |                       |
| <b>Bus Ticket Booking (Reference Chennai - Coimbatore or Chennai - Hyderabad or Chennai - Bangalore) (specify)</b> |                         |                      |                       |
| S.No   | Travels                 | Class                | Service charge/ticket |
| 1  | Kesineni Travels        | Non A/C semi sleeper |                       |
| 2  |                         | Non A/C sleeper      |                       |
| 3  |                         | A/C semi sleeper     |                       |
| 4  |                         | A/C sleeper          |                       |
| 5  | SRM Transports          | Non A/C semi sleeper |                       |
| 6  |                         | Non A/C sleeper      |                       |
| 7  |                         | A/C semi sleeper     |                       |
| 8  |                         | A/C sleeper          |                       |
| 9  | Hindusthan Travels      | Non A/C semi sleeper |                       |
| 10   |                         | Non A/C sleeper      |                       |
| 11   |                         | A/C semi sleeper     |                       |
| 12   |                         | A/C sleeper          |                       |
| 13   | National Travels        | Non A/C semi sleeper |                       |
| 14   |                         | Non A/C sleeper      |                       |
| 15   |                         | A/C semi sleeper     |                       |
| 16   |                         | A/C sleeper          |                       |
| 17   | Kallada Travels         | Non A/C semi sleeper |                       |
| 18   |                         | Non A/C sleeper      |                       |
| 19   |                         | A/C semi sleeper     |                       |
| 20   |                         | A/C sleeper          |                       |
| 21   | KPN                     | Non A/C semi sleeper |                       |
| 22   |                         | Non A/C sleeper      |                       |
| 23   |                         | A/C semi sleeper     |                       |
| 24   |                         | A/C sleeper          |                       |
| 25   | SRT                     | Non A/C semi sleeper |                       |
| 26   |                         | Non A/C sleeper      |                       |
| 27   |                         | A/C semi sleeper     |                       |
| 28   |                         | A/C sleeper          |                       |
| 29   | Indian Roadline Travels | Non A/C semi sleeper |                       |

|    |   |                      |  |
|----|---|----------------------|--|
| 30 |   | Non A/C sleeper      |  |
| 31 |   | A/C semi sleeper     |  |
| 32 |   | A/C sleeper          |  |
| 33 | City Travels                                    | Non A/C semi sleeper |  |
| 34 |   | Non A/C sleeper      |  |
| 35 |   | A/C semi sleeper     |  |
| 36 |   | A/C sleeper          |  |
| 37 | Karnataka State Road Transport Corporation      | Non A/C semi sleeper |  |
| 38 |   | Non A/C sleeper      |  |
| 39 |   | A/C semi sleeper     |  |
| 40 |   | A/C sleeper          |  |
| 41 | Garuda  | Non A/C semi sleeper |  |
| 42 |   | Non A/C sleeper      |  |
| 43 |   | A/C semi sleeper     |  |
| 44 |   | A/C sleeper          |  |
| 45 | Andhra Pradesh State Road Transport Corporation | Non A/C semi sleeper |  |
| 46 |   | Non A/C sleeper      |  |
| 47 |   | A/C semi sleeper     |  |
| 48 |   | A/C sleeper          |  |
| 49 | SRS Travels                                     | Non A/C semi sleeper |  |
| 50 |   | Non A/C sleeper      |  |
| 51 |   | A/C semi sleeper     |  |
| 52 |   | A/C sleeper          |  |

**Train Ticket Booking (Reference Chennai - Mumbai)**

|    |                 |                                  |  |
|----|-----------------|----------------------------------|--|
| 53 | Indian Railways | First class Air-Conditioned (1A) |  |
| 54 |                 | AC 2-tier sleeper (2A)           |  |
| 55 |                 | First class (FC)                 |  |
| 56 |                 | AC 3 Tier (3A)                   |  |
| 57 |                 | 3 E - AC 3 Tier Economy          |  |
| 58 |                 | AC chair Car                     |  |
| 59 |                 | Sleeper Class                    |  |
| 60 |                 | Second Sitting                   |  |

**Air Ticket Booking**

**Domestic (Reference Chennai - Mumbai)**

|    |           |               |  |
|----|-----------|---------------|--|
| 61 | Air India | Economy Class |  |
|----|-----------|---------------|--|

|   |                 |                |  |
|---|-----------------|----------------|--|
| 62  |                 | Business Class |  |
| 63  |                 | First Class    |  |
| 64  | Jet Airways     | Economy Class  |  |
| 65  |                 | Business Class |  |
| 66  |                 | First Class    |  |
| 67  | Jet Connect     | Economy Class  |  |
| 68  |                 | Business Class |  |
| 69  |                 | First Class    |  |
| 70  | Indigo          | Economy Class  |  |
| 71  |                 | Business Class |  |
| 72  |                 | First Class    |  |
| 73  | Go Air          | Economy Class  |  |
| 74  |                 | Business Class |  |
| 75  |                 | First Class    |  |
| 76  | Spicejet        | Economy Class  |  |
| 77  |                 | Business Class |  |
| 78  |                 | First Class    |  |
| 79  | Others (if any) | Economy Class  |  |
| 80  |                 | Business Class |  |
| 81  |                 | First Class    |  |
| <b>International (Reference: Chennai to Australia)</b>                                      |                 |                |  |
| 82  | Air India       | Economy Class  |  |
| 83  |                 | Business Class |  |
| 84  |                 | First Class    |  |
| 85  | Others (if any) | Economy Class  |  |
| 86  |                 | Business Class |  |
| 87  |                 | First Class    |  |
| <b>Cab Booking - Optional (Reference: Student Facilities Centre, IIT Madras to Central)</b> |                 |                |  |
| 88  | Indica          | A/C            |  |
| 89  |                 | Non - A/C      |  |
| 90  | Omni            | A/C            |  |
| 91  |                 | Non - A/C      |  |
| 92  | Eeco            | A/C            |  |
| 93  |                 | Non - A/C      |  |
| 94  | Indigo          | A/C            |  |
| 95  |                 | Non - A/C      |  |

|  |                 |           |  |
|--|-----------------|-----------|--|
| 96   | Ford Fiesta     | A/C       |  |
| 97   |                 | Non - A/C |  |
| 98   | Logan           | A/C       |  |
| 99   |                 | Non - A/C |  |
| 100  | Tavera          | A/C       |  |
| 101  |                 | Non - A/C |  |
| 102  | Sumo Grande     | A/C       |  |
| 103  |                 | Non - A/C |  |
| 104  | Xylo            | A/C       |  |
| 105  |                 | Non - A/C |  |
| 106  | Innova          | A/C       |  |
| 107  |                 | Non - A/C |  |
| 108  | Toyota Etios    | A/C       |  |
| 109  |                 | Non - A/C |  |
| 110  | Liva            | A/C       |  |
| 111  |                 | Non - A/C |  |
| 112  | Tempo Traveler  | A/C       |  |
| 113  |                 | Non - A/C |  |
| 114  | Cab Sharing     |           |  |
| <b>Bus Booking - Optional (Bulk) - Type of Buses</b> |                 |           |  |
| 115  | Charter Bus     | A/C       |  |
| 116  |                 | Non-A/C   |  |
| 117  | Mini Bus        | A/C       |  |
| 118  |                 | Non-A/C   |  |
| <b>Others</b>  |                 |           |  |
| 119  | Visa Processing | US        |  |
| 120  |                 | UK        |  |
| 121  |                 | Japan     |  |
| 122  |                 | Germany   |  |
| 123  |                 | Korea     |  |
| 124  |                 | China     |  |
| 125  |                 | France    |  |

I/We agree to the above terms and conditions specified.

Signature of Bidder(s)  
Official seal and address

## Annexure – II: Shop Evaluation Form and Instruction Sheet

Date:

Shop (Name & No.):

### Shop Evaluation Form

#### Evaluation scale:

1: Worst; 2: Must Improve; 3: OK; 4: Good; 5: Best

| No.                       | Performance Parameter (weightage)          | Rating |   |   |   |   | Net Score    |
|---------------------------|--|--------|---|---|---|---|--------------|
|                           |  | 1      | 2 | 3 | 4 | 5 |              |
| 1.                        | Availability of items/service (3)          |        |   |   |   |   |              |
| 2.                        | Speed of service (3)                       |        |   |   |   |   |              |
| 3.                        | Quality of service (3)                     |        |   |   |   |   |              |
| 4.                        | Availability of skilled workforce (3)      |        |   |   |   |   |              |
| 5.                        | Courteousness/Hospitality of the staff (2) |        |   |   |   |   |              |
| 6.                        | Minimum infrastructure availability (2)    |        |   |   |   |   |              |
| 7.                        | Adherence to operational timings (2)       |        |   |   |   |   |              |
| 8.                        | Shop Cleanliness (2)                       |        |   |   |   |   |              |
| <b>Net Weighted Score</b> |  |        |   |   |   |   | <b>/ 100</b> |

#### Evaluators' Comments/Observations:



**Instructions to Shop Licensee**

Date:

Shop (Name & No.):

| <b>No.</b> | <b>Instruction</b> | <b>Deadline</b> |
|------------|--------------------|-----------------|
|            |                    |                 |
|            |                    |                 |
|            |                    |                 |
|            |                    |                 |
|            |                    |                 |

**Reasons for Instructions:**

|  |
|--|
|  |
|--|

**Name(s) and Signature(s) of CMGFS Team Members (Evaluators):**

| <b>Name</b> | <b>Signature</b> |
|-------------|------------------|
| 1.          |                  |
| 2.          |                  |
| 3.          |                  |

Name & Signature of Shop licensee/Manager :

I/We agree to follow the above instructions and fulfill the requirements specified above.

Signature of Bidder(s)  
Official seal and address