



**Chandigarh Industrial & Tourism Development Corporation Limited**

CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

Phone No. 0172 – 4644430-31-32-33-34, 2704761, Fax No. 0172-4644441

**Email:** [info@citcochandigarh.com](mailto:info@citcochandigarh.com), **Website:** [www.citcochandigarh.com](http://www.citcochandigarh.com)

**E-TENDER NOTICE**

CITCO invites e-tenders/e-bids for the allotment of area/space for “TRAVEL DESK” on License basis at Hotel Parkview, Sector-24, Chandigarh.

E-Tender document containing detailed terms and conditions are available on Chandigarh Administration website: <http://etenders.chd.nic.in> for online participation. Last date of Loading / Uploading of tender is **28.08.2017** strictly upto **5:00 P.M.** For off-line viewing of detailed terms and conditions, eligibility criteria etc. please log on CITCO website [http://www.citcochandigarh.com/corporate/tenders\\_notices.html](http://www.citcochandigarh.com/corporate/tenders_notices.html)

Managing Director reserves the right to reject any or all tenders without assigning any reason.

**MANAGING DIRECTOR**



**Chandigarh Industrial & Tourism Development Corporation Limited**

CIN: U45202CH1974SGC003415

Regd Office: SCO – 121-122, Sector 17-B, Chandigarh – 160017

Phone No. 0172 – 4644430-31-32-33-34, 2704761, Fax No. 0172-4644441

Email: [info@citcochandigarh.com](mailto:info@citcochandigarh.com), Website: [www.citcochandigarh.com](http://www.citcochandigarh.com)

**Description: - Allotment of space for setting up Travel Desk for carrying out the business of Car Rental/Ticketing/ Travel Agency in Hotel Parkview**

**Minimum License Fee: The minimum reserved license fee is Rs.20,000/- plus GST per month. Therefore, the Bidders are required to quote over and above the reserved license fee.**

**TERMS AND CONDITIONS:-**

1. Space measuring 20 sq.ft. approx. is available for the purpose in the lobby area of hotel premises. No separate travel desk/office will be allowed at any location in the hotel. The detailed terms and conditions for allotment of Space for Travel Desk are annexed at Annexure “A”.
2. Allotment shall be subject to following conditions:-
  - a) The Bidder/Travel Agency should have at least Six (6) Light Commercial Vehicles (LCV) registered as Taxi with State Transport Authority either on lease from any source or in their own name. Bidder shall not be allowed to use unregistered vehicles. The Licensor shall be allowed parking of a maximum of Six (6) vehicles in the parking area of the hotel concerned at a given time.
  - b) The Bidder/Travel Agency should have at least Three (3) years’ experience in business of Car Rental/Ticketing/Travel Agency.
  - c) The Travel Agency should have English speaking courteous staff including Drivers who are fully conversant with local language. They should be in proper uniform and should be available round the clock and be well versed with topography of Chandigarh. The staff manning the travel desk will be required to wear uniform of same pattern and colour as prescribed by the Hotel for its Reception staff.

For more detail, please contact General Manager, Parkview, Sector-24, Chandigarh 0172-2700050, 2728115, 4644495-97.

3. Conditional offers and offers not on prescribed form shall not be entertained. Offers received after the prescribed time and date shall also not be entertained.
4. The e-bid must be accompanied by the scanned copy of Pay Order/Demand Draft of an earnest money of Rs.25,000/- (Rupees Twenty Five Thousand only) of any Scheduled Bank drawn in favour of CHANDIGARH INDUSTRIAL & TOURISM DEVELOPMENT CORPORATION LIMITED, CHANDIGARH. Original Pay Order/Demand Draft should be physically submitted by the tenderer on or before the last date of submission of e-bids. Earnest money shall not be accepted through cheque. Any amount lying with the Corporation on any other account will not be allowed to be adjusted against the EMD for the present tender.
5. The Earnest Money of the successful bidder shall be retained as Security till faithful execution of the contract. No interest shall be paid on the security deposit.
6. E-bids are to be submitted online under two ways tendering process i.e. Technical Bid and Financial Bid separately. After scrutiny of the information received in Technical Bid, clarifications, if any, where ever necessary, will be obtained from the party. The Management reserves the right also to inspect the existing space being occupied by the tenderer as part of the Technical Bid analysis. After necessary appraisal of the party's experience and technical expertise, technical short-listing will be done. Consequently, "Financial Bid" of only those tenderers will be opened who are found technically acceptable, based upon assessment made of credentials etc. of the tenderer given as information in Technical Bid. Persons/Agencies/Parties should give maximum information about themselves in the Technical Bid including Technical capabilities as they deem fit. The decision of the Management in this regard shall be final and binding.
7. Offers are to be signed by the person(s) who are competent and lawfully authorized to do so. Correction/overwriting, if any, should be authenticated under the signature of the bidder/authorized signatory.
8. Offer shall be kept open for acceptance for a period of 120 days from the date of receipts of tender/bids.
9. In case of breakdown of vehicle or complaint of any other nature from the guests, the Tour Operator shall make all necessary/ alternate arrangements to satisfy the guests. Any liability on account of deficiency in service/ loss of goods/ property/ life of guests shall be sole responsibility of the Licensee. The travel agency shall ensure that all the vehicles are duly insured including insurance cover for passengers by way of public liability also.
10. The Licensee shall take/get adequate Insurance cover (Personal Liability Insurance) for the guests travelling in Vehicles.

11. The Licensor shall not be responsible for any loss or damage of any vehicle of Licensee on account of theft, fire and natural calamities or due to any other reasons. The Licensee shall, therefore, at his discretion get this risk covered through Insurance.
12. Parking of more than 6 vehicles at a time, repairing of vehicle and any activity related to outside other than business of licensee, if carried on in hotel premises shall be termed as breach of license, which may result into penalty as under:-
- i) First time violation of Rs.1,000/- .
  - ii) Second time Rs.3,000/-.
  - iii) Third time Rs.5,000/- .
  - iv) More than 3 times liable for cancellation.
13. No Travel Agency Commission (TAC) will be paid to the Licensee operating the travel agency in the Hotel (Parkview). However, TAC will be permitted in other Hotels of the Corporation.
14. In case, the Hotels/Corporation requisitions vehicles(s) for its own use, the Travel Agencies/Licensees shall charge special concessional rates on actual mileage with 20% discount on commercial rates.
15. No washing of vehicles shall be allowed in the Hotel premises. In case licensee or his driver/employees is found washing the vehicle(s), penalty of Rs.500/- for first time per vehicle and Rs.1,000/- per vehicle for second time shall be imposed
16. The Managing Director, CITCO reserves the right to accept or reject any or all the offers without assigning any reason, whatsoever.

\*\*\*\*

## ANNEXURE-A

### REGULATIONS FOR ALLOTMENT OF FOR TRAVEL DESK ON LICENCE BASIS IN THE CORPORATION

1. The Terms and conditions hereinafter regulate the allotment of “Space” for Travel Desk hereinafter situated in Hotel Parkview. The details of the commercial units, their size, the purpose for which these can be allotted etc. shall be determined by the Managing Director of the Corporation keeping in view the requirements from time to time.
2. In these terms and conditions unless the context otherwise required.
  - i.) “Licensor”/”Corporation” means the Chandigarh Industrial & Tourism Development Corporation Ltd., Chandigarh.
  - ii.) “Licensee” means, a person, a firm, or a company to whom the space is allotted on license basis.
  - iii.) “License fee” means, the sum of money payable monthly by the licensee in accordance with the terms and conditions of the license in respect of the space allotted by the licensor.
  - iv.) “License” means, the allotment letter containing detailed terms and conditions of allotment of the Space.
  - v.) “License agreement” means an agreement containing the terms and conditions on which the space has been licensed out.
3. The License Period shall initially be for a period of 3 (Three) years only.
4. The Space is and shall be deemed to be Public Premises as defined in the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 now in force and the said Act or any other Act touching the subject that may hereinafter come into force and the rules framed there under from time to time.
5. The allotment shall normally be made to any Individual/ Firm/ Company quoting highest bid for the monthly license fee unless the Managing Director is of the opinion that allotment of any space to the bidder quoting highest monthly fee may not be in the interest of the Corporation.
6. The licensor reserves the rights to terminate the license of the licensee at any time after handing over the possession of the said Space by expressly serving upon the licensee two (2) month’s notice to that effect and the license shall be liable to hand over the vacant possession of the said Space by the date as stipulated in the notice. The Licensee may also surrender the Space allotted to him during the License period by giving two (2) month’s notice in writing to the licensor.
7. The prospective bidder for the allotment of the space will be required to deposit Rs.25,000/- as Earnest Money in the form of Bank Draft favoring ‘CITCO’ on any scheduled Bank payable at Chandigarh alongwith an application on prescribed form

in which the Bidder shall offer License Fee. The Earnest Money shall be refundable to the unsuccessful bidder without interest. In case of allotment of space, it shall be adjusted against the Interest Free Security. The Earnest Money shall, however, stand forfeited in case the bidder withdraws his offer after opening of the bid but prior to the final allotment of the space. The final allotment includes the receipt of the consent from the allottee of the space or actual possession of the space by the allottee whichever is earlier.

8. The Licensee will have to deposit Interest Free Security equal to 3 (three) months determined license fee, less the Earnest Money of Rs.25,000/- within 7 days from the date of allotment of letter. Failure to deposit the interest free security within 7 days from the date of allotment of space, the Earnest Money amount of Rs.25,000/- deposited by Licensee shall stand forfeited.
9. On surrendering the space by the Licensee, they shall pay all the dues on account of license fee, electricity charges, telephone charges and other dues for the period ending with the date of handing over the possession to the licensor. The Interest Free Security shall be refunded to the Licensee after adjusting the amount, if any, due from the Licensee.
10. The Licensee will be entitled to carry out the authorized trade for which the space has been allotted to him, on the days and during the hours to be determined by the Licensor from time to time. Licensee shall not be entitled or permitted to use the space for residential purpose or for the sale of any foodstuff. Any change in the authorized trade shall be made only with the permission in writing of the Licensor.
11. The Licensee shall pay to the Corporation towards agreed monthly license fee plus GST by 3rd but not later than 7th of every month. No part payment will be accepted under any circumstances. If default is made in paying the said amount in time, interest @ 18% p.a shall be chargeable from the due date to the actual date of payment, apart from other punitive action such as disconnection of electricity, telephone etc.
12. The monthly License Fee shall stand increased by 10% annually of the immediate preceding monthly License fee in respect of the said Space. In case the Licensee fails to pay the license fee/increased license fee, as the case may be, by the due date, he shall without prejudice to the other rights and remedies of the license, be liable to pay penal interest @ 18% per annum on the outstanding dues.
13. The Licensor shall not be liable to pay any compensation or damages to the licensee on account of breakdown of air conditioning in the Hotel, water supply electricity, telephone and any other service beyond the control of the licensor.
14. The licensee will be provide a separate electricity sub meter, if required for the space allotted to him and shall be responsible to pay his share of electricity charges to the concerned authority at the rates as may be applicable from time to time.

15. The licensor shall make available in the space telephone facility of one extension through EPBAX system of the Hotel Parkview. The Licensee will however have to pay a sum of Rs.1000/- on account of the cost of telephone instrument. The telephone charges shall be payable by him on the basis of metered local/trunk/STD calls at the rate as may be applicable in the Hotel Parkview from time to time. In addition to above, the licensee will have to pay Rs. 500/- bio-monthly as a rent of the telephone. The Licensee may, however, at his discretion have its own independent telephone connection from the Telephone Department at his cost.
16. The Licensee will be liable to pay all such Fees, Taxes etc. in respect of the Space as the Government may levy from time to time under any law.
17. The Licensor shall not be responsible for any loss or damage of stocks, vehicles and other moveable property of the licensee on account of theft, fire and natural calamities and due to other reasons beyond the control of the licensor. The licensee shall, therefore, at his discretion get this risk covered through Insurance.
18. The Licensee will not store any empty packing cases or baskets or any goods or any other material in the allotted Space or on any projection or in the open space in front of the said space. Agency will not make any alteration on any part of the space without prior permission of the licensor.
19. The Licensee will at all times keep and maintain the said Space in a proper state of cleanliness to the satisfaction of the licensor or his officers and servants duly authorized by him in this behalf.
20. The Licensee shall manage, operate and conduct the authorized trade in the space so as to preserve the reputation of the Licensor and its units and to abide by the rules and regulations framed by the licensor or the Chandigarh Administration from time to time and that nothing shall be done, permitted or committed contrary to any provision made by or under any statute or law for the time being in force or rules and regulations framed by the Licensor or the Chandigarh Administration and in particular not to use or permit the said space to be used for any form of unlawful activities.
21. The Licensee shall not make any alterations or additions to the said space without obtaining prior written approval of the Licensor or remove there from any of the Licensor's fixtures or fittings therein.
22. The Licensee shall not install sub screens, curtains or blinds in the said space nor paste any bills, advertisements, posters, notices, cuttings etc. on any structure created in the space without approval of the head of the unit concerned.
23. The Licensee shall not employ for work or otherwise allow any person at the said space who is not of good character and behavior and/or suffering from any contagious infectious disease or if not suitably attired or otherwise unsuitable to be seen in a property wherein the said Space is located.

24. The Licensee shall furnish his photograph and that of his employee(s) alongwith their addresses and other relevant details to the entire satisfaction of the head of the units concerned.
25. The Licensee shall not do or permit to be done by any act, which may invalidate or in any way affect the insurance of the building or property wherein the said Space is located.
26. In the event of any damage or injury being caused to the said Space or any property of the licensor by the licensee or his servants or agents or any one upon the said Space with the acceptance or implied consent of the Licensee shall at its own expense make good all such damage or injury and in the event of his failure to do so within seven days after occurrence of the such damage, the Licensor may make good such injury/damage and the Licensee shall indemnify the Licensor against all such costs and charges and expenses in respect thereof.
27. The Licensee shall charge reasonable rate/price for Taxi services provided by the Licensee. In the event of any complaint received and if found genuine, licensee has to satisfy the Licensor about the reasonableness of the price/ rates charged from the customers and to refund to the customers any amount in excess of the price that is considered reasonable by the Licensor.
28. The Licensee shall not sublet, assign or part with possession of the said Space or any part thereof.
29. The area in front of the said Space shall not be encroached upon and used or allowed to encroach upon or used for any purpose other than a corridor.
30. The Licensee shall make prompt payments of telephone and other charges to the authorities concerned and shall pay all arrears, if any, before vacating the said Space on the termination of license or resumption of the said space. It shall be lawful for the licensor to order adjustments of arrears on account of electricity and telephone charges and any other dues outstanding against the licensee from the amount of the interest free security deposit.
31. Without prejudice to the generality of the foregoing conditions, the licensor or any officer authorized in writing by him in this behalf shall have free access to the Space for undertaking the repairs of the premises.
32. The Licensor shall have full rights, power and authority at all times to do through his officers or servants all acts and things which may be necessary or expedient for the purpose of enforcing compliance with all or any of the terms and conditions and reservations herein contained and to recover from the licensee of the cost of doing any such act or thing.



33. The Licensor may through his officers and servants, at all reasonable times and in a reasonable manner enter in an upon any part of the said premises for the purpose of ascertaining that the licensee is duly observing the conditions of the license, ordinarily, 24 hours' notice will be deemed to be a reasonable notice.
34. The Licensee will not install and operate any public address system or any other media in the Space allotted to him, which may cause disturbance in area wherein the Space is located.
35. It will be prime responsibility of the Licensee to provide best and quality services as per the requirements of the customers/ guests, to the satisfaction of the Corporation.

In case, if any complaint regarding deficiency in services will be received from any guest/person/ client and the agency found responsible of such deficiency in services, then a penalty ranges from Rs.2000/- to Rs.10,000/- shall be imposed on the agency at the discretion of M.D, at the first instance. In case of repeated violations on the part of agency, then a penalty equivalent to 3 times OR 5 times OR 10 times of the above said penalty amount shall be imposed on the agency at the discretion of M.D.

36. In the event of non-payment of the license fee or non-use of such premises by the due or extended date not exceeding 60 days or breach or non-observance by the licensee of any of the conditions of the license, it shall be lawful for the licensor notwithstanding the waiver of any previous cause or right for re-entry to terminate the license and enter into and to re-possess, retain and enjoy the same as of his former estate and the licensee will not entitled to any compensation, what so ever on account of such resumption. Provided that on sufficient cause being shown, the licensor may for reasons to be recorded in writing instead of terminating the license on the ground of default in payment of license fee allow the payment to be made with penalty not exceeding the due amount but not less than Rs.5000/- within such period, not exceeding six months on the whole, as he may deem reasonable. The amount of penalty shall, however, be in addition to the payment of penal interest @18% per annum as specified herein before.

37. On the termination of license under any of the terms and conditions of the license:-

- a. The Licensee will deliver the vacant possession of the Space in its original state to the licensor, failing which the Space shall be got vacated in accordance with the provisions contained in the Public Premises (Eviction of unauthorized Occupants) Act, 1971. The cost of damages, if any, to the premises or fixtures shall be recovered from the licensee.

- b. The amount of interest free security lying at the credit of the licensee after adjusting all the dues shall, however, be refunded to him.
38. On the expiry of license period or extended period, the Licensee will deliver the vacant possession of the shop/space in its original state i.e. without any damage. The cost of damages, if any, shall be recovered from the licensee. Failure to hand over the vacant possession the premises shall be got vacated under the Public Premises (Eviction of Unauthorized Occupants) Act, 1971.
39. The Managing Director of the Corporation may impose additional Terms and Conditions as may be required in the best interest of the Corporation.
40. In the event of any question, dispute, or difference arising out of the agreement or in any manner touching this agreement and the solution of which is not expressly provided in this agreement, the same shall be referred to the Sole Arbitrator in accordance with the provisions of the Arbitration Act and Conciliation Act, 1996 or any amendments thereof and the parties agreed to shall abide by the decision of the Arbitrator. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.
41. In case, if the successful bidder/ allottee gives notice for surrendering the space/area or for termination of contract/license for any reason (other than those which are beyond the control of the successful bidder/allottee) or had given notice for surrender/termination in the past relating to concerned trade, then the said successful bidder/ allottee will not participate in the current/same tender for the next 03 (three) financial years including the financial year in which the said notice was given. Meaning thereby that the said successful bidder/allottee will be debarred from participation in the current tender for the next 03 (three) financial years including the financial year in which the said notice was given.
42. The Licensee shall submit the details of Drivers attached to every vehicle with a photocopy of their valid Driving License as well as Police Verification with the Head of the Hotel within 30 days. Any change (addition or deletion) in the list of Drivers shall be submitted to the Head of the Hotel along with all relevant documents as mentioned above said information i.e. valid Driving License and verification report before any addition or deletion.
43. Subject to the arbitration clause, the Courts at Chandigarh shall have the exclusive jurisdiction.

\*\*\*\*

**SIGNATURE OF TENDERER  
WITH SEAL & DATE**

**MANAGING DIRECTOR**

## TECHNICAL BID

Sr. No.	Description	To be filled in by the firm.
1.	<b>Name &amp; Address of the Bidder</b>	
2.	<b>Telephone No.</b>	
	<b>Fax No.</b>	
	<b>Mobile No.</b>	
	<b>Email ID</b>	
3.	<b>Legal status of the applicant i.e. whether individual/ firm/ partnership/ company (<i>attach copies of document defining the legal status</i>).</b>	
a)	<b>Individual</b>	
b)	<b>Firm (Attach Partnership Deed)</b>	
c)	<b>Limited Liability Partnership Firm (Attach Incorporation Certificate &amp; Byelaws)</b>	
d)	<b>Private Limited Company.</b> (Attach Incorporation Certificate & MOA/AOA)	
e)	<b>Public Limited Company</b> (Attach Incorporation Certificate & MOA/AOA)	
4.	GST No./ PAN Card No. (Attach copies)	
5.	Experience (Minimum Three (3) years) in the business of Car rental/Ticketing/ Travel Agency. (Please attach relevant documents)	
6.	Details of Six (6) Light Commercial Vehicles (LCV) registered as Taxi with State Transport Authority either on lease from any source or in the name of applicant/ Bidder. (Please attach relevant documents)	
7	Details of the staff along with their qualifications and valid Driving License (to be annexed)	
8.	The Agency should furnish an Undertaking as follows: -  "The applicant should not be defaulter of any statutory payments such as GST, Income Tax etc"	
9	Details of EMD (Bank Draft No., Date, Bank, Name, Amount)	
10.	Any other information considered necessary.	

11.	Number of documents attached. <b>* If space is not sufficient please attach extra sheet.</b>	
-----	---	--

Note:

1. Please upload the scanned copy / copies of above said information online as a Technical Bid. The criteria as stated above shall be scrutinized only against supporting documents.
2. I/We also understand that Managing Director, CITCO, reserves the right to reject any or all concept plan without assigning any reason.

**I / We hereby certify that all the statements made and information supplied above is true and correct.**

Signature of Applicant

With seal

## PROCEDURE FOR E-TENDERING

1. The Bids shall be received electronically only through the website [etenders.chd.nic.in](http://etenders.chd.nic.in).
2. Bid Document can be downloaded from the website of Chandigarh Administration <http://etenders.chd.nic.in/nicgep>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in/nicgep>. On registration they will be provided with a user ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in/nicgep>. **Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded alongwith Technical Bid within prescribed time limit.**
5. EMD in original as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person by the specified date and time in Commercial Cell, Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh. The Agency who fails to submit the EMD as mentioned above, in physical form on or before the prescribed date will be declared as ineligible and the Bid submitted by them shall be declared as invalid.
6. The Agency has to produce the original documents as and when asked for by Commercial Cell, CITCO. The failure of the Agency to furnish the said original documents will entail rejection of its tender summarily.
7. Instructions to Bidders regarding e-tendering process:
  - a) Tenders without digital signatures will not be accepted by the Electronic Tendering system. **No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily.**
  - b) Bids will be opened online as per time schedule mentioned above.
  - c) Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
  - d) It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.

- e) **CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.**
  - f) The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contact IT Cell, The Department of Information Technology (DIT), Additional Deluxe Building, 5<sup>th</sup> Floor, Sector-9, Chandigarh, or email at [etender@chd.nic.in](mailto:etender@chd.nic.in), Phone No.0172-2740641, 0172-2740003.