



Gujarat Metrorail Corporation (GMRC) Limited
(SPV of Govt. of Gujarat and Govt. of India)

Tender No. GMRC/Admin/Tour & Travels/2026

“Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited”

TENDER DOCUMENT Comprises of:

- Section I : Notice Inviting Tender
- Section II : Minimum Eligibility Criteria
- Section III : Tendering process
- Section IV : Instruction to Bidder
- Section V : Scope of Work and Terms and Conditions of Contract
- Annexure – 1 to 11



Issued by

Gujarat Metrorail Corporation (GMRC) Limited
(SPV of Govt. of Gujarat and Govt. of India)

Formerly known as Metro-Link Express for Gandhinagar and Ahmedabad (MEGA) Company Ltd.

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,
Sector 10/A, Gandhinagar: 382010,Gujarat, India

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Signature & Stamp of Bidder (Authorised Person from Bidder)

Section – I, NOTICE INVITING TENDER



GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED

(A Joint Venture of Govt. of Gujarat and Govt. of India)

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,
Sector 10/A, Gandhinagar: 382010,
Gujarat, India

TENDER NOTIFICATION No: GMRC/Admin/Tour & Travels/2026

Date: 06-05-2026

E-Tender is invited from reputed and experienced agencies for the following tender:

Tender Name	Tender Fees
"Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited"	INR 5,000

Interested bidders are requested to visit <https://tender.nprocure.com> for eligibility criteria, applying/ downloading the tender document. The last date and time for Bid Submissions of Tender is 15:00 Hrs on 28-05-2026.

Any alterations in Eligibility Criteria and terms of the Tender Document, or any amendment to the Tender Document, etc, will be uploaded on <https://tender.nprocure.com> and GMRC's Website www.gujaratmetrorail.com without any obligation or press notification or other proclamation.

**Director- P&P
GMRC, Gandhinagar**

Signature & Stamp of Bidder (Authorised Person from Bidder)

NOTICE INVITING TENDER

GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED.

(A SPV of Govt. of Gujarat and Govt. of India)

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,
Sector 10/A, Gandhinagar: 382010,
Gujarat, India

1.1.1 Name of Work:

GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED invites Open Tenders under single stage, two packet system from **Agencies**, who fulfil qualification criteria as stipulated in Minimum Eligibility Criteria, for the work, “**E-Tender for Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited** ”

1.1.2 Key details :

The details of the tenders are as follows:

A. Tender No.	GMRC/Admin/Tour & Travels/2026
B. Name of Work	“Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited”
C. Estimated Cost of Work/ Services	INR 138.63 Lakh (Bookings of tickets, hotel, visa charges, taxi service - Rs.135.03 Lakh + Agency Service Charge - Rs.3.60 lakh) Excluding GST.
D. Cost of Tender Document	INR 5,000/- only inclusive of GST (Non-refundable) Tender fees is to be paid online in GMRC's account through n procurement portal while submitting the bid. No other mode of payment will be accepted. The bidder is required to mentioned the payment reference no. of successfully submission of tender fees online. (Copy of GST registration no. to be provided along with Tender fees)
E. Tender Security/Earnest Money Deposit	INR 1.39 Lakh (Refundable) Tender Security is to be submitted either online through n procurement portal or e-Bank Guarantee (e-BG) from any schedule bank in India. No other mode of payment will be accepted. Note: Bidders to note that the payment of tender security shall be made from the account of bidder only. If Tender Security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.
F Last date of submission of queries / clarification from Tenderers	12-05-2026 up to 17:00 hrs. <ul style="list-style-type: none">• Queries/clarifications from bidders after due date and time shall not be acknowledged.• The interested applicants can send their queries through E-mail to mukesh.mandalia@gujaratmetrorail.com, snehal.shah@gujaratmetrorail.com

Signature & Stamp of Bidder (Authorised Person from Bidder)

G. Last Date and time of submission of E-Tender	28-05-2026, 15:00 Hrs.
H. Opening of Technical Bid	On the day of submission of Filled-In Technical Bid at 15:30 Hrs (IST)
I. Date and Time of opening of online financial bid	Will be intimated later to technically qualified bidders through e-mail/ phone.
J. Submission of Physical Copy of Technical Bid as submitted online on n proc. Portal	The physical technical bid will be required to be submitted within two working days from the date of online submission. The physical submission will be accepted of only those bidders, who have submitted their online bid on n-procurement.
K. Venue of physical submission of Technical Bid (i.e. Technical Bid comprises of Tender fees, Tender Guarantee, Technical Bid & signed copy of Tender Document, Addenda & Clarifications)	GM - Contract, GUJARAT METRO RAIL CORPORATION (GMRC) LIMITED. (A SPV of Govt. of Gujarat and Govt. of India) Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar: 382010, Gujarat, India
L Tender validity	120 days from its submission date
M. Evaluation	The agency / firm / consultant will be selected under Least Cost Selection (i.e. LCS) Basis
N. Performance Guarantee	5% of estimated value in form of DD / e-BG. (in electronic form) is acceptable.
O. Contract Period	02 (Two) years from the date of award of contract / NTP and further extendable to 1 (one) year if performance of agency is found satisfactory
P. GMRC Account Details (Only for issuance / preparation of Bank Guarantee for tender security)	Name: Gujarat Metro Rail Corporation (GMRC) Limited Bank Name: State Bank of India Account No.31750803151 IFSC Code: SBIN0001355 SFMS/SWIFT: SBININBB255

As per MSEs (Micro and Small Enterprises) Act 2012 and amendment thereof, the firms registered under MSEs / NSIC (i.e. National Small Industries Corporation) are exempted in submission of Tender Fees and Tender Security subject to submission of valid registration certificate under appropriate category as applicable as on the date of tender submission.

In case the bidder who has been exempted Tender Cost / Tender Security being Micro & Small Enterprises / NSIC (i.e. National Small Industries Corporation), and;

- (i) Withdraws his Tender during the period of Tender validity; or
- (ii) becomes the successful bidder, but fails to commence the work (for whatsoever reasons) as per terms & conditions of Tender; or
- (iii) refuses or neglects to execute the contract; or
- (iv) fails to furnish the required Performance security within the specified time,

Signature & Stamp of Bidder (Authorised Person from Bidder)

The bidder shall be debarred from participating in future tenders for a period of 1 year from the date of discharge of tender/ date of cancellation of LOA/ annulment of award of contract as the case may be. Thereafter, on expiry of period of debarment, the bidder may be permitted to participate in the procurement process only on submission of required Tender Cost/ tender Security.

Further the Employer may advise the authority responsible for issuing the exemption certificate to take suitable actions against the bidder such as cancellation of enlistment certificate etc.

1.1.3.1 Eligible Applicants

- i. The tenders for this contract will be considered only from those tenderers (proprietorship firms, partnerships firms, companies, corporations, Limited Liability Partnership) who meet requisite eligibility criteria prescribed in Section - II. The submission in JV / Consortium is not allowed
- ii. Bidders shall not have a conflict of interest. The Bidders found to have a conflict of interest in this tender process shall be disqualified. Bidders shall be considered to have a conflict of interest, if
 - (a) Submit more than one tender for the work.
 - (b) If Bidders in two different tenders have controlling shareholders in common.
 - (c) If Bidders have common partner/s
 - (d) If Bidders having any family relation with the any employee of GMRC.
- iii. Tenderer is not blacklisted / banned by any Government department / Autonomous Organisation etc. or prosecuted by any court of law during the last 5 years.
- iv. Tenderer must not have suffered bankruptcy/ insolvency during the last 5 years. The tenderer should submit undertaking to this effect in Annexure-4.
- v. If there is any misrepresentation of facts with regards to undertaking submitted vide Annexure-4 the same will be considered as "fraudulent practice" the tenderers will be rejected and shall be debarred from participating in future tenders for a period of 1 year.
- vi. **Purchase Preference to Local Suppliers/Preference to Make In India:**

Only 'Class-I local supplier' and 'Class-II local Supplier', as defined below, are eligible to participate for the subject tender.

a) Definitions:

- i. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.
- ii. 'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT). Minimum local content for 'Class-I local supplier' shall be 90% for the subject tender.
- iii. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).
- iv. 'Non - Local supplier' means a supplier or service provider, whose goods, services

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or works offered for procurement, has local content less than or equal to 20% for the subject tender, as defined under the Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 issued by DPIIT.

- v. L1' means the lowest tender or lowest bid received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
- vi. 'Margin of purchase preference' means the maximum extent to which the price quoted by a class- I local supplier may be above the L1 for the purpose of purchase preference. Margin of purchase preference shall be **20%** for the subject tender.

b) Procedure for Purchase Preference in procurement of goods or works which are divisible in nature: NOT APPLICABLE FOR THE SUBJECT TENDER

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract for full quantity will be awarded to L1.
- ii. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.
- iv. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.

c) Procedure for Purchase Preference in procurement of goods or works which are not divisible in nature and in procurement of services where the bid is evaluated on price alone: APPLICABLE FOR THE SUBJECT TENDER

- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is from a local supplier, the contract will be awarded to L1.
- ii. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly.
- iv. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.

d) Minimum local content and verification of local content:

- i. The 'Class-I local supplier' / 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of minimum local content and provide

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self- certification that the item offered meets the minimum local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

ii. In case of procurement for a value in excess of Rs. 10 crores, the class-I local supplier/ class-II local supplier shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content after completion of works to the Engineer.

iii. If any false declaration regarding local content is found, the company shall be debarred for a period of three years from participating in tenders of all metro rail companies.

iv. Supplier/bidder shall give the details of the local content in a format attached as Annexure-9 and Annexure-10 of tender document duly filled to be uploaded along with the technical bid. In case, bidder do not upload/submit Annexure-9 and Annexure-10 of tender document duly filled along with their technical bid, supplier/bidder shall be considered as 'Non-local supplier' and will not be eligible to participate for estimated value of purchases up to Rs. 200 crores except Global tender enquiries in terms of Clause 3(b) of Order No. P-45021/2/2017- PP(BE-II) dated 04.06.2020 issued by Department for Promotion of Industry and Internal Trade (DPIIT).

e) Complaints relating to implementation of Purchase Preference

Fees for such complaints shall be Rs. 2 Lakh or 1% of the value of the local item being procured (subject to maximum of Rs. 5 Lakh), whichever is higher. In case the complaint is found to be incorrect, the complaint fee shall be forfeited. In case, the complaint is upheld and found to be substantially correct, deposited fee of the complainant would be refunded without any interest.

v. Bidder from a country, which shares a land border with India

I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority (i.e. Department for Promotion of Industry and Internal Trade – DPIIT). The detail circular may be referred on this website : <https://doe.gov.in/procurement-policy-divisions>.

II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

III. "Bidder from a country which shares a land border with India" for the purpose of this Order means:

- (a). An entity incorporated, established or registered in such a country; or
- (b). A subsidiary of an entity incorporated, established or registered in such a country; or
- (c). An entity substantially controlled through entities incorporated, established or registered in such a country; or
- (d). An entity whose beneficial owner is situated in such a country; or
- (e). An Indian (or other) agent of such an entity; or
- (f). A natural person who is a citizen of such a country; or
- (g). A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

IV. The beneficial owner for the purpose of (iii) above will be as under:

- 1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Signature & Stamp of Bidder (Authorised Person from Bidder)

Explanation-

a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;

b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or

2. Voting agreements;

In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

Notes to Bidders:

(1) The tenderer may download the tender document along with Addendum (if any) from(n)Procurement's site <https://tender.nprocure.com> and GMRC's Website www.gujaratmetrorail.com. The interested tenderer shall submit the same with tender submittal untampered, duly signed and stamped on each page.

(2) Any alterations in Eligibility Criteria and terms of the Tender Document, or any amendment to the Tender Document, etc. will not be published in the newspapers but the same will be uploaded on (n)Procurement and GMRC website, as mentioned above.

(3) The tenderers may obtain further information/clarification, if any, in respect of these tender documents from the office of Managing Director, [Attn: GM (Contract.)], Gujarat Metro Rail Corporation (GMRC) Limited, formerly known as Metro-Link Express for Gandhinagar and Ahmedabad (MEGA) Company Ltd., Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar – 382010, Gujarat, India, Gujarat.Contact No. 079-232-48572, Extension 526 / 527 email id.: mukesh.mandalia@gujaratmetrorail.com, snehal.shah@gujaratmetrorail.com

(4) The Tender Document comprises of following documents;

- Section – I, Notice Inviting Tender
- Section – II, Minimum Eligibility Criteria
- Section – III, Tendering Process
- Section – IV, Instruction to Bidder

Signature & Stamp of Bidder (Authorised Person from Bidder)

- Section – V, Terms and Conditions of Contract
 - Annexure – 1 to 11
- (5) GMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the GMRC for rejection of his proposal.
- (6) GMRC also does not bind itself to accept the lowest rate. GMRC shall award of work after evaluation looking into feasibility, capacity and competency of the agency.
- (7) If any Scheduled event(s) of tender activity falls on public holiday, then the same will be conducted on the next working day at the same mentioned time. Our Contact person for this tender is GM (Contract.) with mail-ID mukesh.mandalia@gujaratmetrorail.com snehal.shah@gujaratmetrorail.com Telephone +91 79 23248572, Extension 526/ 527

Help Desk Link for E-Tendering: -

In case bidders need any clarifications or if training required to participate in online tenders, they can contact (n) Procure Support team:-

(n)Code Solutions - Division of GNFC Ltd.,
(n)Procure Cell
304, GNFC Infotower, S.G. Road
Bodakdev, Ahmedabad - 380054 (Gujarat)
Toll Free : 7359 021 663
Email: nprocure@ncode.in

Operating System & System Requirements: -

Computer: Win 8.1 or higher
Java Runtime Environment (JRE) : Ver 1.8 and above
Full Administrative Rights: For Network/ Corporate User
PKI Component: 32 Bit /64 Bit
Supported Browser: Google Chrome/ Microsoft Edge/ Mozilla Firefox (Preferably Latest Version)
Internet Connection: Preferably High Speed
Digital Signature Certificate Legally valid class 3.

New DSC Purchase & Renewal L: 079 – 66743289/ 66743300 / 200

Email Id :	dscsupport@ncode.in
	dcsales@ncode.in

DSC Support Toll Free Number: 7359-021-663 (n) Procure Bidding Manuals:
<https://tender.nprocure.com/support>

Signature & Stamp of Bidder (Authorised Person from Bidder)

Section – II, MINIMUM ELIGIBILITY CRITERIA

1. The agency shall have the valid registration certificate of IATA (International Airport Transport Association).
2. Work Experience : The tenderers will be qualified only if they have successfully completed work(s) during last seven (7) years ending last day of the month of tender submission as given below:
 - (i) At least one “similar work”^{***}of value of Rs. 55.45 Lacs
OR
 - (ii) Two “similar works” ^{**}each of value of Rs. 34.66 Lacs
OR
 - (iii) Three “similar works”^{***}each of value of Rs. 27.73 Lacs

****The similar work/services means Providing Tour and travel Service (Domestic & International) to any Central/State Govt./PSU/ Public Limited Company/ Private Company.”**

- i. The similarity and suitability of the experience shall be assessed by GMRC on the basis of documentary proof furnished by Bidders. The Tour and travel Service includes booking of Air-ticket (International & Domestic), train ticket, taxi, hotel & other services as specified in scope of work. The tenderer shall attached the details of work executed by them in the Performa prescribed in Annexure 2 (A) and 2(B). Non-Submission or missing of any documentary evidence shall be liable for Bid rejection. In case work is executed for private client documentary proof such as copy of work order, Bill of quantities, Bill wise details of payment received certified by CA, TDS certificates for all the payments received, copy of final/ last bill paid by the client should be uploaded. The offers submitted without this documentary proof will not be evaluated.
- ii. ^{***} Value of successfully completed portion of any on-going work up to last day of the month previous to the month of tender submission will also be considered for qualification of work experience criteria.
- iii. For completed works, value of work done shall be updated to last day of the month previous to the month of tender submission price level assuming 10% inflation for Indian Rupees every year and 2% for foreign currency portions per year. The exchange rate of foreign currency shall be applicable 28 days before the submission date of tender.
 - If the above work(s) comprise(s) other works also, then client’s certificate clearly indicating the amount of work done in respect of the “similar work” shall be furnished by the tenderer in support of work experience along-with their tender submissions.

3. Financial Standing

The Average Annual Turnover of last 3 Financial Years (FY 2022-23, 2023-24 & 2024-25) of the bidder should be minimum **Rs. 55,45,000/- (Rupees: Fifty five Lakh Forty Five Thousand Only)**. The Turnover should be certified by the Statutory Auditor/Chartered Accountant.

Signature & Stamp of Bidder (Authorised Person from Bidder)

Financial data for latest last three audited financial years has to be submitted by the tenderer in Annexure- 2(C) along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp bearing his membership number and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an affidavit certifying that 'the balance sheet has actually not been audited so far' in Annexure- 8. In such a case the financial data of previous '2' audited financial years will be taken into consideration for evaluation.

4. Submission of Undertaking by the Bidder on the following as per Annexure 4:

- No existing litigation.
- Not blacklisted, terminated by any client in India during last five years.
- The bidder never filed any law suits or requested arbitration with regard to any Contract within the last five years
- No judgment, claim, arbitration proceeding or suit pending or outstanding Against the bidder or its officers
- Bankruptcy was never filed by the bidder, its subsidiaries or its parent Companies
- The bidder was never cited by any regulatory agency for a safety violation in the last five years.

Notes:

1. The Bidder are advised to submit his Technical Bid both in Online and Physical in spiral / binder book with index, page numbering, sign and stamp on each and every page.
2. In case of insufficient Bidders and the said qualifications, GMRC shall reserve right to dilute the criteria at its discretion for selection of a suitable agency for the work.

Signature & Stamp of Bidder (Authorised Person from Bidder)

Section – III, TENDERING PROCESS:

Gujarat Metro Rail Corporation (GMRC) Limited (herein after referred to as GMRC or GMRC Ltd), A Special Purpose Vehicle (SPV) of Government Of India (GoI) and Government Of Gujarat (GoG) invites offer through E-Tendering in 2 (two) bids systems from reputed / authorized / experienced firms / companies engaged in the business of Providing tours & travels services (Domestic & International).

Tender is invited in two parts i.e. **(1) Technical Bid (online and physical form) (2) Financial bid (online form only)**.

(1) Technical Bid (online at <https://tender.nprocure.com> and physical form)

Technical Bid shall be submitted in three separate Envelope duly completed in all respects. These three envelopes will be wrapped in an outer envelope addressed to designated officer, duly super scribing on top the Tender Notice No., Tender No., name of the work, time and date of submission. The envelope should also bear the name and address of the Tenderer.

Envelope – 1, should marked as “Tender Fees and tender security ”,

Envelope – 2, should marked as “Qualification cum Technical Bid” containing Documents as mentioned in Annexure –6. **The submissions in Envelope – 2 are to be given in spiral / binder book with index, page numbering.**

Envelope – 3, should marked as “Tender Document” containing the unfilled copy of Tender Document signed and stamp as token of acceptance of all terms and conditions mentioned in tender document

Hence, the outermost envelope/package will contain three sealed inner envelopes.

The name of the Proforma / Envelope to be mentioned clearly in words Envelope – 1, “Earnest Money(Tender Security) and Tender Fees”, Envelope – 2, “Qualification cum Technical Bid” and Envelope – 3 “Tender Document” as the case may be on the top of the respective Proforma / Envelope.

These three envelopes to place in a single cover clearly written on the top as “**Tender for Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited**” which should be submitted both online and physical form on or before the last date and time of tender submission. **Late submission of tenders will not be accepted.**

The Bid duly completed in all respects with the inscription as mentioned above should be submitted on or before the last date and time of submission to **GM (Contract)** at office address mentioned in the NIT, Key details.

The successful bidder of the tender shall have to submit a Performance Guarantee in the form of DD/ **e-BG (Bank Guarantee in electronic form)** of **5% of estimated Value**, to be drawn in favour of “**GMRC Limited**” and payable at Gandhinagar/Ahmedabad, within 21 days from the issuance of LOA (Letter of Acceptance) with a validity of 60 days beyond the expiry of contract agreement.

Signature & Stamp of Bidder (Authorised Person from Bidder)

In case, the successful agency has commenced the work from the date of LoA (Letter of Acceptance) but fails to submit the Performance Bank Guarantee (PBG) within the stipulated timeline, a penalty of INR 500 per day shall be imposed, subject to a maximum period of 60 days. If the agency does not submit the PBG within this extended period, the employer will forfeit the EMD and levy the penalty for non-submission of Performance Bank Guarantee (PBG). Further, the employer will discontinue the work / service and cancel the Letter of Award (LoA) issued by GMRC.

Each and every page of these submission (i.e. Technical Bid, Envelope – 1 to 3) must be signed, stamped by the authorised person of the Agency.

The bidder to ensure that submission of Technical Bid is to be made Online at <https://tender.nprocure.com> & in Physical form. The physical technical bid will be required to be submitted within two working days from the date of online submission. There shall not be any change to technical bid submitted Online & Physical. In case of any discrepancy in bidder's submission of Technical Bid between physical and online form, the Technical Bid submitted online will prevail and will be considered for evaluation.

(2) Financial bid (online)

Financial Bid is not to be submitted in physical form as it has to be filled up on portal **online** at <https://tender.nprocure.com>. Financial Bids of those bidders who qualify in the Technical evaluation as per the criteria laid down in the document shall only be opened online.

The tender form for the financial bid is prescribed in tender document as 'Online financial proposal' at **Annexure - 3**.

The power to accept a tender is vested with GMRC, which does not bind itself to accept the lowest tender and reserves itself the authority to reject any or all of the tenders received without assigning any reason. All tenders wherein any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. Canvassing in any form in connection with tender is strictly prohibited and the tender submitted by the bidders who resort to canvassing will be liable for rejection. The bidder shall sign and stamp each page of the tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.

The Bidder shall fill up the information in the **Annexure-1** enclosed at the end of this document in clear and legible terms. Annexures will also have to be signed and stamped by the bidder through its authorized signatory only. The tender forms shall be rejected if it is not complete in any aspect. The bidders are advised to check the website of (n)Procurement and GMRC Ltd. regularly for any amendments, if any.

Signature & Stamp of Bidder (Authorised Person from Bidder)

Section – IV, INSTRUCTION TO BIDDERS

(1) ONE BID PER BIDDER:

Each bidder shall submit only one tender either by himself/herself as sole. The submission in JV / Consortium is not allowed.

(2) COST OF BID:

The bidder shall bear all costs associated with the preparation and submission of the bid and GMRC will in no case, shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

(3) AMENDMENT TO BID DOCUMENT:

At any time, prior to the date of submission of bids, the GMRC Ltd. may for any reason, at its discretion, whether at its own initiative or in response to a clarification by a prospective bidder, modify the bid documents by amendments. The amendments/Corrigendum will be notified on GMRC / (n)Procurement website (i.e. <https://tender.nprocure.com>) and these amendments will be abiding to the bidders. Bidders are advised to visit GMRC / (n)Procurement website regularly for updates in this regards.

(4) EXTENSION OF TIME:

In order to give prospective bidders required time to take the amendments into action in preparation of their bids, GMRC Ltd. may at its discretion extend the timeline for submission of bid suitably.

(5) VISIT TO OFFICES / SITE OFFICES:

The bidder is advised to visit GMRC office (in working hours) by himself/herself and the costs of visiting shall be borne by the bidder.

(6) LANGUAGE:

Bids and all accompanying documents shall be in English as far as possible.

(7) FORM OF BID:

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representative of the Bidder. If the Bidder is partnership firm/company, the Form of Bid shall be duly signed by an authorized representative **who must demonstrate authority** for the same with an acceptable documentary proof. Signatures on the Form of Bid shall be witnessed and dated.

(8) CURRENCIES OF BID AND PAYMENT:

The bidder shall submit price bid / offer in Indian Rupees and payment under this contract will be made in Indian Rupees only.

(9) RIGHT TO VARY QUANTITIES:

GMRC reserves the right at the time of award of the contract or during the contract period to increase or decrease the quantity in the schedule of requirements without any change in unit price quoted by bidder which shall be abiding to bidder.

(10) RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

GMRC Ltd. does not bind itself to accept lowest or any other bids and has the right to cancel the bidding process and reject all bids or some bids or single bid at any time prior to award of the contract without

Signature & Stamp of Bidder (Authorised Person from Bidder)

assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder/bidders on the grounds for the company's action.

(11.2) Tender Fee and Earnest Money Deposit (EMD)

Tender Fees: - INR 5,000/- only inclusive of GST (Non-refundable).

Tender fees is to be paid online in GMRC's account through n procurement portal while submitting the bid. No other mode of payment will be accepted. The bidder is required to mentioned the payment reference no. of successfully submission of tender fees online. (Copy of GST registration no. to be provided along with Tender fee).

Tender Security/EMD of Rs. INR 1,39,000/- (Rupees : One Lakh Thirty Nine Thousand only)

Tender Security is to be submitted either online through n procurement portal or e-Bank Guarantee (e-BG) from any schedule bank in India. No other mode of payment will be accepted. The EMD in form of e-BG should be validity 180 (120+60) days from the last date of submission.

Note: Bidders to note that the payment of tender security shall be made from the account of bidder only. If Tender Security has been made from other than the account mentioned above, same shall not be accepted and all such bids shall be considered ineligible and summarily rejected.

(11.3) Technical bid without Undertaking for EMD, Tender fees shall be summarily rejected.

(11.4) EMD of the unsuccessful bidders will be returned to them after Issue of LOA to successful Bidder.

(11.5) No interest will be paid to the bidders on EMD submitted.

(11.6) EMD of the successful bidder shall be returned on receipt of Performance Guarantee and after signing the Contract Agreement.

(11.7) EMD shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

(11.8) EMD shall be forfeited if the successful bidder refuses or neglects to execute the contract or fails to furnish the required Performance Guarantee within the time frame specified by GMRC Ltd.

(11.9) The Technical Bid should consist of the following documents as per Annexure-6:

- a. The agency shall have the valid registration certificate of IATA (International Airport Transport Association).
- b. Signed & stamped copy of PAN card of the Agency/Firm/Company under Income Tax Act. Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm/any other firm and if partnership firm/company, names addresses and telephone numbers of all Directors/Partners along with **Annexure-1**.
- c. Signed & stamped copy of valid Registration Number of Agency under Shop & Establishment Act.
- d. Signed & stamped copy of GST registration number and GST return data of last 3 months.
- e. Proof of Annual turnover of last three financial years as stated in Minimum Eligibility Criteria. It should be supported by audited P&L statement or Balance sheet copy or CA certificate of the turnover- Annexure-2(C).
- f. Experience Certificates with summary in tabulated form - List with documents from the concerned organizations on its letterhead along with necessary contact details as mentioned in **Annexure-2(A) and 2(B)**; and a satisfactorily work completion certificate to be provided compulsorily.
- g. **Annexure-4 (Undertaking)**

(12) THE FINANCIAL BID SUBMISSION (ONLINE ONLY): -

Financial Bid is not to be submitted in physical form as it has to be filled up on the online portal <https://tender.nprocure.com>. Financial Bids of those bidders who qualify in the Technical evaluation as per the criteria laid down in the document shall only be opened online.

The tender form for the financial bid in Proforma prescribed in tender document as 'Online financial proposal' in **Annexure 3**.

(12.1) The financial bid submitted by bidder shall remain valid and open for acceptance 90 days from the date of bid submission.

(12.2) Bid Prices:

The Bidder shall quote Rate in Financial Bid (Annexure-III).

Bid Offer Covers Bidder's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of work/services.

(12.3) Bidders are advised to visit and assess the scope and requirements under the tender consciously. Rates so offered by a bidder shall be assumed to have been quoted after comprehensive assessment of the scope, quality and quantity of the items. The terms, conditions and notes under this chapter are guiding and thus bidder/s are advised to make its own assessment and after then to quote.

(12.4) It shall be the responsibility of the bidder / tenderer to ensure that this tender is submitted in Technical Bid in both physical and online form and Financial bid in online form on e-tendering portal <https://tender.nprocure.com> only, before the deadline of submission. Non submission of any one of the above submission shall be considered as non-responsive and liable to be summarily rejected.

(13) BID OPENING AND EVALUATION:

- (13.1) The tender committee of GMRC will open the Technical / Financial Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
- (13.2) The bid of any bidder who has not complied with one or more of the conditions prescribed in the tender document will be summarily rejected.
- (13.3) Conditional Bids will also be summarily rejected.
- (13.4) To assist in the examination, evaluation and comparison of Financial Package, the GMRC may ask Tenderers individually for clarification of their tenders, including breakdowns of prices. The request for clarification and the response shall be in writing or by Tele-fax, but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm correction of arithmetical errors discovered by the Engineer/ Employer during the evaluation of tenders.

Financial bids of only the technically qualified bidders will be opened online.

It may be noted that Non-submission of Tender fees & Tender Guarantee will liable to reject the tender submission.

Overall L1 will be calculated as mentioned below with reference to Annexure-3, where,

"C" = Estimated (Approx.) Nos of qty/Tickets for Two Year

"D" = Service Charges of Agency per Ticket in INR (excluding GST)

"E" = C x D Total Service charge for two years excluding GST (Estimated (Approx.) Nos of qty/Tickets for Two Year and Service Charges of Agency per Ticket in INR)

"F" = Sum of E(1)+E(2)+E(3)+E(4)+E(5)+E(6)+E(7)

To derive overall Lowest 1 (L1), "Total Value "E" for 2 Two Years (excluding GST) = Value of "F" i.e Sum of E(1)+E(2)+E(3)+E(4)+E(5)+E(6)+E(7)

(13.5) Deleted

(14) ISSUANCE OF LETTER OF ACCEPTANCE (LOA) AND AWARD OF CONTRACT:

- (14.1) Prior to the expiration of the bid period, GMRC will notify the successful bidder in writing by issuing Letter of Acceptance (LOA) through e-mail that its bid has been accepted.
- (14.2) The issuance of Letter of Acceptance (LOA) shall constitute the intention of GMRC to enter into an agreement with the successful bidder.
- (14.3) Upon issuance of LOA, the successful bidder shall submit Performance Guarantee of 5% of Contract value in conformity with the bid documents, in stipulated time period which is within 21 days from the issuance of LOA). Thereafter a contract in accordance with the tender terms will be executed between the successful bidder and GMRC on suitable stamp and after that EMD will be released.
- (14.4) In absence of Contract Agreement, The duly accepted Letter of Acceptance signed by authorized parties (i.e. GMRC & Agency) shall be treated as Contract Agreement.

(15) CANCELLATION OF LETTER OF ACCEPTANCE:

Failure of the successful bidder to comply with the requirement of submission of Performance Guarantee in the form of Bank Guarantee / Demand Draft in stipulated time (within 21 days of issuance of LOA) shall constitute sufficient ground for the cancellation of the acceptance of bid and forfeiture of the EMD, in such case GMRC may make the offer to any other bidder at its only discretion or may call for new bids.

(16) POST BID CLARIFICATION:

No post bid clarification at the initiative of the bidders shall be entertained. Any effort by the bidders to influence the GMRC in its bid evaluation, bid comparison or award of the contract shall be resulted into rejection of the entire bid.

(17) Clarification of Tenders

To assist in the examination, evaluation and comparison of tenders, the Employer may, at his discretion, ask any tenderer for clarification of his tender, including breakdown of unit rates. The request for clarification and the response shall be in writing or by facsimile, but no change in the price or substance of the tender shall be sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the tenders.

(18) Fraud and Corrupt Practices

- 18.1 The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this tender, the **GMRC** shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "**Prohibited Practices**") in the Selection Process. In such an event, the **GMRC** shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the **GMRC**

for, *inter alia*, time, cost and effort of the **GMRC**, in regard to the tender, including consideration and evaluation of such Applicant's Proposal.

18.2 Without prejudice to the rights of the **GMRC** under Clause 3.1 hereinabove and the rights and remedies which the **GMRC** may have under the LOA or the Agreement, if an Applicant or Consultant, as the case may be, is found by the **GMRC** to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Applicant or Consultant shall not be eligible to participate in any tender or tender issued by the **GMRC** during a period of 2 (two) years from the date such Applicant or Consultant, as the case may be, is found by the **GMRC** to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

18.3 For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the **GMRC** who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the **GMRC**, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the **GMRC** in relation to any matter concerning the Project;
- (b) **"fraudulent practice"** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (c) **"coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- (d) **"undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by the **GMRC** with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (e) **"restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

19. Statutory Compliance with Laws, Regulations and Orders:

The Agency shall comply with all applicable Indian Laws, decree, rules and regulations of government or any authorised agencies of any government in India and maintain valid record for verification of the statutory authorities as well GMRC Limited as and when required.

20 Settlement of Disputes and Arbitration

(a) In case any dispute or difference whatsoever arises between the parties hereto in respect of or relating to or touching this tender and Contract from the tender, then the parties shall try to settle every such dispute or differences amicably. Any such dispute or differences, which the parties cannot resolve in an amicable manner, shall be finally settled in accordance with the Arbitration and Conciliation Act, 1996 & amended vide the Arbitration & Conciliation (Amendment) Act, 2015 & 2019 and further subject to GMRC internal conciliation/mediation policy or any other statutory amendment or modification or re-enactment thereof. In case the dispute remains unresolved in Conciliation then;

(b) Arbitration procedures under the provisions of “The Arbitration and Conciliation Act – 1996” including statutory modification or re-enactment or amendment thereof or as may be mutually decided amongst the parties by way of separate agreement for finalization of modalities of arbitration process within 30 days from the date of completion of the procedure mentioned in 9 (a) above.

(Note:- Alternatively, in order to expedite the dispute resolution process, the parties may by mutual consent also resort to the dispute resolution guidelines as laid down by Ministry of Finance, Government of India vide O.M No No.F. 11212024-PPD dated 03.06.2024 or any other amendment or modification as carried out in the said O.M from time to time.

Pursuant to Government Gazette Notification (yet to be notified), giving effect to implementation of Section 61 read with Sixth Schedule of Mediation Act, 2023, all reference to ‘conciliation’ procedures referred herein shall be replaced and referred to as ‘Mediation’ procedures as stipulated under the Mediation Act, 2023 or as per any other statutory amendment or modification or re-enactment thereof.)

21. MISCELLANEOUS:

(21.1) The bidder is expected to examine all the instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result into rejection of the bid.

(21.2) GMRC may terminate the contract if it is found that the contractor/agency is black listed on previous occasions by any of the Government Departments/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertakings, etc. If the work completion certificate submitted by the bidder contains any negative/adverse remark, in that case the bidder will not qualify for the technical evaluation and the bid will be summarily rejected. Non submission of satisfactory work completion certificates will also lead to disqualification for the technical evaluation and the bid will be summarily rejected. The satisfactory work completion certificate submitted by bidder shall also include remarks of its respective clients/principal employer about no levying financial penalty or other major penalty to the bidder during his contract tenure. If any kind of financial penalty or any other major penalty levied to the bidder by its previous clients/principal employer is found, in such case the bidder will be disqualified at Technical Bid Evaluation stage.

(21.3) The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender Document.

(21.4) The Bidder shall check all the pages of tender document and in the event of discovery of any discrepancy or missing pages, the bidder shall inform GMRC and shall ensure to get all the details on time.

(21.5) Bidder, who desire to avail further clarification in any aspect of the mentioned tender may submit query on clarification at mukesh.mandalia@gujaratmetrorail.com snehal.shah@gujaratmetrorail.com within 10 days from the date of issuance of the tender. The clarifications and amendments, if needed will be issued within 5 days from the last date of query submission date. Queries after the stipulated time period i.e.10 days from the date of issuance shall not be considered in any case.

(21.6) The decision taken by GMRC will be final and abiding to all the bidders in any aspect of the mentioned tender and the bidder shall have no claim in any form against GMRC Ltd.

Section – V,
SCOPE OF WORK and TERMS & CONDITIONS OF CONTRACT:

(Hereinafter successful bidder is referred to as agency or service provider)

A. Scope of Work

1. The agency shall ensure booking and cancellation of Air Tickets (International & Domestic), Train tickets, confirmation of waitlisted tickets, Hotel booking (Basic to 5 star Hotel), Taxi Services (SUV to Hatchback), Visa Service, International Travel insurance, issuance of tickets during working hours/holidays/after office hours (at cost of the agency), collection of tickets for cancellation, up-gradation/revalidation of tickets, delivery of tickets, documents as per the directions of Admin Department.
2. Agency ensures to provide services in one-stop-shop in terms of air (International & Domestic) /rail ticket booking/hotel/vehicle/visa and overseas travel insurance.

The scope of work of the agency, in brief, is as under:

- Domestic Air Ticket booking
- International Air Ticket booking
- Train Ticket Booking
- Domestic Hotel/Accommodation Booking
- International Hotel/Accommodation Booking
- Vehicle Booking
- Visa Issuance services
- Overseas Travel Insurance services

3. Booking of Domestic/International Air Tickets and Domestic Train Tickets

- a) Booking and issuance of Domestic/International air tickets at corporate/regular fare whichever is cheaper and booking of train tickets in general/tatkal quota whichever gives confirm seats as per the direction of the GMRCL.
- b) Agency shall immediately make bookings / itineraries and formal quotation as per approved travel request based on the lowest fare and most direct and convenient route.
- c) For Wait-listed bookings, agency shall provide regular feedback on status of train booking.
- d) The agency will be available at all times for booking/cancellation of Air Tickets and Train Tickets.
- e) The agency will pass on all concessions/facilities extended by the airlines to GMRCL.
- f) Submission of monthly statement of bills raised to GMRCL as per prescribed format separately. In addition to the above, the statement should also include the cost of the ticket of IRCTC/Airline.
- g) Ensuring receipts of proper statements from Airlines on points gained on deal codes secured by GMRCL and ensuring proper utilization thereof.
- h) Assisting GMRCL in securing deal codes with other airlines and in getting enrolled in frequent flyer programs.

Signature & Stamp of Bidder (Authorised Person from Bidder)

- i) Delivery of the tickets and travel documents at the respective GMRCL Offices of the Company through internet/mail or as per direction, for which expenses shall be borne by the Agency.
- j) To provide Travel services to GMRCL round the clock (24 hrs. x 7).
- k) The Agency shall assist in releasing VIP quota for train Tickets.
- l) The Service Provider shall be able to provide single window transport (Air, Road & Rail) and hotel accommodation for GMRCL on Pan India basis on short notices.
- m) The Service Provider will contact the officials for their travel plans, bookings and during the travels.
- n) The agency shall be responsible for compliance with all Governmental rules, guidelines, procedures, order of the local authorities and statutory bodies as may be in force from time to time.
- o) The empaneled agency has to provide the travel related services in time. If the agency fails to provide tickets and other travel related services after the scheduled time, the agency will be solely responsible for the same and no payment will be made for such services.
- p) Apart from the scope of the work indicated above, there can be additional activities of similar nature, which the empaneled agency would be required to undertake, based on requirement from the company, from time to time.
- q) Air/Rail tickets should be issued in the maximum refundable fare available at the time of booking by shortest route available.
- r) Agency shall suggest itineraries by shortest and economical routes and shall also depute representative to our office, as and when required along with necessary information to facilitate drawing up itinerary, particularly for international bookings.
- s) Agency shall assist in confirmation, arranging alternate bookings for foreign delegates of GMRCL without any extra service charges.
- t) Agency shall issue credit note(s) against the cancelled bookings immediately after cancellation.
- u) Agency shall ensure that under no circumstances a ticket for air/railway journey is issued without written confirmation from GMRCL Admin. Any default on this account will be treated as a major default and would be viewed seriously.
- v) GMRCL reserves the right to book the tickets directly or from outside if the calls/complaints are not attended promptly by agency. The cost of such booking shall be borne by the agency.
- w) The agency ensures to submit their bill of service charges along with the actual bill received from airline/IRCTC.
- x) Agency shall book all the tickets at its own cost as per requirement sent by GMRCL which will be reimbursed along with service charges after submission of monthly bills.
- y) The bidder is entitled for collection of GST on the service charge only and the Air Ticket/Rail Ticket Booking bills to be reimbursed as per the actual bills submitted by the service provider.

4. Booking of car/vehicle on call pan India

- a. Service Provider shall provide Vehicles which should not be more than 3 years old.
 - b. Vehicles provided should be commercially registered with the concerned authorities.
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- c. Vehicles should be covered under valid insurance policy.
- d. Drivers must carry valid driving licenses and be of sound health, good character and antecedents. Driver should be well-mannered with good behavior as per corporate standard.
- e. The Drivers should not collect any payment from the guests.
- f. The vehicles and the Drivers should be prepared for the said duty along with the necessary fuel, and payments for parking & toll tickets, etc.
- g. Driver should carry mobile phone and report on time to ensure efficiency.
- h. The details of car booking, such as driver name, vehicles number and reporting time should be sent by E-mail/SMS / WhatsApp to the guests.
- i. The agency shall maintain a “log sheet” and proper record of vehicle provided to GMRCL officials for every visit, original copies of this log sheet shall be attached with bills. The log sheet should be duly signed by GMRCL officials.
- j. GMRCL reserves the right to book vehicles directly from outside if the calls/complaints are not attended promptly by agency. The cost of such booking shall be borne by the agency.
- k. The agency shall ensure to submit their bill of service charges along with the actual bill received from engaged agencies.
- l. Agency shall book all the vehicle bookings at its own cost as per requirement sent by GMRCL which will be reimbursed along with service charges after submission of monthly bills.
- m. The bidder is entitled for collection of GST on the service charge only and the Vehicle Booking bills to be reimbursed as per the actual bills submitted by the service provider.

5. Booking of Hotel Accommodation

- a. Agency will book hotel accommodation as and when required by GMRCL across the country as well as outside the country from 2 star to 5 star hotels with various meal plans as per written confirmation from Admin.
- b. The agency shall ensure to submit their bill of service charges along with the actual bill received from hotel.
- c. Agency shall book all the Accommodation (hotel rooms) at its own cost as per requirement sent by GMRCL which will be reimbursed along with service charges after submission of monthly bills.
- d. The bidder is entitled for collection of GST on the service charge only and the Accommodation Booking bills to be reimbursed as per the actual bills submitted by the service provider.

6. Visa & Overseas Travel Insurance Services

- a. Service Provider shall provide Visa and overseas travel insurance services as and when required.
- b. The agency will collect the required documents from GMRCL for obtaining visa and shall carry out entire process to obtain VISA including submission of documents to embassies.
- c. The agency will arrange the foreign exchange as per RBI guidelines.

- d. The agency will responsible for obtaining travel related insurance including overseas medical insurance.
- e. The agency ensures to submit bills of service charges along with the actual bill received from the government agencies (Embassies) of respective countries.
- f. Agency shall book all the Visa Related services at its own cost as per requirement sent by GMRCL which will be reimbursed along with service charges after submission of monthly bills.
- g. The bidder is entitled for collection of GST on the service charge only and Visa related services to be reimbursed as per the actual bills submitted by the service provider.

7. General Conditions

- a. Dedicated 24x7 helpline/helpdesk/call center for queries/cancellation requests is required for GMRCL officials.
- b. To avail and pass the benefits of corporate deals with airlines to GMRCL.
- c. The ticket/visa/logistic price should include the applicable GST, and only the GST related to "Service Charges" for booking shall be paid extra as per prevailing rate.
- d. The Input Tax Credit on GST paid on airfare to airline companies for bookings made by GMRCL should be taken by the Air Travel Agent, and shall pass on the GST Input Tax Credit to GMRCL in the invoice issued by the Air Travel Agent to GMRCL.
- e. Any mistakes or error in booking given by GMRCL having financial implications shall be borne by the agency.
- f. All travel details of GMRCL officials shall be treated as confidential.
- g. The agency shall process cancellation promptly and ensure refunds are credited back to GMRCL.
- h. No advance payment unless specifically approved by GMRCL.

B. TERMS & CONDITIONS OF CONTRACT

1. Contract Period

The initial contract shall be valid for a period of Two (2) Year which is further extendable by One (1) year at a time subject to review and satisfactory performance of the Agency, Solely upon the discretion of GMRCL.

2. Payment Terms

Payments of all bookings including actual fare of Air/Railway tickets, Hotel accommodation, hired vehicle, VISA fees etcetera as shown in scope of work along with service charges shall be made on monthly basis within 21 working days after submission of original bills and supporting in the succeeding months. The Agency shall submit bills on or before 5th of every subsequent month.

3. Penalty

- a. In case of failure to book tickets by agency or to deliver tickets within the stipulated time, resulting in cancellation of the trip of the employee of GMRCL, the agency shall be liable to bear the cancellation charges of all the air/train tickets as levied by airline and in addition, pay a penalty of Rs.5000/- per booking (Rupees Five Thousand Only), in such event,

Travel Agency will not be entitled to a service charge and repetition of such failure will invite termination of contract.

- b. In case of wrong entry of name/flight/train/date of travel etc., as communicated by the executing authority resulting in the modification of air/railway tickets, all cancellation/modification charges levied by the airline/railway shall be borne by the agency. In such an event, Travel agency will not be entitled to service charges on the transaction.
- c. In case of failure by the agency in cancellation of air/train tickets as per instruction of GMRCL, only the cancellation charges as applicable will be paid by GMRCL to the agency, charges of tickets to be borne by agency.
- d. In case of any failure on the part of the agency to book and deliver the air/train tickets, booking of hotels and service delivery of vehicles as per the itinerary/booking in time, the additional cost if any, for procurement of the air/train tickets, booking of hotels and vehicles from other sources would be recovered from the running bills of the agency. Repetition of such failure may invite termination of the contract.
- e. In the event of failure of service obligations by agency due to absenteeism of their employees or otherwise, GMRCL may make alternative arrangement for the services to be provided under the contract and the cost thereof shall be debited to the agency.
- f. The agency shall be fully responsible for any theft, burglary, fire or any other mischievous deed by its engaged staff, vehicle drivers or hotel staff, a suitable amount of penalty as decided by GMRC officials will be deducted from the agency's monthly bill/performance guarantee.
- g. In case of agency fails to comply with any statutory provisions/taxation liability under appropriate law, and as a result thereof GMRC under any obligations, monetary or otherwise, suitable cost will be recovered from agency through outstanding bills/security deposit of the agency. Also such type of repeated failures may call for termination of the contract.

4. Deduction for Exceptions

- a. If as a result of post payment audit, any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by GMRCL from The Agency.
- b. GMRCL will deduct the statutory taxes, penalties, if applicable etc. from each bill from time to time.
- c. If any repetitive lapses are found in the performance of the agency, GMRC may terminate the contract without giving any notice period to the agency and performance guarantee will be forfeited.
- d. On any particular incident negatively affecting the working of GMRCL, a suitable amount of penalty as decided by GMRCL Admin will be deducted from the agency's monthly bill/performance guarantee.
- e. Penalty or Deduction may be recovered by GMRCL from The Agency's subsequent bills or performance guarantee without consent of the agency at GMRC's discretion.

5. Performance Guarantee

The Agency shall deposit Performance Guarantee @ 5% of Contract value within 21 calendar days from the date of issuance of LOA, in the form of DD/PO/Bank Guarantee or Fixed Deposit from nationalized bank from its branch in Gandhinagar / Ahmedabad valid for a period of sixty days after the date of completion of all contractual obligations. In case of extension of contract period the Bank Guarantee is to be extended further as per the requirement of GMRC. This Bank Guarantee shall be released only after 60 Days from the date of expiry of the contract.

6. Sub-Contracting

The Agency shall not sub-contract any part or whole part of the rate contract or any activity mentioned in the tender to any sub-contractor.

7. Change in Terms and Conditions/contract

GMRC shall reserve all the rights to make changes in the terms and condition in the mentioned contract/tender by a notice in writing to the agency. The agency will be bound by the same and no representation in the said manner will be allowed / entertained.

Approximate Quantity mentioned in BOQ(Annexure-3) based on last year annual bookings does not mean that same quantity will be ordered during a contract period. It may vary from time to time and solely depends on requirement of GMRC.

GMRC shall reserve all the rights to add or delete items from the contract if required without giving any reasons to agency.

8. Termination

- a. If the Agency fails to perform its duties/functions satisfactory as prescribed by GMRC, GMRC reserves the right to terminate the contract with agency at any point of time. In no event shall the agency be entitled to any prospective profits or consequential losses because of such termination and performance guarantee will be forfeited.
- b. The Contract shall be considered as terminated in the event of the death of the owner of the agency and their legal heir will not have any right/claim towards the same. However, the legal heirs of the owner of the agency may continue working as per contract specifications for next three months or till the time GMRC completes process to appoint the new agency whichever is earlier.
- c. If Agency does not desire to continue the contract, in such case, it has to give three-month notice in advance to GMRC and its security deposit will be forfeited.
- d. GMRC reserves the right to evaluate the performance of the Agency once on annual basis and if service found unsatisfactory then GMRC reserves the right to terminate the contract.
- e. In addition to the any provision of this contract, GMRC can terminate the contract without providing any reason to the agency by giving notice in one month in advance. No compensation shall be paid to the agency for the residual period after the cancellation of contract.
- f. Failure by The Agency to comply with any statutory requirements and terms and conditions of this tender during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender by GMRC. In such a case, the security deposit will also be forfeited.

9. Applicable Law

The contract and the relationship of the parties hereunder shall be governed by and interpreted in accordance with the laws of India and parties hereby agree to submit that the court at Gandhinagar, Gujarat shall have the exclusive jurisdiction to dispute if any arising between the parties to the Contract.

ANNEXURE – 1, Contact Details

1	Name & Address of Firm/Agency	
	Telephone No. of Owner/Authorized Person of Agency	
2	Registration No. of the Firm/ Agency	
3	Name, Designation, Address and Telephone No. of Authorized Person of Firm / Agency to deal with (Dedicated Resource for GMRC to coordinate with)	
4	Please specify as to whether Bidder is sole proprietor / Partnership Firm. Name, Address and Telephone No. of all Director / Partners should specified.	
5	PAN Card Number issued by Income Tax Department	
6	GST No.	
7	Details of Tender Fees	
	a) Amount	
	b) Instrument No.	
	c) Date of payment	
	d) Name of Issuing Authority	
	Details of EMD	
	a) Amount	
	b) Instrument No.	
	c) Date of Issue	
	d) Name of Issuing Authority	

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of the bidder) Name, Designation and Address with seal

Note:

1. The bidder is advised to attach necessary copy document with reference to SN 1 to 7 of Annexure – 1 (i.e. Contact Details).

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 2, Experience & Financial Details

ANNEXURE – 2 (A), Work Experience

Experience Details of **Providing Tour and travel Service (Domestic & International)** with value of Rs.55.45 lakhs or more to be mentioned in below table with work completion certificate.

Sr. No	Name of Organization	Contract Period	Total Contract Value	Work Completed till date	Page No. of work completion certificate
1					
2					
3					

ANNEXURE – 2 (B), Work Experience

Experience Details of **Providing Tour and travel Service (Domestic & International)** with value less than Rs.55.45 lakhs and more than Rs.27.73 lakhs to be mentioned in below table with work completion certificate.

Sr. No	Name of Organization	Contract Period	Total Contract Value	Work Completed till date	Page No. of work completion certificate
1					
2					
3					

- No contract details to be mentioned for less than Rs.27.73 lakhs contract value.
- For any incomplete information or wrong information in the above table shall be resulted in to summarily rejection of technical bid.

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 2 (C) Financial Detail

Description	FINANCIAL YEARS		
	2024-25	2023-24	2022-23
Annual Turnover (in INR)			
Average Annual Turnover (in INR)			
Name of Chartered Accountant (CA)			
Seal & Signature of CA			
Membership No. of CA			
UDI No. of CA			

Note:

1. The bidder is advised to attach the documentary evidence (i.e. LOA, Completion certificate etc.) along with filled Annexure – 2 (A), as mentioned above.
2. In case audited balance sheet of the last financial year (i.e. 2024 – 25) is not made available by the bidder/agency, he has to submit an affidavit certifying that ‘the balance sheet has actually not been audited so far’. In such a case the financial data of previous ‘2’ audited financial years will be taken into consideration for evaluation.
3. The financial data in above prescribed format, Annexure – 2 (B) shall be certified by Chartered Accountant in original under his signature, stamp and membership number.

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 3, Submission of Financial Bid Online**Rates to be quoted for Service Charges of Tour & Travels Booking :-**

Sr. No.	Description	Estimated (Approx.) Nos of qty/Tickets Booking for Two Year	Service Charges of Agency per Ticket in INR (Excluding GST)	Total Service charge for two years Excluding GST
A	B	C	D	E= CxD
1	Service Charge for Booking/Cancellation/Reschedule of Domestic Air Ticket	464		
2	Service Charge for Booking/Cancellation/Reschedule of International Air Ticket	60		
3	Service Charge for Booking/ Cancellation of Railway Ticket	268		
4	Service Charge on Business VISA	60		
5	Service Charge on Hotel Booking (Domestic) Over and above actual billed amt.	60		
6	Service Charge on Hotel Booking (International) Over and above actual billed amt.	60		
7	Service charge for hiring taxi outstation (over and above actual billed amt.) Type-Hatchback/ Sedan Class/ SUV / Premium car	112		
	Total Service Charges in INR (excluding GST) "F" = Sum of E(1)+E(2)+E(3)+E(4)+E(5)+E(6)+E(7)			

- Above cost is Excluding GST.
- The quantity as mentioned above are estimate only. This may increase or decrease from time to time as per the requirements.

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 4, Undertaking

(ON NON JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)

To,
GMRC Limited,
Block No. 1, 1st Floor, Karmayogi Bhavan,
Sector-10 A, Gandhinagar – 382 010

Name of the Firm / Agency _____

Dear Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of prevailing the valid registration as Travel Agency with Government of India / Gujarat under prevailing motor vehicle Act, to provide services to your esteemed organization.
4. I/We confirm that we have not been levied financial penalty or any major penalty in the past by any of our client/principal employer and also declare that our agency doesn't have any existing litigation, not blacklisted and terminated by any client in India during last five years.
5. I / We hereby solemnly affirm and declared that My / Our firm / Company / Business entity is not blacklisted / Banned by any Government department / Autonomous Organisation etc. or prosecuted by any court of law during last five years.
6. I/We confirm that we never filed any law suits or requested arbitration with regard to any contract within the last five years. No judgment, claim, arbitration proceeding or suit pending or outstanding against us or our officers. Bankruptcy was never filed by us, our subsidiaries or our parent companies.

Date : _____

Name & Signature of Authorised Signatory

Note:

1. The above mentioned submission must be in ORIGINAL.

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 5, PERFORMANCE SECURITY (GUARANTEE) BY BANK

Tender No: GMRC/Admin/Tour & Travels/2026

FORM OF BANK GUARANTEE FOR TENDER SECURITY / GUARANTEE

(To be stamped in accordance with the Stamp Act of the Country of Issuing Bank)

To,

The Managing Director

[Attn: -GM (Contract)]

Gujarat Metro Rail Corporation (GMRC) Limited

(SPV of Govt. of Gujarat and Govt. of India)

Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan,

Sector 10/A, Gandhinagar: 382010, Gujarat, India

Corporate Identification No (CIN): U60200GJ2010SGC059407

WHEREAS _____ (Name and address of the Agency) (hereinafter called “the Agency”) has undertaken, in pursuance of LOA No.: _____ for “**Tender for Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited** ” (hereinafter called “the Contract”)

AND WHEREAS it has been stipulated by the Client in the said Contract that the Agency shall furnish the Client with a Bank Guarantee from an Indian Scheduled Bank (excluding Cooperative Banks) or from a scheduled Foreign Bank as defined in Section 2(e) of RBI Act 1934 read with Second Schedule for the sum specified herein as security its due and faithful performance of its obligations in accordance with the Contract.

AND WHEREAS we _____ [Insert name and address of Bank] having registered office at _____ and having the branch at _____ (herein after referred to as the “Bank”), which expression shall unless repugnant to the context of the meaning thereof, include its successors, administrators, executors and assigns do hereby agree to give the Agency such a Bank Guarantee.

NOW THEREFORE

1. We hereby affirm that we are the Guarantor and responsible to the Client, on behalf of the Agency up to a total of INR _____/- (Indian Rupees _____ Only), such sum being payable in the types and proportion of currencies in which the Contract Price is payable and we hereby unconditionally, irrevocably and without demur undertake to immediately pay at Gandhinagar / Ahmadabad Branch to the Client, upon its first written demand and without cavil or argument any sum or sums within the limits of INR _____/- (Indian Rupees _____) as aforesaid without the Client needing to prove or to show grounds or reasons for its demand for the sum specified therein.
2. The Client shall have full rights whatsoever to encash this Bank Guarantee at any time during the validity of the guarantee and the Agency shall have no right or claim whatsoever in the matter of

Signature & Stamp of Bidder (Authorised Person from Bidder)

encashment of the Bank Guarantee amount by the Client and any disputes / claim whatsoever in this regard shall only be settled by means of arbitration as provided for in the Contract and the Client's decision as to what amount is due to the Client from the Bank against the guarantee and as to Agency has committed breach of contract or not, shall be final and binding on the guarantor-Bank and the Agency shall have no right to interfere with the same and the Bank shall have full rights in terms of the guarantee to make immediate payments against the Bank Guarantee to the Client without the consent of the Agency and without referring the matter to the Agency.

3. The Bank further agrees that the Client shall be the sole judge as to whether the Agency is in default in due and faithful performance of its obligations during the Contract Period under the Contract and its decision that the Agency is in default shall be final, and binding on the Bank, notwithstanding any differences between the Client and the Agency, or any dispute between them pending before any court, tribunal, arbitrators or any other authority or body, or by the discharge of the Agency for any reason whatsoever.
4. In order to give effect to this Guarantee, the Client shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Agency and/or the Bank, whether by way their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Guarantee.
5. It shall not be necessary, and the Bank hereby waives any necessity, for the Client to proceed against the Agency before presenting to the Bank its demand under this Guarantee.
6. The Client shall have the liberty, without affecting in any manner the liability of the Bank under this Guarantee, to vary at any time, the terms and conditions of the Contract or to extend the time or period for the compliance with, fulfilment and/or performance of all or any of the obligations of the Agency contained in the Contract or to postpone for any time, and from time to time, any of the rights and powers exercisable by the Client against the Agency and either to enforce or forbear from enforcing any of the terms and conditions contained in the Contract and/or the securities available to the Client, and the Bank shall not be released from its liability and obligations under these presents by any exercise by the Client of the liberty with reference to matters aforesaid or by reason of time being given to the Agency or any other forbearance, indulgence, act or omission on the part of the Client or of any other matter or thing whatsoever which under any law relating to the sureties and guarantors would but for this provision have the effect of releasing the Bank from its liability and obligations under this Guarantee and the Bank hereby waives all of its rights under any such law.
7. This Guarantee is in addition to and not in substitution of any other guarantee or security now or which may hereafter be held by the Client in respect of or relating to the Contract or for the fulfilment, compliance and/or performance of all or any of the obligations of the Agency under the Contract.
8. Courts at Ahmedabad/Gandhinagar, Gujarat, India shall have exclusive jurisdiction for contesting legal cases arising out of encashment of the Guarantee.
9. The Performance Security should be valid up to 06 months after "the date of completion of work". The Client will issue the certificate of completion of work. Further, if the date of commissioning / completion is extended, for whatsoever reason, the Bank Guarantee for Performance shall be suitably extended at the Agency's cost in order to meet the validity period as and when required. The pendency of any dispute or arbitration or other proceedings shall not affect this Guarantee in any manner.
10. The Bank undertakes not to revoke this Guarantee during its currency, except with the previous express consent of the Client in writing and declares and warrants that it has the power to issue

Signature & Stamp of Bidder (Authorised Person from Bidder)

this Guarantee and the undersigned has full powers to do so on behalf of the Bank.

11. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of the Client that the envelope was so posted shall be conclusive.

12. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to INR _____ (Indian Rupees ***** only). The Bank shall be liable to pay at either Gandhinagar or Ahmedabad Branch (mention complete Branch Address of Bank in Gandhinagar / Ahmedabad where guarantee will be payable) the said amount or any part thereof only if the Client serves a written claim on the Bank in accordance with paragraph 9 hereof, on or before [(indicate date)]

The guarantee is issued by Mr./Ms. _____ who is/are authorised by the Bank.

SIGNATURE AND SEAL OF THE GUARANTOR _____

NAME OF BANK -----

ADDRESS -----

DATE -----

Signature & Stamp of Bidder (Authorised Person from Bidder)

ANNEXURE – 6, Guidelines for Technical Bid Submission

Below mentioned Documents to be submitted in Technical Bid along with covering page of below check list

Sr No.	<u>Documents to be Submitted</u>	<u>Yes or No</u>	If Yes, Page no.at
1.	Technical Bid		
a	Envelope – 1 (i.e. Tender fees and EMD)		
b	Envelope – 2 (i.e. Qualification cum Technical Bid)		
c	Signed & stamped copy of all document as mentioned in Minimum Eligibility Criteria.		
d	Signed & stamped copy of valid Registration Number of Agency under as per Shop & Establishment Act.		
e	Signed & stamped copy of GST registration number and GST return data of last 3 months.		
g	Proof of Annual turnover of last three financial years supported by audited P&L statement or Balance sheet copy or CA certificate of the turnover.		
h	Annexure -2A & 2B (i.e. Experience Details) Experience Certificates with summary in tabulated form - List with documents from the concerned organizations on its letterhead along with necessary contact details as mentioned in Annexure-2 Annexure -2C - Financial Detail (Average Annual Turnover for last 3 year)		
i	Annexure-1 (i.e. Contact Details)		
j	Annexure-4 (i.e. Undertaking) in Original		
k	Annexure-7 (i.e tender security)		
l	Annexure-8 (i.e Affidavit for Unaudited Balance Sheet)		
m	Annexure-9, 10 & 11		
n	Envelope – 3 (i.e. Unfilled Signed and Stamped Tender Document)		

Note :

1. The bidder are advised to submit the Envelope –2 in spiral / binder book with index, page numbering, sign and stamp on each and every page of the Bid.
2. The submission in loose papers may hamper the evaluation process, hence bidder are requested to submit their bid as per above note.

Signature & Stamp of Bidder (Authorised Person from Bidder)

Signature & Stamp of Bidder (Authorised Person from Bidder)

Annexure-7

FORM OF BANK GUARANTEE FOR TENDER SECURITY / GUARANTEE

(To be stamped in accordance with relevant Stamp Act, if any, of the country of issuing bank)

B.G.No. _____, Dated:.....

- 1 In consideration of you, Gujarat Metrorail Corporation (GMRC) Limited, a company incorporated under the Companies Act, 1956 and having its _____ registered office at Block No.1, First Floor, Karmayogi Bhavan, Behind Nirman Bhavan, Sector 10/A, Gandhinagar: 382010, Gujarat, India (hereinafter referred to as the “Employer”, which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Tender of _____ (a company registered under the Companies Act, 1956) and having its registered office at _____ (and acting on behalf of its Consortium, _____ wherever applicable) (hereinafter referred to as _____ the “Tenderer” which expression shall unless it be repugnant to the subject or context thereof include its/ their executors, administrators, successors and assigns), for Contract “**Tender for Providing tours & travels services for Gujarat Metro Rail Corporation Limited**” [hereinafter referred to as “the Works”] pursuant to the Tender No: GMRC/Admin/Tour & Travels/2026, dated _____ issued in respect of the Works and other related documents including without limitation the draft Contract Agreement (hereinafter collectively referred to as “Tender Documents”), we-----
----- (Name of the Bank) having our registered office at _____ and one of its branches at (hereinafter referred to as the “Bank”), at the request of the Tenderer, do, hereby, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Tender Documents by the said Tenderer and unconditionally and irrevocably undertake to pay forthwith to the Employer an amount of INR. ***** (Indian Rupees ***** only) (hereinafter referred to as the “Tender Security”) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Tenderer if the Tenderer shall fail to fulfil or comply with all or any of the terms and conditions contained in the said Tender Documents.
- 2 Any such written demand made by the Employer stating that the Tenderer is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Tender Documents shall be final, conclusive and binding on the Bank.
3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Tender Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Tenderer or any other person and irrespective of whether the claim of the Employer is disputed by the Tenderer or not, merely on the first demand from the Employer stating that the amount claimed is due to the Employer by reason of failure of the Tenderer to fulfil and comply with the terms and conditions contained in the Tender Documents including failure of the said Tenderer to keep its Tender open during the Tender validity period as set forth in the said Tender Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding INR. ***** (Indian Rupees ***** only).
4. That this Guarantee commences from the date hereof and shall be irrevocable and remain in force till: _____ and it should be payable to either Gandhinagar / Ahmedabad branch office of particular bank.

Signature & Stamp of Bidder (Authorised Person from Bidder)

- a. The Tenderer, in case its Tender is accepted by the Employer, executes a formal agreement after furnishing the Performance Guarantee from a Scheduled Commercial Indian Bank based in India (excluding Cooperative Banks) or from a scheduled Foreign Bank as defined in Section 2(e) of RBI Act 1934 read with Second Schedule.
- b. Sixty days after the date of validity or the extended date of validity of the Tender, as the case maybe
- 5 We, the Bank, further agree that the Employer shall be the sole judge to decide as to whether the Tenderer is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Tender Documents including, inter alia, the failure of the Tenderer to keep its Tender open during the Tender validity period set forth in the said Tender Documents, and the decision of the Employer that the Tenderer is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Employer and the Tenderer or any dispute pending before any Court, Tribunal, Arbitrator or any other Employer.
- 6 The Tender Security shall not be affected by any change in the constitution or winding up of the Tenderer or the Bank or any absorption, merger or amalgamation of the Tenderer or the Bank with any other person.
- 7 In order to give full effect to this Guarantee, the Employer shall be entitled to treat the Bank as the principal debtor. The Employer shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Tender Documents or to extend time for submission of the Tenders or the Tender validity period or the period for conveying acceptance of Letter of Acceptance by the Tenderer or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Tender Documents by the said Tenderer or to postpone for any time and from time to time any of the powers exercisable by it against the said Tenderer and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Tender Documents or the securities available to the Employer, and the Bank shall not be released from its liability under these presents by any exercise by the Employer of the liberty with reference to the matters aforesaid or by reason of time being given to the said Tenderer or any other forbearance, act or omission on the part of the Employer or any indulgence by the Employer to the said Tenderer or by any change in the constitution of the Employer or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
- 8 Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
- 9 We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.
- 10 It shall not be necessary for the Employer to proceed against the said Tenderer before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Employer may have obtained from the said Tenderer or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealised.
11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Employer in writing.

Signature & Stamp of Bidder (Authorised Person from Bidder)

12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.
13. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to INR. *** ----- (Indian Rupees ***** ---- only). The Bank shall be liable to pay the said amount or any part thereof only if the Employer serves a written claim on the Bank in accordance with paragraph 9 hereof, on or before [*** (indicate date falling 60 days after the Tender Validity Date)].

Signed and Delivered by Bank

By the hand of Mr./Ms., its and authorised official.
(Signature of the Authorised Signatory) (Official Seal)

Signature & Stamp of Bidder (Authorised Person from Bidder)

Annexure- 8

(Affidavit for Unaudited Balance Sheet)

(On a non-judicial stamp paper of appropriate value)

(To be filled by the bidder* in case their Balance Sheet for F.Y. 2024-2025 has not been audited. If the Balance sheet for F.Y. 2024-25 has been audited then the bidder need not to fill this form or may simply write “NOT APPLICABLE”)

I,..... (Name and designation of Authorised signatory) of.....(Name of Company/Firm/Proprietorship/Partnership) hereby confirm that the Balance sheet for Financial year i.e. **F.Y. 2024-25** has actually not been audited/ or under finalization so far.

Signature of authorized signatory on behalf of Tenderer

Annexure- 9, FORM OF TENDER

(Undertaking as per Clause 1.1.3)

We hereby jointly and severally certify in accordance with clause '9.a' of the Order no. P- 45021/2/2017-PP (BE-II) of Ministry of Commerce and Industry, Department for Promotion of Industry and Internal Trade (DPIIT) {formerly Department of Industrial Policy and Promotion (DIPP)}, Government of India dated 28.05.2018, that the item(s) offered meets the minimum local content of 90% (as specified in Clause 1.1.3). **The details including name of vendor, location and percentage of local content is enclosed as Annexure-10.**

We acknowledge that false declaration by the tenderer regarding local value addition including payments to be made to their vendors for local value addition shall be treated as a fraudulent practice for which the tenderer or its successors can be debarred for a period up to three years along with such other actions as may be permissible under the law.

In cases of procurement for a value in excess of Rs. 10 crores, we also undertake to submit a certificate from statutory auditor or cost auditor of the company (in the case of companies) or from a practising cost accountant or practising chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, in accordance with clause '9.b' of the Order no. P- 45021/2/2017-PP (BE-II) of Ministry of Commerce and Industry, Department for Promotion of Industry and Internal Trade (DPIIT) {formerly Department of Industrial Policy and Promotion (DIPP)}, Government of India dated 28.05.2018, after completion of works to the Engineer.

STAMP & SIGNATURE OF AUTHORISED SIGNATORY

Note :

1. This annexure need to be submitted only if bidder wants to avail the purchase preference as specified in Clause 1.1.3 of NIT.

Annexure – 10

Performa for Submission of the List of the Goods, Works & Services Tentatively Proposed to be Offered with Local Value Addition

S. No.	Description of Items (Goods/Works/Services)	Vendor	Location	% of Local content

Signature & Stamp of Bidder (Authorised Person from Bidder)

Annexure – 11

Tax Breakup as included in the Rate
DETAILS OF TAXES AND DUTIES INR: Indian Rupees

Not Used

Signature & Stamp of Bidder (Authorised Person from Bidder)