



NETAJI SUBHAS OPEN UNIVERSITY

DD 26, Sector – I, Salt Lake, Kolkata – 700064

Website: wbnsou.ac.in, Tele-Fax: 03340663224, Ph: 03340663213

Memo No.: AC/031/2025-26

Date: 28-05-2025

NOTICE INVITING APPLICATIONS FOR EMPANELMENT OF TRAVEL AGENCY FOR BOOKING OF AIR (INTERNATIONAL/DOMESTIC)/TRAIN TICKETS, LODGING/BOARDING, LOCAL TRANSPORTATION AND OTHER RELATED SERVICES of NETAJI SUBHAS OPEN UNIVERSITY (NSOU), DD-26, SECTOR-I, SALT LAKE CITY, KOLKATA - 700 064, WEST BENGAL.

The signed original application enclosed along with self-attested documents for empanelment by all the applicants shall be sent on the below address:

Finance Officer

Netaji Subhas Open University

DD-26, Sector -1, Salt Lake, Kolkata-700064

E-mail: fo@wbnsou.ac.in

The scanned copy of application can also be sent on the above email-id

NOTICE INVITING APPLICATIONS details and forms can be downloaded from NSOU website: <https://wbnsou.ac.in> from 29th April 2025 from 11 a.m. onwards

“Application for the Empanelment of Travel Agency in NSOU” in the subject. The last date of receiving Applications in the prescribed format along with supporting documents is 20/05/2025.

Note: Applying for empanelment at NSOU does not confer any right/ assurance whatsoever that they will be empaneled on the panel of NSOU. Letters to agencies confirming their empanelment will be issued by NSOU separately.

ELIGIBILITY CRITERIA:

- (i) Agency should be registered with International Air Transport Association (IATA), Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) and/or other authorized body in India.**
- (ii) Agency must have at least 5 years relevant experience in providing travel related services for various reputed organizations /Department of Government of India/ Department of Government of West Bengal/ Public Sector Undertakings /Statutory bodies/MNCs etc.**
- (iii) Agency must have minimum average Annual Billing (Turnover) of Rupee twenty lakh per year during the last 3 years (enclose Turnover Certificate and audited P/L & Balance Sheet (for last 3 years) from a Chartered Accountant).**
- (iv) Agency must be registered with GST and other required Authorities/ Departments, as applicable for the trade.**
- (v) Agency should have filed IT returns for the last three Assessment Years (Attached self-attested photocopy of IT returns).**
- (vi) The agency similar experience during last three financial years i.e. (F.Y. 2021-22, 2022-23 and 2023-24) [Self-attested copies of work Orders and Client's Satisfactory Certificates].**
- (vii) Agency should have its office in Kolkata, West Bengal.**



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Provided that the Competent Authority may relax the above conditions at its discretion, if otherwise found eligible in certain cases.

SCOPE OF WORK:

1. Empaneled agencies will be required to arrange to book air tickets on international and/ or domestic flights, including emergency booking/booking in odd situations and train tickets, lodging/boarding, local transportation and other related services etc. E-tickets sent by email must contain in the subject line the name of the traveler, sector and date. The email must be sent to the authorized requestor and the traveler both.
2. Arrange for booking of hotel accommodation, surface transport, taxi etc. in India and abroad if necessary.
3. Arrange for issuance of foreign exchange as per RBI guidelines.
4. Arrange for obtaining travel related insurance including overseas medical insurance.
5. The agency should deliver tickets with invoice at concerned officials and collect tickets for cancellation, if any.

While the above-mentioned activities are to give an idea on the nature and type of work to be performed, there can be additional activities of similar nature, which the empaneled agencies would be required to undertake, based on the NSOU requirements from time to time.

TENURE OF EMPANELMENT:

The initial empanelment will be for five (5) years or until further orders whichever is earlier. However, on completion of the term and satisfactory performance of the Agency(s), the empanelment may be renewed for further term(s) by the Competent Authority. The NSOU reserves the right to terminate the empanelment of any agency at any time without assigning any reason thereof.

TERMS & CONDITIONS OF THE CONTRACT:

1. The agency will be required to compulsorily quote the rates for making required necessary arrangements for domestic/international travels, as and when intimated by NSOU. Failing which the empanelment of the agency will be terminated/suspended/ cancelled/blacklisted by the University. Also, the agency may be blacklisted for any participation in the future competitive processes of the University.
2. Agency must have capability and resources to get the best deals and discounts for arranging domestic/international travel, hotels, accommodation facilities, surface transport and taxis etc.
3. The agency shall be available 24*7 for booking/ cancellation of both domestic and international Air tickets, railway tickets, taxis and hotel accommodation etc. The booking will be done on credit basis.
4. The travel agency **MUST** have authorization from International Air Transport Association (IATA). Also, for train tickets booking appropriate authorization are required.



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5. Bills for bookings and any other related services shall have to be submitted on a monthly basis and subject to the correctness of the bill the monthly payment to the agency shall be processed by the University.
6. The travel agency should be in a position to provide credit limit for a period of minimum four weeks.
7. The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/ compensation with their creditors.
8. NSOU reserves the right to avail of the services of one or more travel agents.
9. The Travel Agent shall ensure providing uninterrupted services to NSOU. In the event of poor/ deficient services, NSOU reserves the right to terminate/ suspend/ cancel/ blacklist the empanelment of the Travel agent (s).
10. Application containing false or inadequate information is liable for rejection.
11. NSOU reserves the right to reject any or all the applications without assigning any reason thereof.
12. The travel agency shall not assign the contract or any part thereof to any other agency/ party without the prior written consent/ approval of NSOU.
13. If the registration certificate of IATA / IRCTC is withdrawn or cancelled during the contract period, then the contract of the agency will automatically stand cancelled. The same shall be informed to NSOU immediately.
14. Security deposit may be taken on the basis activity (s).
15. NSOU reserves the right to engage other agent/contractor/vendor from out-side the panel for similar purpose, if deems fit.

PENALTY CLAUSES:

Failure to provide timely tickets and/ or booking rooms etc. as per the requirement of NSOU will attract penalty. For not adhering to contractual conditions, NSOU shall be free to impose monetary fine as deemed fit on the agency (s). Fines imposed shall be remitted by the agency to the University account or else the same shall be adjusted from the Security Deposit and / or bill.

ALLOCATION OF WORK POST EMPANELMENT FOR TOUR ARRANGEMENT:

The allocation of work post empanelment among all the empaneled agencies will be made through limited tender enquiries/ request for quotations as and when the requirements arise by the University. The agencies empaneled shall be compulsorily required to participate in the competitive process and submit quotations without fail.

BLACKLISTING/DEBARRING OF AGENCY:



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NSOU reserves the right to cancel the empanelment and debar the Agency if it is discovered that the Agency had produced any false information, on continued delivery of unsatisfactory services, over charged fare/ tariff, insolvency of the company or any other ethical ground as deemed fit.

DISCLAIMER:

a. NSOU shall not be responsible for any late receipt of applications, for any reasons whatsoever. The applications received late will not be considered.

b. NSOU reserves the right-

- To reject any/all applications without assigning any reasons thereof.
- To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the NSOU without assigning any reasons thereof.
- To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

c. NSOU does not assure for any of the participating agency a guaranteed business during a financial year.

P. 28/1/25
Finance Officer

Netaji Subhas Open University

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ANNEXURE – I

APPLICATION FOR EMPANELMENT

To be furnished in the Company's official letter pad with full address and contact no, E mail address etc.)

To
The Finance Officer
Netaji Subash Open University
DD 26, Sector – 1, Salt Lake
Kolkata – 700064

Ref: Memo No:Dated.....

Sub: Submission of application with reference to the above.

Sir,

As per guidelines given in the Notice, we are quoting the rate along with the Technical Credentials supported with relevant documents as applicable.

We have read all the terms and conditions given in the Notice and do hereby undertake to obey the rules and regulations of NSOU.

With regards

Signature with Seal & Date:

Name of Agent:

Name of Organization:

Mailing Address:

Mobile No of Contact Person:

Email Address of the Organization:



ANNEXURE – II

FURNISHING BASIC INFORMATION
(To be furnished in the Company's official letter pad)

1	Name of the travel Agency	
2	Address for Communication (One regional office in West Bengal must be exist.)	
3	Contact Number(s)	
4	E-mail ID	
5	Trade License No. (Please enclose copy of Trade License)	
6	PAN(Please enclose copy of PAN Card)	
7	GST No.(Please enclose copy of GST)	
8	Do you have previous experience for supplying similar nature of Items at Educational Institute of Higher Learning (Please enclose copy of Purchase order & user list, if yes)	Yes/No (Please put tick mark)
9	Annual Turnover as per Audited P/L ACCOUNTS & BALANCE SHEET	FY 2021-22: Rs..... FY 2022-23 : Rs..... FY 2023-24 : Rs..... Average Annual Turnover: Rs.....
10	(i) IATA Registration No. ,if any (Attach self-attested copy) (ii) IRCTC Registration No. (Attach self- attested copy)	

I hereby declare that the above information is true and correct to the best of my knowledge and belief. In case of any false/wrong/misleading information, I shall be bound to take the decision taken by the University.

Signature of the Agency
(With Seal)



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ANNEXURE - III

(Authorization letter in favour of the applicant (other than Managing Director/
Proprietor/Partner) from the competent authority.)

FORMAT

(To be furnished in the Company's official letter pad with full address and contact no,
E -mail address etc)

(TO WHOM IT MAY CONCERN)

This is to certify that Sri/Smt..... (Name),
employee of this Organisation as (Official Designation) is
hereby authorized to submit application , Vide Memo No.....Dated
..... on behalf of the Organization.

Signature of the competent authority with Seal

.....
(Signature of the Authorized Person)

Signature of Mr.....
.....is hereby attested.

Signature of the competent authority with Seal



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ANNEXURE - IV

(Affidavit Proforma)

(To be furnished in Non – Judicial Stamp paper of appropriate value duly notarized)

I, Sri/Smt.

The Managing Director/Proprietor (etc.) of the Firm.,

.....(Name of the firm)

At (address).....

do hereby solemnly affirm and declare as follows:

That I have not ever been convicted of any offence making myself liable to be disqualified to supply of the above-mentioned items to any Govt. or Govt. undertaking Organization/University /Institution in the State of West Bengal or other State or States.

1. That no case is pending against me or against my firm in any criminal court of law to supply the above-mentioned items to the Govt. or Govt. undertaking Organization / Institution in the State of West Bengal or other State or States (If any case is pending, state the details).
2. That, I also declare that if any information subsequently found incorrect or false will it automatically render the tender submitted by me cancelled and make me liable for penal/legal action as per law of the country.
3. That my concern has not yet been declared bankrupt by any banking or money lending agency duly licensed by RBI nor has it been considered doubtful by any Government concern so far as the solvency of the organization is concerned.
4. That I do further affirm that the statements made by me in this tender are true to the best of my knowledge and belief and all the documents attached are genuine & correct.

Signature with Seal & Date:



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Enclosures:

1. Copy of GST Registration Certificate
2. Copy of PAN & TAN
3. Copy of proof of Trade License
4. Copy of proof of Experience
5. Certificate of Authorization if applicable
6. Details of jobs.
7. Copy of Audited P/L ACCOUNTS & BALANCE SHEET (For FY 2021-22, 2022-23 & 2023-24)
8. Cancelled Cheque and Bank details

Check List:

Sl. No.	Particulars	Put Y if Yes/ Put N if No, respectively
1.	Copy of GST Registration Certificate & return attached	
2.	Copy of PAN & TAN attached	
3.	Copy of proof of current Trade License attached	
4.	Copy of proof of Experience	
5.	Copy of Certificate of Authorization, if applicable, attached	
6.	Details of jobs is attached	
7.	Copy of Audited P/L ACCOUNTS & BALANCE SHEET (For FY 2021-22, 2022-23 & 2023-24)	
8.	Bank details along with copy of cancelled cheque	