



National Assessment and Accreditation Council

P.B. No 1075, Jnanabharathi Main Road, Nagarbhavi
(opp. NLSIU), Bengaluru 560 072

Phone No: 080-23005111, Fax: 23210270, website: www.naac.gov.in

Tender Notification

NIT of Service provider(s), to provide single window transport (AIR, ROAD & RAIL), Boarding/Lodging on PAN- India basis.

The National Assessment and Accreditation Council (NAAC), an autonomous body of University Grants Commission (UGC), assesses and accredits Institution of Higher Learning across the country. For this purpose, NAAC conducts visits of the Peer Expert Committees to the institutions desirous of seeking accreditation by NAAC. The visit to the institutions is normally for a period of 2-3 days. The experts who visit these institutions are senior Academicians, Researchers, Industry Professionals, etc. In order to facilitate their visit, NAAC has to arrange for their boarding & lodging, meals, refreshments, snacks etc. and also travel by air, road, or by rail, as the case may be given consideration to their seniority and stature, comfortable and decent hotel accommodation is required to be provided to them. NAAC intends to empanel **IATA** registered Service Provider(s) with a minimum annual turnover of **Rs. 50 Crores**, who are willing to provide single window transport (Air, Road & Rail), lodging in a decent hotel accommodation and boarding and meals/snacks facilities for its visiting team/experts on PAN India basis.

Interested parties may go through the brief details of services required by NAAC at www.naac.gov.in and submit their application to Administrative Officer, NAAC within 15 days of publication of this advertisement along with non-refundable processing fee of Rs. 5000/-.

(Administrative Officer)

BRIEF DETAILS OF THE SERVICES REQUIRED:-

Whenever a visit or Meeting is finalized in NAAC, Contact details of the invitees, date(s), time and venue of visit or Meeting will be communicated to the Service Provider. The Service Provider will contact the invitees for their travel plan, including the travel from his/her residence and back. Comprehensive door to door service will have to be provided with high level of coordination end to end basis. The staff members of Service Provider, contacting the experts/invitees shall be well qualified and decent in behaviour. The Agency should have dedicated staff members for this purpose.

ELIGIBILITY CONDITIONS:-

- The Service provider must be IATA approved and must have minimum annual turnover of Rs. 50 Crores.
- The Service Provider should have 24X7 support of booking/cancellation/rescheduling etc. of travel and accommodation as the case may be informed by NAAC.
- The Service Provider shall be able to provide single window transport (Air, Road & Rail) **and Hotel accommodation for NAAC's Visiting Experts on Pan India** basis, even on short notices.

TERMS & CONDITIONS:

Car Rental Service:

- Services only in A/C MUV (Etios, Swift Dzire, Innova etc.) shall be provided.
- Vehicles provided should be commercially registered with the concerned authorities.
- The vendor should have at least a minimum of 150 to 200 cars in their company name.
- A travel desk to be established at NAAC office from 09:15 AM -05:45 PM and after office hours.
- Vehicles should be covered under valid insurance cover.
- Drivers should carry valid driving licenses and be of sound health, good character and good antecedents. Driver should be well mannered with good behaviour and wear proper uniform.
- The Drivers should not collect any payment from the guests.
- The vehicles and the Drivers should go prepared for the said duty along with the necessary fuel, and payments for parking, Toll tickets etc. and should not collect any payment from the guests.
- Driver should carry mobile phone.
- Rates should be quoted as per the format enclosed in Annexure-‘A’.
- The arrangement about car booking, such as Driver name, Vehicles Number and reporting time should be sent by SMS to the guests and also to NAAC.
- The services provider needs to meet/maintain time efficiency.

Airline / Rail / Bus Booking

- Travel Agency must be IATA approved and as per request, Air/Rail tickets should be issued in the minimum refundable fare Economy class prevailing at the time of booking by shortest route available.

Hotel Booking

- Should have proper networking with Hotels all over India (Proof should be produced).
- 4 Star / 3 Star or equivalent hotels to be provided as far as possible.
- Hotels should have Conference Room facility.
- Rooms should have tea/coffee maker or alternate service to be provided
- Whenever requested, packed food to be provided.

All Quotes should carry inclusions/exclusions and terms and conditions for all categories of service.

General TERMS & CONDITIONS:

Application for empanelment in the enclosed format may be addressed to the **Administrative Officer, National Assessment and Accreditation Council (NAAC) P.B. No 1075, Jnanabharathi Main Road, Nagarbhavi (opp. NLSIU), Bengaluru 560072 should be submitted within 15 days of publication of this advertisement.**

1. The application should be accompanied by a Pay Order/Demand Draft of Rs. **3,00,000/- Lakh** as security deposit for satisfactory services/performance which will be refundable on completion of agreement. The pay order/Demand Draft issued by a scheduled Bank should be in favour of Director “National Assessment and Accreditation Council”. National Assessment and Accreditation Council shall not be liable to pay any interest on the security Deposit.
2. Applications received after the stipulated date and time shall not be accepted. NAAC shall not be responsible for any Postal delay.
3. Incomplete and conditional application shall be summarily rejected.
4. All the copies of documents attached must be attested by Authorized Signatory under the Company Seal, in case of corporate entity.
5. NAAC reserves the right not to assign any reasons for declining to consider any particular application or applications. NAAC also reserves the right to accept or reject any application or all applications.
6. Copies of PAN Allotment and service Tax Registration Certificate along with Service Tax Registration Number will have to be attached with the application.
7. Copy of the Memorandum and Articles of Association/Partnership Deed/Certificate of Incorporation (In case of company) etc. attested by the applicant should be enclosed.
8. The successful applicant (s) will have to execute an agreement on non-judicial stamp paper worth Rs.100/- and the cost of the stamp duties for the execution of the agreement shall be borne by the Service Provider.
9. The duration of the empanelment shall be for a period of one year, extendable at the discretion of NAAC, depending upon the quality of service provided, from the date of Signing of the Agreement.
10. The NAAC reserves the right to terminate the panel/empanelment of any of the empanelled Service Providers/all the Service Providers empanelled at any time before the expiry of **the empanelment period without assigning any reason by giving one month’s notice.**
11. The NAAC can also terminate the empanelment of any Service Provider at any time for not fulfilling any of the terms and conditions including special conditions. The Service Provider shall not be entitled for any damage or compensation by reason of such termination.
12. The NAAC, may or may not order for services to the empanelled service providers during the period of empanelment.
13. All disputes related to empanelment or operation of the panel shall be subject to the jurisdiction of courts at Bengaluru only.
14. Arbitration clause: In the event of any dispute or difference arising out of the agreement or otherwise shall be referred to sole arbitration of Chairman, National Assessment and Accreditation Council (NAAC), Bengaluru or his nominee, to act on his behalf and the

decision of Chairman, National Assessment and Accreditation Council, or the person so authorized, shall subject to the provisions of the “Indian Arbitration and Conciliation Act 1996” and amendments made therein, be final, conclusive and binding upon the parties to this agreement.

15. **Payment: Service Providers’ shall submit the Bills in prescribed format** to be devised by NAAC. The duty slips (duly signed by the user) and original Parking/Toll receipts should be submitted to NAAC. Payment or otherwise would be advised within 30 days after receipt of the Bills. In the absence of supporting vouchers/slips/tickets/receipts, the Service Provider shall lose the right of the claim of such amount, and no supplementary bills for such claims would be accepted.
16. The Service Provider shall be wholly responsible for timely payment of all taxes/Government dues as per law and would be liable for any damages direct or indirect to any person/property for any or all vehicles to third parties arising due to accidents or any other occurrence, strikes, rioting, civil commotion, arson, calamities etc.
17. The person authorized on behalf of applicant, Service Provider must affix seal and sign each and every page of the application, terms and conditions, and all documents submitted (in addition to verification/attestation, if required). An authorization letter from the competent authority (as provided in MoA & Article of Association etc. of the company, partnership deed of the firm) should be enclosed.
18. Turnover should not be less than Rs 50 Crores, per annum, office should be successfully established and running for five years.
19. The vendor should have own Branch offices and own network throughout the country. Branch office should be affiliated by IATA. Income tax returns for three years should be submitted.
- 19(a) No Sub-Contract/sub-letting of the work is permitted.
20. EMD of 3,00,000/- in the form of DD drawn in F/o Director NAAC should be enclosed, to the application.
21. EMD of unsuccessful contractor will be returned after finalisation of contract. EMD of successful contractor will be returned after the contract period.
22. The tenderer should have executed similar works of at least 3 similar Government organisations during last 3 years, as under
 - a) One contract of 2 crores and
 - b) Two contract of 1 crore each or
 - c) 4 contract, of 50 lakh each.Works statements certificates in proof of the above, duly certified by the concerned authorities, should be enclosed.
23. Penalty clause: In case of default by the vender to provide requisite services, at any point of time, penalty equal to the cost of expenses involved on the trip, will be levied and adjusted from the other amount due to the vender. The vender should provide 24x7 Toll free number to NAAC.

Signature of Authorised Signatory
(With Seal)

National Assessment and Accreditation Council

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APPLICATION

Name of Service Provider : _____

Address : _____

Email : _____

Telephone No. : _____

Fax No. : _____

Mobile No. _____ Telephone No _____ After Office Hours

Type of Establishment : Partnership/Pvt. Ltd/Public Ltd.

Date of Establishment :

Major Clients :

Name of Client	From	To	Business Volume (Rs.)

Have you ever worked for Govt. Organization, if yes please give Details:

Name of Client	From	To	Business Volume (Rs.)

Total Turn over (Yearly) :

No. of Employee (s) :

No. of Offices/Branches and their locations, if any :

Details of Security Deposit Attached :

Name of the authorised signatory* :

Signature of the authorised signatory :

Seal

Documents to be submitted along with application

Application Form

Copy of PAN / Allotment letter.

PAN, TAN, TDS and Service Tax Registration Certificate along with Service Tax Registration.

Copy of the Memorandum and Articles of Association/Partnership Deed/Certificate of Incorporation (In case of company) etc.

All the documents as attached with application must be signed, along with seal by the Owner or the Authorized signatory of the agency.

Authorization Letter in favour of authorized signatory.

PART-II

FINANCIAL BID

Travel by Air/Train/Bus:

1. Actual economy class Airfare / IIAC Trainfare / deluxe class busfare by shortest route prevailing on the date of journey + Taxes applicable will be reimbursed. Cancellation charges at the instance of / attributable to NAAC will also be reimbursed. The cost of Insurance in Train and Bus, which is mandatory, will also be reimbursed.
2. Quote your service charge on the above.

Hotel Accommodation preferably in 4/3 star Hotels

Hotel Tariff per day (both boarding and landing) will be re-imbursed on actual basis + Taxes as under:-

1. Breakfast, Lunch & Dinner.
Tea/Coffee maker (with adequate supplies of tea-bags, coffee, sugar, sugar-free sechets) in each room or alternate arrangements.
- b. Check in Time 2:00 P.M. Check Out Time: 3:00 P.M.

Category – wise Hotel Tariff

- i. 'A' class cities subject to maximum of Rs 8000/- + Taxes.
- ii. 'B' class cities subject to maximum of Rs 6000/- + Taxes.
- iii. 'C' class cities subject to maximum of Rs 4000/- + Taxes duly signed by the occupant.

Actual bills from the concerned Hotel should be enclosed to the bill for reimbursed.

- The rates are on per day basis.
- Rates are for base category Rooms.
- Cancellation charges as per **Hotel s Policy**. Caused at the instance of NAAC will be reimbursed.

Annexure- 'A'

Please Quote Rates for Road Transport Separately for A,B & C Class cities

CATEGORY	CITY / TOWN	PLAN	INDIGO/DEZIRE	INNOVA/MURV
(A)		Airport Transfer		
		8 Hrs./ 80Kms		
		4 Hrs/ 40 kms		
		Extra Kms		
		Extra Hours		
		Night Halt		
		Intercity		

Note : Pick up and drop calculation is "Point to Point".

CLASSIFICATION OF AREAS

AREA – "A"

Ahmedabad (UA) Hyderabad (UA) Faridabad complex (M.Corp) Bangaluru (UA) Kanpur (UA) Ghaziabad (UA) Delhi (UA) Chennai (UA) Noida Greater Mumbai (UA) Nagpur (UA) cunderabad Kolkata (UA) Lucknow (UA) Gurgaon (M. Corp) Navi Mumbai (UA) Pune (UA)

AREA – "B"

Agra (UA) Gwalior (UA) Port Blair (UA) Ajmer (UA) Hubli-Dharwad (M. Corp) Puducherry (UA) Aligarh (UA) Indore (UA) Raipur (UA) Allahabad (UA) Jabalpur (UA) Raurkela (UA) Amravati (M.Corp) Jaipur (M.Corp) Rajkot (UA) Amritsar (UA) Jalandhar (UA) Ranchi (UA) Asansol (UA) Jalandhar-Cantt. (UA) Saharanpur (M.Corp) Aurangabad (UA) Jammu (UA) Salem (UA) Bareilly (UA) Jamnagar (UA) Sangli (UA) Belgaum (UA) Jamshedpur (UA) Shillong Bhavnagar (UA) Jhansi (UA) Siliguri (UA) Bhiwandi (UA) Jodhpur (UA) Solapur (M.Corp) Bhopal (UA) Kannur (UA) Srinagar (UA) Bhubaneshwar (UA) Kochi (UA) Surat (UA) Bikaner (M.Corp) Kolhapur (UA) Thiruvananthapuram (UA) Bokaro Steel City (UA) Kollam (UA) Thrissur (UA) Chandigarh (UA) Kota (M.Corp) Tiruchirappalli (UA) Coimbatore (UA) Kozhikode (UA) Tiruppur (UA) Cuttack (UA) Ludhiana (M.Corp) Ujjain (M.Corp) Dehradun (UA) Madurai (UA) Vadodara (UA) Dhanbad (UA) Malappuram (UA) Varanasi (UA) Durgapur (UA) Malegaon (UA) Vasai- Virar City (M.Corp) Durg-Bhilai Nagar (UA) Mangalore (UA) Vijayawada (UA) Erode (UA) Meerut (UA) Vishakhapatnam (M.Corp) Firozabad Moradabad (M. Corp) Warangal (UA) Goa Mysore (UA) Gorakhpur (UA) NandedWaghala (M. Corp) Greater Visakhapatnam (M.Corp) Nasik (UA) Gulbarga (UA) Nellore (UA) Guntur (UA) Panchkula (UA) Guwahati (UA) Patna (UA)

Note 1.- Area 'C' shall comprise all areas not mentioned in this list but to which the Minimum Wages Act, 1948 (11 of 1948) extends.

Note 2.- U.A. means Urban Agglomeration.

(Please note that the charges for Toll Tax/Parking etc. will be reimbursed only on production of original receipts issued)

Financial Bid

Sl no.	Name of Service to be provided	Amount to be quoted
1.	Travel by Air/Train/Bus	Actuals will be reimbursed on production of original bills
2.	Boarding and Loading charges with Breakfast, Lunch, Dinner, Coffee/ Tea Snacks	Actuals will be reimbursed on production of original bills, subject to maximum limits indicated in Part II of tender
3.	Road Transport by Taxi (As per Annexure- 'A' in tender) a) Airport Transfer b) 8 Hrs / 80 Kms c) 4 Hrs / 40 Kms d) Extra Kms e) Night Halt f) Intercity	Quote your rates
4.	Service Charges	On item 1 and 2 above
5.	Any other charges	To be specified