



**Request for Proposal  
for  
Hiring of Travel Agency for Booking of Air/Rail  
Tickets for SMCG-UP**

(Visit us at <https://etender.up.nic.in> and [www.smcg-up.org](http://www.smcg-up.org) )

**State Mission for Clean Ganga  
Department of Namami Ganga & Rural Water Supply,  
Government of Uttar Pradesh  
6-Rana Pratap Marg, U.P. Jal Nigam Head Quarter,  
Hazratganj Lucknow, Uttar Pradesh 226001  
Telephone No. 0522-2838108**

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## SECTION I

### State Mission for Clean Ganga- Uttar Pradesh (Department of Namami Ganga & Rural Water Supply)

#### **TENDER NOTICE**

State Mission for Clean Ganga-UP invites Bids from Firms/Travel Agency under Two- bid systems through e-tendering for Boking of Air/ Rail Ticket.

SCHEDULE TO TENDER		
S. No.	Activity Description	Schedule
1	NIT No	01 /SMCG-UP/2025-26
2	Sale of Tender Document	Tender document can be downloaded from our website <a href="https://etender.up.nic.in">https://etender.up.nic.in</a> and <a href="http://www.smcg-up.org">www.smcg-up.org</a>
3	Time and last date of Submission of Bid document	08/08/2025 on or before 03:00 pm.
4	Time and Date of Opening of Technical Bid	08/08/2025 at 03:30 pm.
5	Time and Date of Opening of Financial Bid	The Financial bid will be opened after evaluation of technical bid, which will be announced later.
6	Minimum Validity of tender offer	120 days from the date of Opening of tender.
7	Tender Fee	Rs 1770/- (One Thousand Seven Hundred Seventy Only)
8	Amount of EMD to be Deposited	Rs 20,000/- (Twenty Thousand Only)
9	Duration of contract	One year from the date of award of Contract. However, the same may be extended upto further one year basis on same terms & conditions on mutually agreed basis.
10	Address of e-Portal for Submission of Bid document	<a href="https://etender.up.nic.in">https://etender.up.nic.in</a>
11	Place of opening of the tender	SMCG-UP, 6, Rana Pratap Marg, U.P. Jal Nigam Head Quarter(Rural), Hazratganj Lucknow, Uttar Pradesh 226001

**Project Director  
SMCG-UP Lucknow**

**SECTION II**  
**BID FORM**  
*(On the letter head of the Firms)*

No.

Dated:

**Project Director,**  
State Mission for Clean Ganga,  
Department of Namami Ganga & Rural Water Supply,  
Government of Uttar Pradesh,  
6 Rana Pratap Marg, U.P. Jal Nigam Head Quarter,  
Hazratganj Lucknow, Uttar Pradesh 226001

Dear Sir,

1. Having conditions of contract and services to be provided, including addenda which is hereby duly acknowledged, we, undersigned, offer to provide Booking of Air/ Rail Ticket Services in conformity with the conditions of contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake to enter into agreement within two weeks of being called upon to do so and bear all expenses including charges for stamps etc. and agreement will be binding on us.
3. If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum as mentioned in TENDER document for due performance of the Contract.
4. We agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof, in your notification of award shall constitute a binding contract between us.
6. I/We agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this ..... day of ..... 2025.

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of.....

Witness.....

Address .....

Signature

## SECTION III

### INSTRUCTIONS TO BIDDERS

1. Tenders are invited under two bid system from the reputed Firms/ Travel Agency for Booking of Air/ Rail tickets for State Mission of Clean Ganga (SMCG), Lucknow.
2. Bids should be submitted in the prescribed Bid Document downloaded from SMCG website [www.smcgup.org](http://www.smcgup.org) or e-Portal: <https://etender.up.nic.in>
3. The Technical and Financial Bids will be Submitted/ Uploaded on line at e-Portal: <https://etender.up.nic.in>".

The firms/Agencies fulfilling the Criteria, will also Submit Hard Copy of uploaded Technical bid only superscribed as "Travel Agency for Booking of Air/ Rail tickets and addressed to **The Project Director**, State Mission for Clean Ganga (SMCG6 Rana Pratap Marg, U.P. Jal Nigam Head Quarter, Hazratganj Lucknow, Uttar Pradesh 226001 , Uttar Pradesh so as to reach on or before Bid due date. No Financial Bid Should be submitted in hard Copy.

1. SMCG-UP, will not be responsible for any delay submission of bid or loss of document due to any reason.
6. Technical Bid must be duly typed, signed and stamped by the authorized Signatory of Firms/Agencies and submitted Online at e-portal: <https://etender.up.nic.in>.
7. **BID DUE DATE & TIME:** Tender document shall be download from **26/07/2025 08/08/2025** by 03:00 pm from SMCG-UP website [www.smcgup.org](http://www.smcgup.org) or e-Portal: <https://etender.up.nic.in>.
8. **TWO BID SYSTEM:** The bid should be submitted online at e-Portal: <https://etender.up.nic.in>. as under:  
I. Technical Bid II. Financial Bid

- I. **TECHNICAL BID:** The Technical Bid will be Submitted/ Uploaded on line at e Portal: <https://etender.up.nic.in>" along with all details and documents as mentioned in Section VI (*Proforma for Technical Bid*)

- (a) To Participate for bidding, bidders have to pay non-refundable tender document fee of **Rs 1770/-** (One Thousand Seven Hundred seventy only) through Demand Draft favouring "**Project Director, State Mission for Clean Ganga-UP,**" Payable at Lucknow OR (Through RTGS) favouring "Project Director, State Mission for Clean Ganga-UP" in "Union Bank of India, A/c No. 535102010704742 IFSC Code-UBIN0530221, Branch at Lucknow (UP).
- (b) **BID SECURITY / EARNEST MONEY DEPOSIT**
  - (a) The Bidder shall furnish an Earnest Money Deposit of **Rs.20,000/- (Rs. Twenty Thousand Only)** , as part of the Bid, Earnest Money/Bid Security, in the amount as specified in the form of Bank Guarantee OR Bank Fixed Deposit Receipt (FDR) OR Through RTGS must be submitted in favour of ""Project Director, State Mission for Clean Ganga-UP" in "Union Bank of India, A/c No. 535102010704742 IFSC Code-UBIN0530221, Branch at Lucknow (UP).

Bid not accompanied by earnest money shall be summarily rejected. The Earnest Money Deposit shall be forfeited if the successful bidder withdraws his offer in due course. The amount will be refunded to unsuccessful bidder without any interest within 30 days after completion of the tender process. The EMD will remain valid for a period of forty-five days beyond the final bid validity period. The Bidder shall submit the Bid Security/EMD in a sealed envelope and mark the envelope as “Bid Security” along with hard copy of Technical Bid.

**NOTE:**

The Tender Committee constituted by the Competent Authority, SMCG-UP will technically evaluate the Technical Bids as per Section V. Those technically qualified will only be considered for price evaluation (Financial bid). Price should not be quoted with technical bid; otherwise the tender will be rejected without any correspondence. Decision of the Competent Authority SMCG-UP, on the eligibility for qualifying technical bids shall be final and no representation shall be considered in this regard.

**(b) Documents required to be submitted by bidders with Technical Bid:**

- (i) Bid form (as per Section II)
- (ii) Bid security / Earnest money deposit (as per Section III, ITB)
- (iii) Details and Documents (as per Section V)
- (iv) Details of Major Contracts (as per Section VIII)
- (v) Declaration (as per Section IX)

## **II. FINANCIAL BID**

The Financial Bid will be Submitted on line at e- Portal: <https://etender.up.nic.in>”as mentioned in Section VI: Schedule of hiring charges.

**NOTE:**

After due evaluation of the bid(s), SMCG-UP will award the contract to the lowest evaluated responsive Bidder based upon The bidder obtaining the highest total combined score will be ranked as Hs-1 and will be declared as successful bidder. Conditional bid will be treated as unresponsive and it may be rejected. The successful bidder will have to enter into an agreement for one years on Rs. 100 Non-Judicial Stamp paper.

## **SECTION IV**

### **Services to be provided**

- Booking and Issuance of international and domestic air ticket including pre-paid tickets.
- Booking and Issuance of Rail Tickets.
- Free Cancellation of Air/ Railway tickets of booked tickets as when desired.
- Assistance for issuing/obtaining new passport/ renewal and miscellaneous passport related services.
- Assistance for obtaining visa and for that purpose submitting and collecting passport at the embassies.
- Issuance of foreign exchange as per RBI guidelines.
- Obtaining Travel related insurance including overseas medical insurance.
- Ensuring receipts of proper statement from airlines on discounts gained on Deal codes secured by the SMCG-UP and ensuring proper utilization thereof.
- Assisting the SMCG-UP in securing Corporate codes with other airlines.
- Arrangement of Car/Taxi, if required, in metropolitan cities (Delhi, Mumbai, Chennai, Kolkata, Hyderabad, Bangalore) or at other cities without any service charges. (All over India except Uttar Pradesh).
- Hotel reservation, if required, in India and abroad without any service charges.

### **General Terms & Conditions, bidder should satisfy are as mentioned below:**

1. The Bidders should have a registered established travel agency firm.
2. The Travel Agency should be approved by International Air Transport Association (IATA) and/or as applicable and Central Government authorities for overseas/domestic air ticket bookings).
3. Offer from Brokers/ Intermediaries shall not be entertained, Canvassing in any form will lead to disqualification of the bid submitted.
4. The Travel Agency should be equipped with the requisite infrastructure in the form of Airline Computerised Reservation Systems (CRS), electronic mail and other modern communication systems.
5. The Travel Agency should be prepared to deliver the requisite services through 24X7 call center/ helpdesk facility even on Sundays / Holidays also, if so required.
6. The Travel Agency should not have been blacklisted or removed by any Government / PSU/ Bank or Reserve Bank of India / IBA for corrupt or fraudulent practices or non- delivery or non-performance during the last three years as on the date of issuance of this tender.
7. Discount offered on Air Ticket Booking should be straight and simple i.e. on the BASE PRICE. No conditional discount will be given weightage for comparison purpose.
8. Travel agent may at its discretion arrange personal booking of train / air tickets for the staff members working with SMCG-UP. However, SMCG-UP will not take any responsibility for recovery of payment in respect of such Bookings.
9. The Travel agent will have to provide prescribed travel related services in time. If the Agent

- fails to provide tickets and other Travel related services within the scheduled time, the Agency will be solely responsible for the same and no relevant payment will be made for it.
10. The losses to the Bank which are directly attributable to the Agency shall be deducted from the bills /adjusted from the performance guarantee.
  11. SMCG-UP reserves the right to terminate a contract by giving 30 days' notice and without assigning any reasons thereof.
  12. The rates of hiring would be applicable for maximum period of one years and the rates approved through the bid will be effective from the date of Signing of Agreement which can be extended on yearly basis at the discretion of Competent Authority, SMCG-UP, Lucknow.
  13. TDS will be deducted as per the rates prevailing at the time of providing the service.
  14. The pages of Technical Bid shall be clearly numbered, indexed and stamped with the seal of the Bidder.
  15. All the pages of the Technical Bid document and certificates shall be duly signed by the bidder or persons duly authorized to sign on behalf of the Bidder and holding the Power of Attorney.
  16. Bid Security/Earnest money deposit as required in accordance with Section III ITB, any bid not accompanied by a substantially responsive Bid Security Declaration in accordance with Section III ITB, shall be rejected by the SMCG-UP as nonresponsive.

#### **17 Performance Security:**

- 17.1 The successful bidder shall deposit an amount equal to 10% (Ten Percent) of the Value of Contract within 14 days of conveying SMCG's intention for accepting the bid( LOA) as Performance Security.
- 17.2 Performance Security shall be submitted in the form of Bank Guarantee issued by any Nationalized Scheduled Bank and in the Performa provided in section XI of the bid document in favour of "**Project Director,State Mission for Clean Ganga-Uttar Pradesh**" before signing the contract.
- 17.3 Performance Security will be discharged after completion of Firm's/Agencies' performance obligations under the contract.

#### **18 Presentation of the bills:**

Travel Agent is required to submit bills in respect of tickets booked, on fortnightly basis along with copies of air tickets, Invoice generated by the Airline Company in SMCG-UP name with its GST number (A separate GST invoice by the agent if service charges are charged by the agency). The bills should invariably contain SMCG-UP reference number, and this should be generated within a maximum period of 30 days from the close of the said period. No claim shall be entertained after 30 days from the date of Booking. Credit notes in respect of cancelled tickets are to be submitted along with the bills for the respective Booking.

#### **19 Payments:**

- 19.1) The Firms/ Agencies shall claim payment once in a month through the bills prescribed in complete forms as stated above and the same will normally be paid in 2 weeks from the date of presentations. However, no claim shall be made by the Firms/ Agencies against the SMCG in respect of interest on damages in case the payment is delayed for any reason beyond 2 weeks



- 19.2) The Firm/ Agency should submit details of his Bank Account for making payments through RTGS/NEFT.
- 19.3) No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
- 20 . The Bid process or Contract can be terminated at any time without any notice as the discretion of the Competent Authority, SMCG-UP.
- 21 . The firm should have valid GST & PAN Numbers.
22. The rates quoted should be exclusive of Goods& Service Tax component. No Goods& Service Tax will be paid, if the operator fails to provide proof of valid GST registration.
23. The rates once quoted should not be altered for any reasons.
24. Period of validity of bids:
- (i) The bid shall remain valid for 120 days after the date of opening of bids. A bid valid for a shorter period shall be rejected by SMCG-UP as non-responsive.
  - (ii) A bidder accepting the request of SMCG-UP for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.
- 2 5 . Dispute:** In case of any dispute between the SMCG-UP and the Firms/Agencies arising out of the contract with regard to the interpretation of the terms and conditions of the contract, the decision of The Project Director, SMCG-UP OR any other officer nominated by him to act as Sole Arbitrator in the dispute shall be final and binding on the either party.

### **Special Conditions of the Contract (SCC)**

1. No service charges shall be paid extra for booking, delivering, rescheduling and cancelling tickets.
2. The GST as per prevailing statutory provisions shall be paid by the SMCG-UP. No other taxes or charges will be borne by the SMCG-UP.
3. Shall arrange Travel Insurance without any service charges.
4. Visa, passport, international travel insurance related activities shall be done by the agencies without service charges. Actual Visa/Embassy/Insurance Charges etc. shall be reimbursed at actual on production original bills/receipts.
5. The agency shall arrange airport facilitation for Senior Officials of the SMCG-UP (PS, PD and APD) free of cost.
6. Discount to be offered will be applicable on the Basic fare for each valid ticket booking made by the SMCG-UP. Agencies are required to quote consolidated discount on **Base Fare only (no other components to be considered)** for **All Airlines** (Domestic & International). **Airline-wise (Domestic / International) discount shall not be entertained and would be liable for rejection of bid/s.**

## SECTION V

### TECHNICAL BID

***Documents required to be submitted for bidder's eligibility and qualification along with Technical Bid:***

1.	Name of Agency			
2.	Name of the Concern: (i.e. Sole- Proprietor or Partnership firm or a Company or a Government Department or a Public Sector Organization)(enclose self attested copy of proof)			
3.	Full Address of Reg. Office- Telephone No: FAX No.: E-mail Address			
4.	Full Address of Operating/Branch Office- Telephone No: FAX No.: E-mail Address:			
5.	Registration No. of the Agency/ Firm (enclose self-attested copy of proof).			
6.	PAN No. (enclose self-attested copy of proof)			
7.	GST Registration no. (enclose self-attested copy of proof):			
8.	Nature of Business carried out by Travel Agency			
9.	Branches in other cities in India & Abroad ( <b>attach list</b> )			
10.	24 Hours Helpline Numbers & On Line Booking Facility			
11.	Whether the Agency is equipped to provide services on Sundays /Holidays i.e. 24x7			
12.	Average Annual Financial turnover of the Firm/Agency for financial year 2021-22; 2022-23 and 2023-24 [Rs 300000/- (Three Lakhs Only)]. Please attach Copies of Three years audited balance sheet and a Certificate issued by practicing Chartered Accountant (with Membership Number and Firm Registration Number), certifying the Annual turnover Should be attached.	2021-22	2022-23	2023-24

13.	The bidder should have a positive net worth for the past 3 financial years. Certificate of Net Worth duly attested by a practicing Chartered Account.	
14.	IT Returns of the Agency for financial year 2021-22; 2022-23 and 2023-24 ( Attach Copy of IT returns)	
15.	IATA Registration No. <b>(Please attach copy)</b>	
16.	Whether the Travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other updated modern communication systems.	
17.	The Travel Agency should have experience of at least 3 (three) years in the relevant field and providing such services to reputed Government institutional customers like Financial Institutions/Public Sector Banks/ PSUs/MNCs/ Large Corporates. <b>Relevant Experience certificate from such organisations clearly specifying the tenure of association must be enclosed.</b>	
18.	Details of major contracts handled in the last three years.	
19.	Certificate of satisfactory performance from the organization to whom the service was provided.	
20.	Whether blacklisted by any Central / state Government or Central / State Government under takings? If blacklisted, indicate details. (submit the affidavit about non-blacklisting in prescribed format)	
21.	Whether convicted by any court of law? If convicted, indicate details and enclosed a self-attested copy of the court's order.	

**SECTION VI**  
**FINANCIAL BID**

Name/Address of Travel Agency with Tel.	
No. Fax No. Mobile No & Email Address.	

1.	<b>Air Travel</b>	
1/A	<b><u>Booking</u></b>	<b>Discount (in % age)</b> <b><i>On Basic Air fare only</i></b>
	i) Domestic Air Ticket	
	ii) International Air Ticket	

2.	<b>Rail Travel (Mandatory Service)</b>	<b>Service Charge Per Ticket (in `)</b>	<b>Cancellation Charge Per Ticket (in `)</b>
	<b>A. Normal Ticket</b>	As per IRCTC Charges.  (No extra charges shall be paid)	As per IRCTC Charges.  (No extra charges shall be paid)
	<b>Booking</b>		
	<b>Cancellation</b>		
	<b>B. Tatkal Ticket</b>		
	<b>Booking</b>		
	<b>Cancellation</b>		
3.	<b>Credit period (<u>beyond minimum 15 working days of Fortnightly submission of Invoices for Payment</u>)</b>		
4.	Services that could be offered other than those specified in the scope of work.		

**Evaluation Methodology for determining ‘L-1’ bidder:**

The evaluation of offers shall be done on the basis of combined weightage score, wherein the bidders shall be ranked in terms of the total score obtained. Only Section – 1 (Air Travel) will be considered for combined weightage scoring.

80% weightage will be considered for Section-1/A/(i) and 20% weightage to be considered for Section-1/A/(ii).

The total combined score shall be arrived at by weighting the Percentile Scores of all the aforesaid sections and adding them up as per following formula:

**Total Combined score = {W1 x S1} + {W2 x S2}**

W1 : Weightage for Section-1/A/(i), i.e **0.8**

S1 : Weighted Score for Section-1/A/(i) – Domestic Discount (Directly proportional)

W2 : Weightage for Section-1/A/(ii), i.e **0.2**

S2 : Weighted Score for Section-1/A/(ii) – Intn'l Discount (Directly proportional)

The bidder obtaining the highest total combined score will be ranked as Hs-1 and will be declared as successful bidder.

*An example, for reference and clarification purpose only, is given below:*

Suppose there are three technically qualified bidders (A, B & C). Discount offered by them in both the sections are as follow:

<b>Bidder</b>	<b>Discount offered in Section -1/A/(i) (Domestic)</b>	<b>Discount offered in Section -1/A/(ii) (International)</b>
A	2.75 %	1.75 %
B	2.50 %	2.05 %
C	3.00 %	1.65 %

For the purpose of evaluation, three bidders will be given Percentile scores as under:

<b>Bidder</b>	<b>Score in Section -1/A/(i) -- {S1}</b>	<b>Score in Section -1/A/(ii) -- {S2}</b>
A	91.67	85.36
B	83.33	100
C	100	80.49

Total Combined score of the bidders as per the aforesaid formula will be as under:

A = {0.8 X 91.67} + {0.2 X 85.36} = 90.41 (Hs2)

B = {0.8 X 83.33} + {0.2 X 100} = 86.66 (Hs3)

C = {0.8 X 100} + {0.2 X 80.49} = 96.10 (Hs1)

The order will be placed in favour of **Hs1** bidder, i.e. ‘C’, after assessing the reasonability of their rates.

**Signature of the bidder with seal**

**Place:**

**Date:**

## SECTION VII

### **FORM OF BANK GUARANTEE FOR BID SECURITY/EMD**

To

Project Director,  
State Mission for Clean Ganga,  
Department of Namami Ganga & Rural Water Supply,  
Government of Uttar Pradesh,  
6 Rana Pratap Marg, U.P. Jal Nigam Head Quarter,  
Hazratganj Lucknow,

WHEREAS \_\_\_\_\_ (Name of tenderer)  
(hereinafter called the tenderer) wishes to submit his tender "Hiring of Travel Agency for Booking  
of Air/ Rail tickets", herein after called "the Tender" KNOW ALL MEN by these present that we  
\_\_\_\_\_ (Name of Bank) of \_\_\_\_\_ (Name of country)  
having our registered office at ( \_\_\_\_\_ ) (hereinafter called the  
'Bank') are bound unto the "State Mission for Clean Ganga-UP" (hereinafter called "the  
Employer") in the sum of the Rs. \_\_\_\_\_ (Rupees  
\_\_\_\_\_) \*for which payment can truly be made to the said  
Employer. The Bank bind themselves, their successors and assigns by these present with the  
common seal of the Bank this day \_\_\_\_\_ of \_\_\_\_\_ and undertake to pay the amount of  
\_\_\_\_\_ Rs. \_\_\_\_\_ to the employer upon receipt of his first written demand  
without the employer having to substantiate his demand.

The conditions of this obligation are:

(i) If the tenderer withdraws his tender during the period of Tender validity specified in the Form  
of Tender.

**Or**

(ii) If the Tenderer having been notified of the acceptance of his Tender by the Employer during  
the period of tender validity.

(a) fails or refuses to execute the Form of Agreement in accordance with the instructions to  
bidders, if required; or

(b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to  
Bidders.

We undertake to pay to the Employer upto the above amount upon receipt of his first written  
demand, without the employer having to substantiate his demand, provided that in his demand  
the Employer will note that the amount claimed by him is due to him owing to the occurrence of  
any one of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including the date 45 days beyond the validity of  
the bid as stated in the Instructions to Bidders or as it may be extended by the Employer, at any  
time prior to the closing date for submission of the Tenders Notice of which extension to the

Bank is hereby waived. Any demand in respect of this guarantee should be made on the Bank on or before the date of expiry of this guarantee.

**“This Guarantee shall also be operatable at our Lucknow Branch at Lucknow, Uttar Pradesh from whom confirmation regarding the issue of this guarantee or extension/renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment there-under claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.”**

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ in words) and the guarantee shall remain valid till \_\_\_\_\_. Unless a claim or a demand in writing is served upon us on or before \_\_\_\_\_ all our liability under this guarantee shall cease.

SIGNATURE OF AUTHORISED REPRESENTATIVE OF THE BANK \_\_\_\_\_

NAME AND DESIGNATION \_\_\_\_\_

EMPLOYEE CODE NUMBER \_\_\_\_\_

SEAL OF THE BANK \_\_\_\_\_

SIGNATURE OF THE WITNESS (IF THIS IS TO BE WITNESSED AS PER BANK'S POLICY) \_\_\_\_\_

NAME OF THE WITNESS \_\_\_\_\_

ADDRESS OF THE WITNESS \_\_\_\_\_

:

## SECTION VIII

### Details of Major Contracts

Details of major contracts with Central Government, State Governments, PSUs/ Nationalized Banks/Reputed Private Firms handled by the tendering Agency for providing Air/Rail ticket booking services during the **last three years** in the following format (attested copies of the **last three years** work award may be enclosed).

Year	Details of client along with address, telephone, email address and Fax numbers	Amount of contract (Rs. lakh per year)	Duration of contract	
			From	To,

(If the space provided is insufficient, a separate sheet may be attached)

Signature of authorized person

Date:

Name:

Place:

Seal



## SECTION IX

### DECLARATION

*(on non-judicial stamp paper of Rs. 100/-)*

#### (I)

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

Signature:

Name:

Designation:

Name of the Agency:

Address of the Agency:

Phone No. & Mob. No.:

Email Address:

Website address (if any):

Date:

Place:

#### (II)

I / We, ..... hereby declare that the particulars furnished by me/us in this offer are true to the best of my/our knowledge and I/We understand and accept that, if at any stage the information furnished by me/us are found to be incorrect or false, I/We am/are liable for disqualification from this tender and also liable for any penal action that may arise due to the above, besides being black listed.

Signature:

Name:

Designation:

Name of the Agency:

Address of the Agency:

Phone No. & Mob. No.:

Email Address:

Website address (if any):

Date:

Place:

## SECTION X

### AGREEMENT FOR BOOKING OF AIR / TRAIN TICKET BOOKING

This agreement is made on this \_\_\_\_\_ day of 2025 between M/s \_\_\_\_\_ (herein after called the Firms/ Travel Agency whose term includes its successors and assignees) whose registered office is at \_\_\_\_\_ and is registered under \_\_\_\_\_ and \_\_\_\_\_ acting through its \_\_\_\_\_ authorized official Sh. \_\_\_\_\_, and State Mission for Clean Ganga- Uttar pradesh (Herein after called the SMCG-UP whose term includes its successors and assignees whose registered office is 6 Rana Pratap Marg, U.P. Jal Nigam Head Quarter, Hazratganj Lucknow, Uttar Pradesh 226001, Uttar Pradesh and acting through its authorized official Sh. \_\_\_\_\_).

The Firm/ Travel Agency will provide provide Air/ Rail Ticket booking service SMCG-UP, Lucknow for official use on the terms and conditions herein contained, and rates as mentioned in **Financial Bid**. The “Firms/ Agency” has deposited Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) as interest free Performance Security.

Now these present witnesses and it is hereby agreed and declared by and between the parties to these present as followings.

1. The Firm/Travel Agency shall during the period of this contract that is to say from \_\_\_\_\_ to \_\_\_\_\_ or until this contract is determined by such notice as herein after mentioned, will provide Air/ Rail Ticket booking service on the rates accepted as described in schedule vide Section VI to this agreement. It is agreed by the Firm/ Travel Agency that number of Air/ Rail Ticket required is likely to change and may be demanded according to the exigencies of service by SMCG-UP.
2. The Firm/Travel Agency shall comply with all the terms and conditions of Tender documents contained which are part and parcel of this agreement and forms integral part of this agreement and also the following.
3. The authorities of SMCG-UP shall place an order for their requirement and will receive acknowledgement from the Firm/ Travel Agency for supply of vehicles. It is anticipated that the Firm/Travel Agency will supply Air/ Rail Ticket to these authorities on regular basis until such time the contract is valid and the parties in agreement are satisfied with the performance of the contract.
4. The Firms/Travel Agency agrees with the SMCG-UP and with each authority competent to order that every contract of hire order should be subject to the terms of this Agreement for Air/ Rail Ticket booking service and in the event of a conflict between these terms and the terms in service order, the terms of this Agreement for Air/ Rail Ticket booking service shall prevail.
5. Firm/Travel Agency will provide Air/ Rail Ticket booking service to SMCG-UP, and taxes; insurance etc. due on such services shall be the liability of the Firm/ Travel Agency.

6. The Firm/Travel Agency should provide Air/ Rail Ticket booking service as agreed upon in the contract. The SMCG-UP only reserves the right to substitute it with another similar Firm/ Agency . If for any reason whatsoever the SMCG-UP is not happy with the condition of the Air/ Rail Ticket booking service provided, the Firm's/Agency's nearest office will be informed immediately and they should accept and liability to provide it as per requirement. If for any reason the Firm/ Travel Agency is not in a position to provide a substitute Air/ Rail Ticket as demanded by the SMCG-UP then the SMCG-UP will be free to arrange Air/ Rail Ticket booking service from the open market and debit the expenditure on account of it on the claims payable to the Firm/ Travel Agency.
7. Firms/Travel Agency will submit bills to SMCG-UP on monthly basis for release of payment as per TOR.
8. Firm/ Travel Agency where journey date, time, etc and places visited are to be filled in and signed by the users/ SMCG-UP officials. On the basis of these service slips, the bills shall be raised to SMCG-UP by the Firms/Agency.
9. If the Firm/ Travel Agency fails to provide Air/ Rail Ticket booking service to SMCG-UP and if the service is not found satisfactory enough, the SMCG-UP shall have the right to terminate the contract in whole or Part.
10. In the event of any technical failure etc after booking instruction , the Firm/ Travel Agency shall arrange for replacement by another arrangement to provide Air/ Rail ticket . Not-compliance may attract penalty as per as per Provision of Contract.
11. In the event of failure on the part of Firm/Travel Agency to provide Air/ Rail Ticket booking service as mentioned in the preceding paragraph, penalty as per Provision of Contract.
12. In case of any loss or damage due service provider , the sole responsibility for any legal or financial implication would vest with the Firm/ Travel Agency. SMCG-UP shall have no liability whatsoever.
13. The Tender Document which is annexed to this agreement, part and parcel of this Agreement and integral part of this agreement.
14. That Firm/ Travel Agency is liable for any legal dispute/cases/claims that have arisen or may arise during the currency of the agreement in respect of vehicles provided by Firm/ Travel Agency. SMCG-UP will not be liable for any loss, damages, etc. suffered/ to be suffered by Firm/ Travel Agency or third party as the case may be.
15. If for any reason the SMCG-UP is dissatisfied in any way with the standard of the service or felt deficiency in service during the hire period, it will be reported to the Firm/ Travel Agency in writing. The Firm/ Travel Agency without raising any dispute on such assessment by the SMCG-UP regarding the standard of the service provided or quality of service rendered by them may immediately replace it with another commercial vehicle on receipt of such complaint.
16. The Firm/ Travel Agency shall also be liable for all fines, penalties, and the other criminal offences arising out of or concerning the use of Charges or entry Taxes payable locally and the Firm/ Travel Agency accordingly indemnifies the SMCG-UP against all such liability.

17. The Firm/ Travel Agency shall not act as a broker for other hire companies or any individual and the contract will be valid only if the company signing the contract supplies the Air/ Rail Ticket themselves from their own.

19. If the Firm/ Travel Agency institutes any legal proceedings against the SMCG-UP to enforce any of its rights under this agreement it shall be in the legal jurisdiction of SMCG-UP where the Air/ Rail Ticket booking and not the place where the Firm/ Travel Agency has his registered office.

Signed

For and on behalf of the SMCG-UP, Lucknow

Name (caps):

Position:

Date:

In the presence of Witnesses

1.

2.

Signed

For and on behalf of the Firm/Agency

Name (caps):

Position:

Date:

In the presence of Witnesses

1.

2.

## SECTION XI

### **FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY**

To

Project Director,  
State Mission for Clean Ganga,  
Department of Namami Ganga & Rural Water Supply,  
Government of Uttar Pradesh,  
6 Rana Pratap Marg, U.P. Jal Nigam Head Quarter,  
Hazratganj Lucknow,

WHEREAS..... (name and address of Firm/ Travel Agency) hereinafter called “the contractor” has undertaken, in pursuance of Letter of Acceptance No. .... Dated ..... to execute..... (name of Contract and brief description of Works) (hereinafter called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the Firm/ Travel Agency shall furnish you with a Bank Guarantee for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Firm/ Travel Agency such a Bank Guarantee:

NOW THEREOF we hereby affirm that we are the guarantor and responsible to you on behalf of the Firm/ Travel Agency, up to a total of Rs..... (amount of guarantee) (Rupees..... (in words), , and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ..... (amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Firm/ Travel Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract or of the works to be performed there under or of any of the contract documents which may be made between you and the Firm/ Travel Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until 60 days from the date of expiry of the Contract Period.

**“This Guarantee shall also be operatable at our Lucknow Branch at Lucknow, Uttar Pradesh from whom confirmation regarding the issue of this guarantee or extension/renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.”**

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ in words) and the guarantee shall remain valid till \_\_\_\_\_. Unless a claim or a demand in writing is served upon us on or before \_\_\_\_\_ all our liability under this guarantee shall cease.

Signature and seal of the Guarantor with Name, Designation, Employee Code Number & Telephone Number.....

Name of the Issuing Bank/ Branch .....Name of the Controlling Branch/Bank.....

Address & Telephone Number.....Address & Telephone Number.....  
Date.....

In the presence of (if this is to be witnessed as per bank's policy).....

1.....  
(Name, Address & Occupation)

2.....  
(Name, Address & Occupation)

An amount shall be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract including additional security for unbalance bids, if any and denominated in Indian Rupees.

**N.B.** This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.