

MAHARASHTRA METRO RAIL CORPORATION LIMITED

NAGPUR METRO RAIL PROJECT

Date: 14.02.2024

Corrigendum-II: Replies to Pre-Bid Queries and modification to Bid provision (Annexure-A)

Name of Work: APPOINTMENT OF AGENCY FOR AIR TICKET BOOKING (DOMESTIC & INTERNATIONAL) SERVICES FOR MAHA –METRO OFFICIALS.

Tender No: N1-ADM-13/2024 Dated: 04.01.2024

S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
1.	Section-5: Scope of Work, Clause No. 5.11 Billing and Payment Terms, Page No. 41	<p>Payment to agency shall be made on submission of document as mentioned below:</p> <ol style="list-style-type: none">Agency should submit the bill Monthly.Bill should include - Air Ticket, Agency tax Invoice and Airlines tax invoice or tax break up in Agency tax invoice.No advance payment will be made.Payment shall be related to satisfactory performance of all the jobs envisaged in the contract.The standard terms of payment are within 30 days from the date of submission of bills in triplicate duly certified by the Competent Authority of Maha-Metro. The payment	<p>Payment Clause no 5.11 of the scope of work where you have asked to submit outstanding statements on monthly basis and payment in next 30 days of submission of the statement. which is almost 60days credit. we wants to bring on behalf of all the travel agency that we all travel agents make advance payment to all LOW COST CARRIER Like INDIGO, SPICE JET AIR ASIA, AKASA AIRLINE and make weekly payment to all IATA BSP Airlines like AIR INDIA and AIR VISTARA. Hence we do not really get any credit from the airlines hence we request you to take all invoices on fortnightly basis and make the payment in NEXT 15 Days of receiving</p>	<p><u>Please refer Annexure-A of Corrigendum -II</u></p>

Tender No. N1-ADM-13/2024

Page 1 of 10



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
		shall be made through Cheque (s)/RTGS/NEFT/ECS.	statements. this is the normal practice obtain by all the PSU and Government organisations we request you to please consider our request.	
2.	Section-1 : Notice Inviting Tender (NIT), Cost of documents & Bid Security (EMD), Page No. 3	<p>INR: 11,800/- (Rupees Eleven Thousand Eight Hundred only) (Inclusive of applicable GST), non-refundable payable through e-payment by Credit Card / Debit Card / Net Banking, as per procedure given in tender document.</p> <p style="text-align: center;">&</p> <p>The Bid Security / EMD amounting to INR: 15,000/- (Rupees Fifteen Thousand Only) shall be in the form as mentioned in the Tender Document.</p> <p>As per GFR-2017, Rule No. 170, Bid Security /EMD is exempted for participating bidder registered as Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME).</p> <p>If applicable, the bidder shall submit " Bid Securing Declaration" as provided in Bidding</p>	<p><u>Tender and EMD Fee –</u></p> <p>We,being a Government of India Enterprise under the Ministry of Petroleum and Gases, request you to kindly waive off the tender fee and EMD amount. Therefore, I request you to kindly make the necessary amendments in the tender document.</p>	Tender conditions prevail.



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
		forms along with a Copy of the MSE Registration Certificate.		
3.	Section-2 Annexure-2A. Bid Data Sheet, Clause No. ITB 1.1, Page No. 24	<p>The detailed Scope of Work under this contract is described in detail in the Section-5 of the bid document. The Contractor has to execute the work accordingly with the approval of Employer.</p> <p>The successful Bidder has to establish its Office at Nagpur, if it does not have at present.</p> <p>The cost and expenses for setting up the said office(s) will be deemed to have been included in the Quoted Contract Price by the bidder and no separate / extra / additional amount is payable by Employer</p>	<p>Local Presence: Currently, we don't have any office in Nagpur city. However, our office representative is available in Nagpur and provides services to our corporate clients. If selected, we request you to kindly waive-off the condition to open a commercial office in Nagpur. We will provide our services through our local representative. therefore, request you to kindly make the necessary amendments in the tender document.</p>	Tender conditions prevail.
4.	Section-6: Condition of Contract, Clause No. 6.3 Penal Provision, Page No. 43	<p>i. The agency must book the ticket at the earliest after receipt of the intimation from the concerned Maha Metro officials but in any case within 06 hours from the time of receipt of intimation. In the event of failure to do so, the Travel Agent will be liable to pay a sum of ₹500/- per incident of delay or non-performance.</p> <p>ii. In case, cancellation of the ticket is not done by the travel agent even after written communication (through EMAIL,</p>	Penalty Clause The penalty clause for delayed ticketing should be deleted from the tender doc.	Tender conditions prevail.

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		<p>WHATSAPP or SMS) requesting such cancellation has been made by the officials of Maha Metro within the permissible time (as per the Airline Rules) for making the cancellation, no payment shall be made to the travel agency for that particular transaction.</p> <p>iii. If the empanelled agency is found to have inflated rates or committed fraud, a penalty of Rs 500 will be charged per instance. This shall be in addition to the recovery of differential amount for excess billing. Decision of Maha Metro will be final in this regard.</p>		
5.			<p><u>Self-Booking Tool & Booking Process Time</u> - We will provide services through our Self-booking tool to your eligible officials. Through SBT, They will login into the system and can book their official air tickets by themselves. This arrangement is on a real-time basis and will fulfill the condition processing of request within 30 minutes. therefore request you to kindly make the necessary amendments in the tender document.</p>	<p>Tender conditions prevail.</p>



S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
6.	Section-5: Scope of Work, Clause No. 5.10 Other Bookings, Page No. 41	Other Bookings: <ol style="list-style-type: none"> The agency shall arrange VISAs (Formalities for foreign Tours). The agency shall book hotel accommodations and taxi services, both Inter/Intra City, for Domestic and International travel at the most competitive and cost-effective rates, subject to the request and prior approval of Maha Metro. Agency shall arrange taxi/vehicle for the officials of Maha Metro, if required, on actual tariff basis. No Services Charges would leviable upon booking of Taxi. 	<u>No service Charges on the booking on taxi</u> : As per the industry scenario, it's not possible to provide taxi services without any service charges therefore request you to kindly make the necessary amendments in the tender document.	<u>Please refer Annexure-A of Corrigendum -II</u>
7.	Section-5: Scope of Work, Clause No. 5.11, Billing and Payment Terms, Page No. 41	Payment to agency shall be made on submission of document as mentioned below: <ol style="list-style-type: none"> Agency should submit the bill Monthly. Bill should include - Air Ticket, Agency tax Invoice and Airlines tax invoice or tax break up in Agency tax invoice. No advance payment will be made. Payment shall be related to satisfactory performance of all the jobs envisaged in the contract. The standard terms of payment are 	<u>The bill should include</u> – Air tickets, agency tax invoices, and airline tax invoices or tax break-up in agency tax invoices. – We will submit only our ticket and invoice copy with all tax break-ups.	Tender conditions prevail.

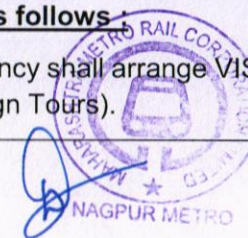
S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
		within 30 days from the date of submission of bills in triplicate duly certified by the Competent Authority of Maha-Metro. The payment shall be made through Cheque (s)/RTGS/NEFT/ECS.		
8.	Section-5: Scope of Work, Clause No. 5.16, Boarding Pass Provision, Page No. 41	The agency should provide boarding passes to the employees.	<u>The agency should provide boarding passes to the employees.</u> As clarified in the pre-bid, service required only for Directors & MD	Tender conditions prevail.
9.	Section-5: Scope of Work, Clause No. 5.17, GST, Page No. 42	<p>i. The ticket price should include the applicable GST, and only the GST related to "Service Charges" for booking the Tickets shall be paid extra as per prevailing rate.</p> <p>ii. The Input Tax Credit on GST paid on airfare to airline companies for bookings made by Maha Metro should be taken by the Air Travel Agent. The Air Travel Agent should pass on the GST Input Tax Credit to Maha Metro in the invoice issued by the Air Travel Agent to Maha Metro.</p>	<p><u>GST input tax credit on GST –</u></p> <p>Please note that we will ensure to update your GSTN in the booking however, we will not be responsible for any issue related to GST Input tax credit. This is in line with the industry model. You will get GST tax invoices from the airlines & not from the Travel agent.</p>	<u>Please refer Annexure-A of Corrigendum -II</u>
10.	Section-3: Eligibility Criteria , Clause No. 3.2 Minimum Eligibility Criteria, Sub Cl. 1	Experience: - The bidder will be qualified only if they have Similar Work* Experience for the department of the Government of India/Any State Government/ Statutory	We would like to bring your attention the unprecedented challenges that the travel industry has faced in recent years due to adverse effects of the COVID –	<u>Please refer Annexure-A of Corrigendum -II</u>



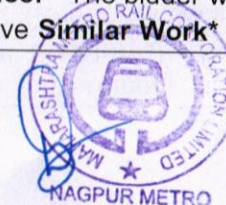
S No	Section, Clause & Page no.	Clause Description	Bidder's Query	Maha-Metro Reply
	Experience, Page No. 37	Bodies/ PSUs/ PSE/Local Bodies/ Corporate Sector, during last five years (Preceding years reckoned from 31.12.2023) and should be either of the following:	<p>19 pandemic and substantial downturn leading to significant decrease in revenue.</p> <p>In light of these exceptional circumstances, we kindly request your consideration in offering a concession for the years of experience from five to seven years for the same annual receipts, likewise other tenders (Section-3, clause 3.2), for the bidding process.</p> <p>We remain committed to providing high-quality services and contributing to the success of your project and believe that a concession in these requirements would enable us to showcase our expertise and commitment to excellence, despite the challenges faced during the pandemic.</p> <p>Thank you for your understanding and consideration of our request.</p>	

Annexure-A to Corrigendum-II

S No	Section, Clause & Page no.	Existing Clause	Revised provision
1.	Section-5: Scope of Work, Clause No. 5.11 Billing and Payment Terms, Page No. 41	<p>Payment to agency shall be made on submission of document as mentioned below:</p> <ol style="list-style-type: none"> Agency should submit the bill Monthly. Bill should include - Air Ticket, Agency tax Invoice and Airlines tax invoice or tax break up in Agency tax invoice. No advance payment will be made. Payment shall be related to satisfactory performance of all the jobs envisaged in the contract. The standard terms of payment are within 30 days from the date of submission of bills in triplicate duly certified by the Competent Authority of Maha-Metro. The payment shall be made through Cheque (s)/RTGS/NEFT/ECS. 	<p><u>Existing clause no. 5.11 Billing and Payment Terms of Section-5: Scope of Work is amended and replaced as follows :</u></p> <p>Payment to agency shall be made on submission of document as mentioned below :</p> <ol style="list-style-type: none"> Agency should submit the bill fortnightly. Bill should include - Air Ticket, Agency tax Invoice and Airlines tax invoice or tax break up in Agency tax invoice. No advance payment will be made. Payment shall be related to satisfactory performance of all the jobs envisaged in the contract. The standard terms of payment are within 15 days from the date of submission of bills in triplicate duly certified by the Competent Authority of Maha-Metro. The payment shall be made through Cheque (s)/RTGS/NEFT/ECS.
2.	Section-5: Scope of Work, Clause No. 5.10 Other Bookings, Page No. 41	<p>Other Bookings:</p> <ol style="list-style-type: none"> The agency shall arrange VISAs (Formalities for foreign Tours). The agency shall book hotel accommodations and taxi services, both Inter/Intra City, for Domestic and International 	<p><u>Existing clause no. 5.10 Other Bookings, Section-5 Scope of Work is amended and replaced as follows :</u></p> <ol style="list-style-type: none"> The agency shall arrange VISAs (Formalities for foreign Tours).



		<p>travel at the most competitive and cost-effective rates, subject to the request and prior approval of Maha Metro.</p> <p>iii. Agency shall arrange taxi/vehicle for the officials of Maha Metro, if required, on actual tariff basis. No Services Charges would leviable upon booking of Taxi.</p>	<p>ii. The agency shall book hotel accommodations and taxi services, both Inter/Intra City, for Domestic and International travel at the most competitive and cost-effective rates, subject to the request and prior approval of Maha Metro.</p> <p>iii. Agency shall arrange taxi/vehicle for the officials of Maha Metro, if required, on actual tariff basis. Service Charges @ 5% per booking (Excl. GST) on the actual tariff shall be payable to agency.</p>
3.	Section-5: Scope of Work, Clause No. 5.17 , GST, Page No. 42	<p>i. The ticket price should include the applicable GST, and only the GST related to "Service Charges" for booking the Tickets shall be paid extra as per prevailing rate.</p> <p>ii. The Input Tax Credit on GST paid on airfare to airline companies for bookings made by Maha Metro should be taken by the Air Travel Agent. The Air Travel Agent should pass on the GST Input Tax Credit to Maha Metro in the invoice issued by the Air Travel Agent to Maha Metro.</p>	<p><u>Existing clause no. 5.17 GST, Section-5: Scope of Work is amended and replaced as follows :</u></p> <p>i. The ticket price should include the applicable GST, and only the GST related to "Service Charges" for booking the Tickets shall be paid extra as per prevailing rate.</p> <p>ii. Agency should book the tickets using the GSTN of Maha-Metro, Nagpur. If encase, the agency books the tickets using his own GSTN, the agency should pass the GST Input Tax credit to Maha-Metro.</p>
4.	Section-3: Eligibility Criteria , Clause No. 3.2 Minimum Eligibility Criteria, Sub Cl. 1 Experience, Page No. 37	<p>Experience: - The bidder will be qualified only if they have Similar Work* Experience for the department of the Government of India/Any State Government/ Statutory Bodies/ PSUs/ PSE/Local Bodies/ Corporate Sector, during last five years (Preceding years reckoned from 31.12.2023) and should be either of the following:</p>	<p><u>Following para of existing sub clause no.1 of 3.2 Minimum Eligibility Criteria, Section-3: Eligibility Criteria is amended and replaced as follows :</u></p> <p>Experience: - The bidder will be qualified only if they have Similar Work* Experience for the</p>



			department of the Government of India/Any State Government/ Statutory Bodies/ PSUs/ PSE/Local Bodies/ Corporate Sector, during last seven years (Preceding years reckoned from 31.12.2023) and should be either of the following:
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