Birla Institute of Management Technology

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TENDER DOCUMENT

REQUEST FOR QUOTATION FOR ENGAGEMENT OF A TRAVEL AGENCY/EVENT MANAGEMENT FOR INTERNATIONAL PORT VISIT AND NATIONAL PORT

M/s ……. ……. …….	TENDER NO. BIMTECH/Purchase/Port Visit International & National/2026/14, Date 10.10.2026

IMPORTANT DETAILS	
Name of Services	Port Visit International and National
Date of issue of tender document	10/10/2026
Last date and time for submission of tender	31/10/2026 till 5:00 PM
Pre-Bid Meeting Date & Time	16/10/2026 11:30 AM
Venue	Birla Institute of Management Technology (BIMTECH) Plot No. 5, Knowledge Park II, Greater Noida, UP. PIN 201306

1. NOTICE INVITING TENDER (NIT)

The Birla Institutes of Management Technology invites Request for Quotations from eligible and experienced travel agencies/Event Management for providing comprehensive travel, accommodation, transportation, visa/entry assistance, insurance, port visit, Industry coordination and allied services for the following programmes:

Package	Programme	Duration	Proposed Locations	Nos of Participants	Tentative Date
A	International Port Visit (PGDM IB students)	5 Nights / 6 Days	Dubai (UAE) OR Malaysia OR Thailand	40 Students, 3 Staff	15th January 2027 to 25th January 2027
B	National Port Visit (PGDM IB Students)	5 Nights / 6 Days	Mumbai Port / Kochi Port / Mundra Port	14 Students, 2 Staff.	15th January 2027 to 25th January 2027
C	National Port Visit (PGDM IBM Students)	6 Nights / 7 Days	Kandla Port & Mundra Port	60 Students, 2 Faculty Members and 2 Managers.	18th January 2027 to 24th January 2027

Tender shall be accompanied by the following documents:

- Copy of certificate of work experience and other documents as specified shall be deposited in a sealed Envelope 1 marked as **" Technical Bid".**

- Bill of quantities and other relevant commercial information(tender) duly filled and compiled with rates, amounts, totals and signed by authorized signatory shall be placed separately in a sealed Envelope 2.

➢ Envelope 2 shall be super scribed as **"Financial Bid**" and opened only after tenderer's eligibility to participate in the tender is successfully established and accepted by BIMTECH.

All the envelopes shall be placed in a large, sealed envelope marked as **"Port Visit International and National".** The large sealed envelope shall be submitted to the BIMTECH Security Gate before the last date/time.

Addressed to:
To,
Registrar
Birla Institute of Management Technology (BIMTECH)
Plot No. 5, Knowledge Park II, Greater Noida, UP. PIN 201306

At the bottom:
From: (Organization's Name, Address, and Details)

1.1 Objective

The objective is to provide structured academic, industrial and maritime exposure to students/faculty/officials through visits to ports with logistics facilities and related organizations, together with safe and efficient travel arrangements.

1.2 Important Tender Conditions

- The Institute reserves the right to award Package A (International Port Visit), Package B & C (National Port Visit), or both packages, either to the same agency or to different agencies, depending upon the evaluation of bids, suitability, administrative requirements and the decision of the Competent Authority.
- The Institute may also split or distribute the packages among different eligible and technically qualified agencies, as considered appropriate. The bidders shall have no right to claim any compensation, damages, loss of profit, or any other claim whatsoever on account of such award, splitting, non-award, partial award, or award of the packages to different agencies. The decision of the Institute/Competent Authority in this regard shall be final and binding.
- Bidders shall quote strictly in the prescribed financial format and shall clearly identify taxes and all inclusions.
- The selected Travel Agency/Event Management Agency shall be solely responsible for obtaining and coordinating all necessary permissions, security clearances, entry approvals, visitor passes, and other statutory or operational authorizations required for the proposed port, terminal, vessel, industrial or maritime visits.
- The Agency shall also be responsible for coordinating with the concerned Port Authority, Terminal Operator, Shipping Company, Security Agency, Maritime Institution and other competent authorities to ensure the operational availability and successful conduct of the proposed visits as per the approved itinerary.
- All applications, documentation, correspondence, follow-up, coordination and other arrangements required for obtaining such permissions and clearances shall be undertaken by the selected Agency at its own responsibility and without any additional cost to the Institute, unless specifically approved in writing by the Institute.
- The Agency shall obtain and confirm the required permissions sufficiently in advance and shall keep the Institute informed of the status of such approvals. No port/terminal visit shall be considered confirmed unless the requisite permission and security clearance have been obtained from the competent authority.
- In case any proposed visit is not permitted or becomes operationally unavailable due to restrictions imposed by the concerned authority, the Agency shall, with the prior approval of the Institute, arrange a suitable alternative port, terminal, maritime, shipping or logistics exposure visit of comparable academic and operational relevance, without adversely affecting the approved programme.
- All services included in the approved itinerary shall be provided without hidden charges.
- The Institute reserves the right to accept or reject any or all bids, in whole or in part, and to cancel, withdraw, modify, amend, or revise the tender process, at any stage, in accordance with the applicable procurement rules, statutory provisions, and the terms and conditions of the tender, without assigning any reason, as permitted under the applicable rules.
- The Institute shall not be liable for any claim, compensation, loss, or damages arising from such rejection, cancellation, withdrawal, modification, or alteration of the tender process.
- The final itinerary shall provide the successful bidders.

2. INSTRUCTIONS TO BIDDERS

2.1 Two-Bid System

- The tender shall ordinarily be processed through a Two-Bid System, comprising (i) Technical Bid and (ii) Financial Bid.
- The Technical Bid shall be evaluated to assess the bidder's eligibility, relevant experience, technical capability, organizational capacity, proposed methodology, port/maritime visit arrangements, safety and security measures, and overall conformity with the requirements and terms and conditions of the tender.
- Only those bidders who are found technically qualified in accordance with the prescribed evaluation criteria shall be considered for the Presentation/Technical Interaction, as may be required by the Institute.
- Following the evaluation of the Technical Bid and Presentation, the bidders who are shortlisted/technically qualified shall be considered for opening of their Financial Bids. The Financial Bids of bidders who do not qualify at the Technical/Presentation stage shall not be opened.
- The Institute reserves the right to prescribe the minimum qualifying marks/criteria for the Technical Bid and Presentation in accordance with the tender conditions and applicable procurement rules.
- The bidder/Tenderer shall not tamper/modify the tender in any manner. In case if the same is found to be tampered with/modified in any manner, the tender will be completely rejected.
- This bidding document should be duly signed and stamped by the authorized person agencies/firms/Dealer on each page as proof to confirm the acceptance of the entire Terms & Conditions of Tender. Tender with Conditional offer/offers which are not in conformity to the prescribed document will be summarily rejected.
- Intending bidders/tenderers are advised to visit website https://www.bimtech.ac.in/in regularly till closing date of submission of tender for any Corrigendum/Addendum/Amendment.
- The shortlisted agencies shall be informed via email regarding the schedule of the presentation.
- **Rate Escalation Clause:** The rates quoted by the firm shall remain fixed throughout the entire duration of the visit/contract. No escalation or additional payment on account of any increase in airfare/train fare, visa charges, hotel charges, port visit charges, local transportation, or any other services included in the contract. All such expenses and any increase thereof shall be borne entirely by the selected agency, and no additional claim in this regard shall be admissible.
- **Variation in Number of Participants:** The number of participants/students may increase or decrease as per the requirements of the Institute. The actual number of participants shall be communicated to the agency accordingly. The agency shall have no claim whatsoever for any increase or decrease in the number of participants. The final number of participants shall be determined solely by the Institute, and no claim for additional payment, compensation, or any other consideration on account of such variation shall be entertained.

2.2 Documents to be Submitted

1. Certificate of incorporation/registration/constitution of the firm.
2. PAN and GST registration.
3. Audited financial statements / CA-certified turnover documents for the specified financial years.
4. Income Tax Returns or other financial documents
5. Documentary proof of similar assignments: work orders, agreements, completion certificates or client certificates.
6. Details of international/domestic group tours and port visits completed.
7. Non-debarment/blacklisting declaration.
8. Undertaking of acceptance of tender conditions.
9. Proposed itinerary and service plan.
10. Hotel category/details, transport plan, insurance and emergency-support plan.

2.3 Clarifications

Queries shall be submitted only through the prescribed tender mechanism by the date stated in the NIT. Responses/corrigenda issued by the Institute shall form part of the tender.

2.4 Bid Validity

Bids shall remain valid for the period 120 days. Any extension shall be sought and accepted in accordance with applicable procurement rules.

3. ELIGIBILITY AND QUALIFICATION CRITERIA

The following criteria are proposed for this procurement. The Procuring Entity shall confirm thresholds based on estimated contract value, applicable procurement policy and the nature of the assignment.

S.No.	Criterion	International Package A	National Package B	Documentary Proof
1	Legal registration	Mandatory	Mandatory	Registration/incorporation certificate
2	PAN & GST	Mandatory	Mandatory	PAN/GST certificates
3	Relevant business experience	Minimum 5 years	Minimum 5 years	Registration/experience declaration
4	Similar completed assignments	At least 3 international group assignments in preceding 5 years	At least 3 domestic group assignments in preceding 5 years	WO/completion/client certificate
5	Government Institute/Private Institute & University/MNC corporate	At least 1 similar assignment in preceding 5 years	At least 1 similar assignment in preceding 5 years	WO/completion/client certificate
6	Average annual turnover	Rs 5 crore, in last three financial year	Rs 3 crore, in last three financial year	Audited/CA-certified statements
7	Port/ logistics capability	Demonstrable capability	Demonstrable capability	Assignment list / certificates
8	Destination experience	At least one: UAE, Malaysia or Thailand	Experience in Indian port/industrial visits	Assignment evidence
9	No debarment	Mandatory declaration	Mandatory declaration	Signed undertaking
10	24x7 group support	Mandatory	Mandatory	Service undertaking

4. SCOPE OF WORK — PACKAGE A: INTERNATIONAL PORT VISIT (Dubai (UAE) OR Malaysia OR Thailand)

4.1 Duration and Destinations

Duration: 5 Nights / 6 Days. Proposed destination: Dubai, UAE OR Malaysia OR Thailand, as approved by the Institute. The bidder shall provide a destination-specific proposal and financial quotation for the destination(s) permitted by the tender.

4.2 International Air Travel

- Round-trip economy-class airfare from the designated Indian destination to the international destination and back to the same Indian destination.
- Baggage allowance as specified in the applicable financial schedule.
- Confirmed group bookings and air tickets for all approved participants.
- Travel assistance and coordination, including check-in, boarding, schedule changes, flight disruptions, cancellations, and other travel-related contingencies.

4.3 Visa / Entry Assistance

- Visa/e-visa/entry-permit filling and assistance
- Documentation checklist and coordination.
- Processing/handling charges and visa fees where included in the BOQ.
- Status tracking and prompt communication of any rejection or delay.
- Visa issuance from the competent foreign authority.

4.4 Accommodation

- Five nights in a minimum 3-star hotel.
- Twin/triple sharing for students/participants and single rooms for designated officials.
- Daily breakfast, Lunch, Dinner and Evening snacks
- Food Preference for Veg & Non veg and variant menu
- Safe, hygienic accommodation.
- Decent location Hotel name, address and rooming plan shall be informed before departure.

4.5 Local Transport

- Airport transfers and all scheduled local transportation.
- Provide water bottle during the local travel
- Air-conditioned Buses.
- Inclusion of Driver, fuel, tolls and parking.
- Transport for port, terminal, maritime, academic and industrial visits.

4.6 FOC

- Three Person
- Visa/e-visa/entry-permit filling and assistance
- Round-trip economy-class airfare from the designated Indian destination to the international destination and back to the same Indian destination.
- Local Transportation along with group
- Single rooms for designated officials
- Daily breakfast, Lunch, Dinner and Evening snacks
- Food Preference for Veg & Non Veg and variant menu

5. PACKAGE A — INTERNATIONAL PORT / MARITIME EXPOSURE

5.1 Port Visit

- Coordinate applications, correspondence and follow-up for international port/terminal access.
- Dubai: Jebel Ali Port/ Malayasia: Port Kalang/ Thailand: Laemchabang Port
- Arrange port operations briefing and technical interaction where permitted.
- Facilitate exposure to container/cargo handling, terminal operations and logistics processes where access is approved.
- Coordinate meetings with port, terminal, shipping or logistics personnel where feasible.
- Provide an alternative maritime/logistics visit of comparable academic relevance if a listed visit is not permitted, subject to Institute approval.

5.2 Industry Visit

- Arrange a industry visit who has operations associated with international business such as exports, manufacturing units etc.
- Arrange operations briefing and technical interaction where permitted.
- Facilitate exposure to operations and logistics processes where access is approved.
- Coordinate meetings with port, terminal, shipping or logistics personnel where feasible.

5.3 Meals

The package shall include meals as specified in the tender documents. The bidder shall clearly state the number of breakfasts, lunches, dinners and Evening snacks and shall provide vegetarian and Non vegetarian meal options where required.

5.4 Insurance

- Overseas travel insurance for each participant.
- Emergency assistance and medical coverage within the policy limits.
- Baggage/passport coverage where included in the policy.
- Policy schedule/certificates shall be provided before departure.

5.5 Tour Manager

- Dedicated group coordinator/tour manager.
- Local representative at destination.
- 24x7 emergency contact.
- Coordination with airline, hotel, transport provider and visit hosts.

5.6 Safety and Conduct

The agency shall comply with applicable destination laws, transport safety requirements, hotel rules, port security instructions and the Institute's instructions relating to student safety and group discipline.

6. 6.1 Destination-Specific Requirements

- Dubai: proposed visits may include an approved seaport/terminal, maritime/logistics facility or shipping-related institution, subject to access permissions.
- Malaysia: proposed visits may include an approved Malaysian port/terminal or maritime/logistics institution, subject to access permissions.
- Thailand: proposed visits may include an approved Thai port/terminal or maritime/logistics institution, subject to access permissions.

6.2 Itinerary Approval

No sightseeing or recreational activity shall displace an approved academic/port visit without prior written approval. The bidder shall identify travel time, visit duration, contact person, permission status and contingency arrangements in the final itinerary.

7. SCOPE OF WORK — PACKAGE B: NATIONAL PORT VISIT (Mumbai Port / Kochi Port / Mundra Port)

7.1 Duration and Proposed Ports

Duration: 5 Nights / 6 Days. Proposed exposure: Mumbai Port / Mumbai Port Authority area, Cochin Port / Cochin Port Authority, and Mundra Port / approved terminal facility.

7.2 Transportation

- Origin-to-destination and return to origin destination travel by domestic air/rail.
- Provide water bottle during the local travel
- Inter-city transfers.
- Air-conditioned buses/coaches for local movement.
- Airport/railway station transfers.
- Inclusion of Fuel, toll, parking and driver charges.
- Vehicle permits and statutory charges applicable to the service.

7.3 Accommodation

- Five nights in minimum 3-star or higher category hotels approved by the Institute.
- Twin/triple sharing for participants.
- Single rooms for designated officials where required.
- Daily breakfast, Lunch, Dinner and Evening snacks
- Food Preference for Veg & Non Veg and variant menu
- Hotel details and rooming plan before departure.

7.4 Port / Terminal Exposure

- Coordination for Mumbai port/ Jawahar Lal Nehru Port Visit Authority.
- Coordination for Cochin/Vizhinjam International Sea Port visit.
- Coordination for Mundra & Kandla port/terminal visit.
- Technical briefing and interaction with port/maritime/logistics officials where permitted.
- Exposure to cargo, container, terminal, logistics and multimodal operations where permitted.

7.5 Industry Visit

- Arrange an industry visit who has operations associated with the business such as exports, manufacturing units etc.
- Arrange operations briefing and technical interaction where permitted.
- Facilitate exposure to operations and logistics processes where access is approved.
- Coordinate meetings with port, terminal, shipping or logistics personnel where feasible.

7.5 FOC

- Two Person
- Origin-to-destination and return to origin destination travel by domestic air/rail
- Local Transportation along with group
- Single rooms for designated officials
- Daily breakfast, Lunch, Dinner and Evening snacks
- Food Preference for Veg & Non Veg and variant menu

8.1 Alternative Routing

If flight/rail schedules or port permissions make the above sequence impractical, the agency shall submit a revised sequence covering the same approved learning objectives. Any change shall require prior approval of the Institute.

8.2 Port Identity

For contracting purposes, the Institute shall specify the exact port/terminal and authority intended for each visit. 'Mundra Port' shall be described by its actual port/terminal operator in the final itinerary; the bidder shall not represent a terminal access as confirmed unless documentary confirmation is available.

9. SCOPE OF WORK — PACKAGE B: NATIONAL PORT VISIT (Kandla Port / Mundra Port)

9.1 Duration and Proposed Ports

Duration: 6 Nights / 7 Days. Proposed exposure: Kandla Port/ Mundra Port approved terminal facility.

9.2 Transportation

- Origin-to-destination and return to origin destination travel by domestic air/rail.
- Provide water bottle during the local travel
- Inter-city transfers.
- Air-conditioned buses/coaches for local movement.
- Airport/railway station transfers.
- Inclusion of Fuel, toll, parking and driver charges.
- Vehicle permits and statutory charges applicable to the service.

9.3 Accommodation

- Six nights in minimum 3-star or higher category hotels approved by the Institute.
- Twin/triple sharing for participants.
- Single rooms for designated officials where required.
- Daily breakfast, Lunch, Dinner and Evening snacks
- Food Preference for Veg & Non Veg and variant menu
- Hotel details and rooming plan before departure.

9.4 Port / Terminal Exposure

- Coordination for Kandla port/terminal visit.
- Coordination for Mundra port/terminal visit.
- The port visits shall be conducted at both Kandla Port and Mundra Port. The concerned agencies shall coordinate with the respective port authorities and obtain the necessary permissions in advance.
- Technical briefing and interaction with port/maritime/logistics officials where permitted.
- Exposure to cargo, container, terminal, logistics and multimodal operations where permitted.

9.5 FOC

- Four Person
- Origin-to-destination and return to origin destination travel by domestic air/rail
- Single rooms for designated officials
- Local Transportation along with group
- Daily breakfast, Lunch, Dinner and Evening Snacks
- Food Preference for Veg & Non Veg and variant menu

10.1 Alternative Routing

If flight/rail schedules or port permissions make the above sequence impractical, the agency shall submit a revised sequence covering the same approved learning objectives. Any change shall require prior approval of the Institute.

10.2 Port Identity

For contracting purposes, the Institute shall specify the exact port/terminal and authority intended for each visit. 'Mundra Port' shall be described by its actual port/terminal operator in the final itinerary; the bidder shall not represent a terminal access as confirmed unless documentary confirmation is available.

11. COMMON INCLUSIONS AND EXCLUSIONS

11.1 International Package — Inclusions

- Round-trip economy-class airfare from the designated Indian destination to the international destination and back to the same Indian destination.
- Baggage
- Provide water bottle during the local travel
- Visa/e-visa/entry processing as priced.
- Five nights hotel accommodation.
- Meals: Breakfast, Lunch, Dinner and Evening Snacks
- AC Local transportation and transfers. The transport should provide neat and clean
- Port/terminal and industrial visit coordination and permission
- Industrial/maritime visits.
- Travel insurance.
- Tour manager/local representative/ emergency support.
- Fuel, tolls, parking and driver charges.
- Specified visit/entry fees.
- Applicable taxes and statutory charges.
- All services expressly included in the approved itinerary.

11.2 National Package — Inclusions

- Origin-to-destination and return to origin destination travel by domestic air/rail.
- Five nights hotel accommodation.
- Meals: Breakfast, Lunch, Dinner and Evening snacks
- Inter-city and local AC transportation.
- Port/terminal visit coordination and permission for Mumbai, Kochi and Mundra/approved terminal.
- Industrial/maritime visits.
- Travel insurance.
- Tour manager/local representative/Coordinator and emergency support.
- Fuel, tolls, parking and driver charges.
- Specified entry/visit fees.
- Applicable taxes and statutory charges.

11.3 Common Exclusions

- Personal shopping, laundry, room service and personal telephone charges.
- Alcoholic beverages.
- Personal entertainment and optional sightseeing not approved.
- Passport issue/renewal charges for international participants.
- Excess baggage above the specified allowance.
- Personal medical expenditure not covered by insurance.
- Costs arising from personal itinerary deviation.
- Any service not included in the approved scope/BOQ.

12. TECHNICAL EVALUATION

The Institute may adopt a pass/fail technical qualification followed by Presentation and financial evaluation, or a quality-and-cost method. The following is a proposed 100-mark technical matrix for an institution requiring demonstrated capability.

Parameter	Maximum Marks	Evidence
Relevant years of travel/tour operation experience	10	Registration and experience profile
International group-tour experience (Package A)	10	Completed assignment evidence
Domestic group-tour experience (Package B)	10	Completed assignment evidence
University/Private Educational Institute/ Higher Education Institute	5	Completed assignment evidence
Government/PSU/MNC corporate assignments	5	WO/completion/client certificate
Port/maritime/logistics visit experience	10	Relevant work orders/certificates
Destination capability / local arrangements	10	Local partner/representative details
Proposed itinerary and academic exposure plan	10	Detailed itinerary
Hotel, transport and safety plan	10	Hotel/vehicle/service proposal
Emergency support and tour-management plan	10	Support structure
Presentation / clarification	10	As prescribed
Total	100	

12.1 Financial Evaluation

Financial evaluation shall be carried out only for those bidders who are technically qualified and have successfully qualified in the presentation/evaluation stage.

13. FINANCIAL BID / BOQ — INTERNATIONAL PACKAGE (Dubai (UAE) OR Malaysia OR Thailand)

Bidder shall quote in INR unless the tender permits otherwise. All taxes shall be clearly identified. The financial bid shall be complete and internally consistent.

S.No.	Component	Unit	Qty.	Rate (Rs)	Amount (Rs)
1	Round-trip economy-class airfare from the designated Indian destination to the international destination and back to the same Indian destination.	Per person	___		
2	Visa/e-visa and processing	Per person	___		
3	Hotel accommodation – 5 nights	Per person	___		
4	Breakfast	Per person	___		
5	Lunch	Per person	___		
6	Dinner & Evening Snacks	Per person	___		
7	Local AC transportation	Per person	___		
8	Port/terminal coordination & Permission	Per person	___		
9	Industrial/academic visits	Per person	___		
10	Travel insurance	Per person	___		
11	Tour manager/local coordinator	Lump sum	1		
12	Other included services	Lump sum	1		
13	GST/other applicable taxes	As applicable	1		
	GRAND TOTAL				

14. FINANCIAL BID / BOQ — NATIONAL PACKAGE (Mumbai Port / Kochi Port / Mundra Port)

S.No.	Component	Unit	Qty.	Rate (₹)	Amount (₹)
1	Origin-to-destination and return to origin destination travel by domestic air/rail.	Per person	___		
2	Hotel accommodation – 5 nights	Per person	___		
3	Breakfast	Per person	___		
4	Lunch	Per person	___		
5	Dinner & Evening Snacks	Per person	___		

6	Local/inter-city AC transportation	Per person	___		
7	Mumbai port/terminal coordination & Permission	Per person	___		
8	Kochi port coordination & Permission	Per person	___		
9	Mundra/approved terminal coordination & Permission	Per person	___		
10	Industrial/academic visits	Per person	___		
11	Insurance, if required	Per person	___		
12	Tour manager/coordinator	Lump sum	1		
13	Other included services	Lump sum	1		
14	GST/other applicable taxes	As applicable	1		
	GRAND TOTAL				

15. FINANCIAL BID / BOQ — NATIONAL PACKAGE (Kandla Port / Mundra Port)

S.No.	Component	Unit	Qty.	Rate (₹)	Amount (₹)
1	Origin-to-destination and return to origin destination travel by domestic air/rail.	Per person	___		
2	Hotel accommodation – 6 nights	Per person	___		
3	Breakfast	Per person	___		
4	Lunch	Per person	___		
5	Dinner & Evening Snacks	Per person	___		
6	Local/inter-city AC transportation	Per person	___		
7	Kandla port/terminal coordination & Permission	Per person	___		
8	Mundra/approved terminal coordination & Permission	Per person	___		
9	Industrial/academic visits	Per person	___		
10	Insurance, if required	Per person	___		
11	Tour manager/coordinator	Lump sum	1		
12	Other included services	Lump sum	1		
13	GST/other applicable taxes	As applicable	1		

	GRAND TOTAL				

Price Conditions

- The quoted price shall remain firm for the bid validity period.
- No hidden or retrospective charges shall be payable for included services.
- Any optional service shall be separately identified and shall not be charged without prior written approval.
- The bidder shall disclose all assumptions affecting price.

16. PAYMENT TERMS

16.1 Payment Schedule: Payment shall be made in the following manner:

- 25% of the total contract value as an advance payment.
- 25% upon visa processing, confirmation of air tickets and Hotel booking.
- 25% prior to departure.
- The remaining 25% shall be paid within 2–3 weeks after successful completion of the visit,

16.2 Supporting Documents: All payments shall be released against submission of valid invoices and such supporting documents as may be required by the Institute.

16.3 Recovery of Undelivered Services: The Institute shall have the right to recover or adjust amounts attributable to services that have not been delivered, subject to the terms and conditions of the contract and applicable due process.

16.4 GST: GST shall be paid only against submission of valid GST-compliant tax invoices and fulfillment of all applicable statutory and tax compliance requirements.

16.5 Performance Security:

The successful bidder shall furnish a Performance Security equivalent to 5% of the total contract value in the form of a Demand Draft (DD) drawn in favour of Birla Institute of Management Technology, Greater Noida, issued by an authorized commercial bank, within one (1) week from the date of award of the contract.

The Performance Security shall remain valid for a period of three (3) months from the date of submission. The Performance Security shall be released within one (1) month after successful completion of the trip, subject to satisfactory performance and fulfilment of all contractual obligations by the successful bidder.

16.6 Refunds / Cancellations

The bidder shall clearly state airline, hotel, visa and other cancellation/refund rules at the time of booking. Refunds actually received from service providers for cancelled services shall be passed to the Institute after adjustment of only those charges contractually permitted.

17. PENALTY, SERVICE FAILURE AND CANCELLATION

17.1 Service Failure

Where a confirmed service included in the contract is not provided due to the agency's default, the Institute may procure a reasonable substitute and recover the incremental cost from the agency, subject to the contract and applicable law.

17.2 Hotel Substitution

If the approved hotel becomes unavailable, the agency shall provide a hotel of equal or higher category and comparable location at no additional cost, subject to Institute approval.

17.3 Transport Failure

Failure to provide the approved vehicle at the scheduled time shall constitute service deficiency. The Institute may require immediate replacement and may recover documented additional cost or impose the contractual service-level deduction.

17.4 Port Visit Failure

Where a port/terminal visit fails because the agency did not make timely application, provide required documents, or follow up as required, the Institute may treat the failure as agency default and apply the contractual remedy. Where access is denied by the competent authority despite timely and documented agency efforts, the alternative-visit/force-majeure provisions shall apply.

17.5 Suggested Service-Level Deductions

Default	Suggested Remedy
Failure to provide confirmed hotel/service	Actual substitute cost difference + applicable contractual deduction
Failure to provide scheduled transport	Immediate replacement; documented incremental cost recoverable
Failure to provide required coordinator/support	Proportionate service deduction and corrective deployment
Failure to process visit permission timely	Documented additional cost/replacement arrangement, subject to contract
Material breach	Termination/other remedy in accordance with contract

18. FORCE MAJEURE, RISK AND SAFETY

18.1 International Travel Risk

- Travel advisories, immigration restrictions, airline disruption, natural disasters, public emergencies and port closures shall be monitored.
- The agency shall promptly notify the Institute of material changes.
- The Institute shall decide whether to proceed, modify, postpone or cancel the programme, subject to applicable contractual/refund provisions.

18.2 Student / Participant Safety

- The agency shall provide safe and suitable vehicles and accommodation.
- Emergency contact details shall be available to the Institute's designated officials.
- The agency shall coordinate emergency medical/transport support.
- Participants shall comply with local law, port security rules and Institute instructions.

18.3 Data and Documents

Passports, identity documents, visa information and participant data shall be handled only for the purpose of the contracted services, stored securely and not disclosed except where necessary for service delivery or legally required.

18.4 Insurance

Insurance shall supplement, not replace, reasonable safety and emergency arrangements by the agency. The scope and limits of coverage shall be stated in the financial/technical proposal.

19. CONTRACTUAL CONDITIONS

1. The contract shall comprise the NIT, tender document, corrigenda, bidder's accepted bid, clarifications and work order.
2. No material deviation from the approved scope shall be made without written approval.
3. The agency shall not subcontract the core responsibility for tour management without prior written approval; specialist local services may be engaged where permitted.
4. The agency shall remain responsible for the performance of approved subcontracted/local service providers.
5. The Institute may inspect or verify hotels, vehicles, tickets, insurance and visit arrangements before departure.
6. The agency shall maintain records and invoices sufficient for audit and verification.
7. Taxes shall be handled in accordance with applicable law.
8. The contract shall be governed by the laws applicable to the Procuring Entity and India, except for destination-specific local laws applicable to services performed abroad.
9. Dispute resolution shall all matters connected with this Tender document shall be governed by the Indian Law both substantive & procedural for the time being in force & shall be subject to the exclusive jurisdiction in Noida (UP).
10. Termination for default, convenience or other permitted grounds shall be governed by the executed contract.
11. Any amendment shall be in writing and approved by the competent authority.
12. If, after award of the contract, the Agency fails to perform the work in accordance with the requirements, specifications, terms and conditions of the Institute, the Institute shall have the right to terminate or cancel the Work Order/Contract without assigning any reason. In such an event, the Agency shall not be entitled to claim any compensation, damages, loss, or other financial liability from the Institute on account of such termination or cancellation. The Agency shall refund all amounts/payments received from the Institute, without any deduction, within the period specified by the Institute.

20. ANNEXURE-I — TECHNICAL BID FORMAT

Field	Bidder Response
Name of bidder	
Registered address	
Contact person/designation	
Telephone/mobile/email	
Year of establishment	
PAN	
GSTIN	
Average turnover (last 3 FY)	
International assignments completed	
Domestic assignments completed	
Government/University/Private Institute/MNC Corporate assignments	
Port/maritime assignments	
International destination experience	
Local representatives/partners	
24x7 emergency contact	
Bid validity	
Authorised signatory	

21. ANNEXURE-II — SIMILAR EXPERIENCE

S.No.	Client	Assignment	Destination/Port	Period	Value (Rs)	Completion Proof
1						
2						
3						
4						
5						

22. ANNEXURE-III — DECLARATIONS AND UNDERTAKINGS

22.1 Non-Debarment Declaration

We hereby declare that [Bidder Name] has not been debarred/blacklisted by the authority/entities specified in the tender as on the bid submission date, except as disclosed below: _____.

22.2 Acceptance of Tender Conditions

We have examined the tender document, including scope, inclusions, exclusions, payment conditions, port-permission conditions, safety requirements and contractual provisions, and agree to comply with them if awarded the contract.

22.3 Accuracy of Information

We certify that the information and documents submitted with the bid are true and complete to the best of our knowledge. The Institute may verify the information from the issuing client/authority.

For the Bidder	Details
Name of authorised signatory	
Designation	
Company/Firm	
Signature	
Seal	
Date	
Place	

23. ANNEXURE-IV — BIDDER'S CHECKLIST

S.No.	Document / Requirement	Submitted (Yes/No)	Page/Reference
1	Registration/incorporation certificate		
2	PAN		
3	GST certificate		
4	Financial/turnover documents		
5	Experience certificates/work orders		
6	Government/Institute assignment proof		
7	Port/maritime assignment proof		
8	Destination experience proof		
9	Non-debarment declaration		
10	Conflict-of-interest declaration		
11	Technical proposal / itinerary		
12	Hotel proposal		
13	Transport proposal		
14	Insurance proposal		
15	24x7 emergency-support plan		
16	Signed tender acceptance		
17	Bid security / declaration, if applicable		
18	Financial BOQ		
19	Other documents required by NIT		