

## APPLICATION FOR EMPANELMENT OF AGENCIES FOR BOOKING OF AIR TICKETS

<u>SL No</u>	<u>Description</u>	<u>Response/Details</u>	<u>Attached documents/certificates</u>
<b>1</b>	<b><u>Company Profile</u></b>		
<b>1.1</b>	<b>Name of Agency</b>		
<b>1.2</b>	<b>Registered Office</b>		
	(a) Land Line no		
	(b) Mobile no		
	(c) E-mail ID		
	(d) Website if any		
<b>1.3</b>	<b>Date of Establishment</b>		
<b>1.4</b>	<b>Proprietorship/Partnership/Pvt Ltd Company</b>		
<b>1.5</b>	<b>Local Branch/Office details with contact details and proof of address:</b>		
	(a) West Bengal		
	(b) Sikkim		
	(c) A&N Islands		
<b>1.6</b>	<b>Number of years of experience in booking of air tickets</b>		
<b>1.7</b>	<b>Income Tax &amp; GST Details</b>		
	(a) PAN		
	(b) TAN		
	(c) GST Registration number		
<b>1.8</b>	<b>Turn over details from air ticketing (Chartered Accountant Certificate required)</b>		
	FY 2021-22		
	FY 2022-23		
	FY 2023-24		

1.9	<b>Profit from air ticketing</b>		
	FY 2021-22		
	FY 2022-23		
	FY 2023-24		
<b>2</b>	<b><u>Details of Current Clients</u></b>		
2.1	Furnish names of three responsible persons along with contact no, e mail of clients to whom service provided		
	West Bengal		
	Sikkim		
	A&N Island		
3	<b>Details of Bank Accounts with MICR, IFSC, Bank Name, Branch Code, Branch Name</b>		
4	<b>Are there any relatives of promoters/owners/directors/partners of the firm employed in State Bank of India. If YES, then furnish employment details of such SBI employee</b>		
5	<b>Whether blacklisted or blacklisting proceedings pending with any present or previous clients. If YES, mention details with reason. If at any stage it is revealed that participant has concealed facts, the application/empanelment will be cancelled straight away.</b>		
6	<b>Indicate details of pending/past litigations if any during the last 3 years as on 31/3/2024 with details and explain reasons. Also mention any claims/complaints received during the last 3 years</b>		
7	<b>Indicate details of Bankruptcy/Winding up proceedings initiated against the participant or its tie up partner/subsidiary at any point in time</b>		

8	Details of Single Point of Contact Person with phone number and e-mail id		
9	Details of EMD deposited		
10	Details of processing fee (Non Refundable)		
11	Indicate number of days interest free credit will be provided to staff of SBI post booking of air ticket for repayment		

**DECLARATION**

We have read the instructions appended and all terms and conditions. I/We understand that in the event of any information furnished by us being found incorrect/false at a later date, the Bank's decision shall be final to declare any future contract made between ourselves and State Bank of India on the basis of the information given by us invalid and we shall be solely responsible for the consequences thereof.

We agree that the decision of State Bank of India in selection of agencies/contractors will be final and binding to us.

All the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.

We agree that/we have no objection if enquiries are made about the work listed by us in the accompanying sheets.

I/We have no objection in Authorised Officials of SBI visiting our premises for doing inspections, as deemed necessary by the Bank. We agree that We have not applied in the name of any sister concern or shell company for the subject empanelment process.

Place  
Date

Signature with seal

## Annexure - A

**CHECK LIST OF DOCUMENTS**

<b><u>Sl no</u></b>	<b><u>Documents Required</u></b>	<b><u>Yes/No</u></b>	<b><u>Documents attached</u></b>
1	Application form, Pre-qualification requirement form and firm/proprietorship/partnership/company profile		
2	Proof of processing fee deposit		
3	Proof of EMD		
4	Price Bid Form (Annexure.....)		
5	Relevant certificate of Institution or Company/Service Provider i.e. Public Ltd, Private Ltd, Partnership, Proprietorship		
6	Trade License from local bodies		
7	GST no		
8	PAN/TAN		
9	Annual Turnover from air ticketing certificate for 2021-22, 2022-23, 2023-24 (CA certificate required), 2024-25 (provisional)		
10	Last 3 years audited balance sheet for 2021-22, 2022-23, 2023-24 certified by CA		
11	Bank account details		
12	Office details (Phone no, e-mail id)		
13	Single Point of Contact Details (Phone no, e-mail id)		
14	Other relevant documents (if any)		

### EVALUATION MATRIX

Sl no	Evaluation Marks	Data	Max Marks	Documents
1	Annual Turnover from air ticketing as on 31/3/2025 (Certified by CA)			
	Rs 5.00 Crores and above		20	
	Rs 1.00 Crore to less than Rs 5.00 Crores		15	
	Rs 50 lakhs to less than Rs 1.00 Crores		10	
2	Continuous years of experience in booking of air tickets as on 30/9/2024			
	20 years and above		20	
	10 years to less than 20 years		15	
	5 years to less than 10 years		10	
3	Holder of IATA Certificate as on 31/5/2025	Yes/No		
	20 years and above (if YES)		20	
	15 years to less than 20 years (if YES)		15	
	10 years to less than 15 years (if YES)		10	
4	Whether brick and mortar office available in Kolkata			
		Yes	20	
		No	10	
5	Provision of credit facility	Yes/No		
		60 days	20	
		45 days	15	
		30 days	10	
		0 day	0	

**UNIFORM TERMS AND CONDITIONS FOR SERVICE PROVIDERS FOR BOOKING AIR TICKETS**

SL NO	TERMS AND CONDITIONS
1	The service provider must undertake to execute agreement for the job before commencement of the work in Bank's prescribed/standard format. The service provider shall bear all costs and expenses including sundry charges, stamp duties etc. for executing the agreement.
2	The service provider shall work in close coordination with the authorised official(s) of the Bank/various establishments of SBI Kolkata Circle for booking of air tickets.
3	E-mails sent by State Bank of India employees through PF ID based e-mail ID only should be entertained for booking of air tickets. Air Tickets and invoice should be sent to the concerned employee by the service provider through the same PF ID based e-mail ID.
4	The service provider shall provide credit facility against booking of air ticket for minimum 30 calendar days.
5	Cost of air ticket has to be collected/recovered by the service provider from the employees of SBI. Bank shall not be responsible in any way nor will mediate in this process.
6	The Bank shall not be responsible for any loss incurred by the service provider for any reason whatsoever.
7	The service provider shall not assign or sub allot the assigned task to any person or entity and in the event of any violation or breach thereof, the Bank may at its discretion but without prejudice to its other rights and remedies terminate the contract.
8	The service provider shall have to maintain account with State Bank of India and will have to quote their SBI account number while sending invoice to the employees.
9	All questions relating to the performance of the obligations under this agreement in respect of the services and all disputes and differences which may arise either during or after the agreement period or other matters arising out of or relating to this agreement shall be referred to the Bank, whose decision shall be final, conclusive and binding on the service provider.
10	The courts in Kolkata only shall have the jurisdiction in respect of any or all matters relating to or connected with the tender.
11	The service provider shall ensure compliance with all tax laws in India with regard to this contract and shall be solely responsible for the same. The service provider shall keep the Bank fully indemnified against liability of tax, interest, penalty etc.
12	The service provider shall indemnify and hold the Bank harmless from and against all claims, damages, losses and expenses arising out of or resulting from the works/services under the contract provided under the contract.

13	If at any stage, even after empanelment, it comes to the notice of the Bank, that the service provider had used fraudulent methods or falsified documents to obtain the contract, the Bank would be at its liberty to terminate the contract without any notice and a penalty as deemed appropriate by Bank including forfeiture of the Earnest Money Deposit/Security Deposit. The service provider would also stand de-paneled. The imposition of such penalty/forfeiture of EMD/Security Deposit shall be conclusive, non-objectionable and binding upon the service provider.
14	The service provider shall be responsible for all claims whatsoever for its employees and the said employees of the service provider shall not make any claim against the Bank.
15	The Bank may terminate the contract if it is found that the service provider is blacklisted on previous occasion by any Bank/Institution/Local Body/Municipality/Public Sector Undertaking etc. but concealed the same while applying for the empanelment.
16	The Bank reserves the right to accept or reject any of the tenders without assigning any reason whatsoever. The Bank also reserves the right to amend/modify any of the terms of the tender if necessary.
17	The contract for air ticket booking shall be for a period of three years from the date of awarding the contract subject to review after six months and satisfactory performance as mentioned herein above. The contract shall be terminated on the expiry of three years or earlier by one month's notice at the option of the Bank in the event of unsatisfactory performance or on breach of any of the stipulated conditions or qualitative dimensions of the various services agreed upon by the service provider under these presents. The service provider may terminate the contract after giving three months' notice in writing to the Bank, if they so desire at any time during the course of the currency of this agreement. If the contract is terminated as stated above, the service provider shall be entitled to the payment up to the date of termination for the tickets already booked from concerned employee(s) and the Bank will not be responsible in such recovery. The contract shall be subject to renewal thereof at the discretion of the Bank.
18	The service provider shall provide contact details of Single Point of Contact person and respond to phone calls/ e-mails without delay.
19	The service provider shall be responsible to attend all complaints/requirements within the purview of the contract. Its employees shall also be responsible to communicate immediately through phone/e-mail.

Address

Signature of Tenderer with seal

Date:

Company Name

### **Undertaking by Service Provider**

I / We declare having read and understood the above terms and conditions carefully and note to abide by the covenants of the terms and conditions. Bank reserves the right to terminate the contract at any point of time, without allowing any further time, if found suppression of facts/documents/papers by us for any misrepresentation/falsification from us and non-compliance of any statutory obligation.

Address

Signature of Tenderer with seal

Date:

Company name