

**Request for Proposal**

**For Engagement of Agency for**

**TRAVEL RELATED SERVICES**

**Administration Department**  
**Head Office, National Housing Bank**  
**Core 5-A, 3<sup>rd</sup> Floor, India Habitat Centre, Lodhi Road,**  
**New Delhi - 110 003**  
**Phone: 011-24649432**  
**E-Mail: [souravs@nhb.org.in](mailto:souravs@nhb.org.in)**

**Note:- Technical bids will be opened in the presence of bidders who choose to attend.**

| <b><u>BID DETAILS</u></b> |   |   |
|---------------------------|---|---|
| 1.                        | Date of commencement of collection of Bid Documents | 08/01/2014  |
| 2.                        | Last date and time for collection of Bid Documents  | 29/01 /2014<br>17.00 hrs  |
| 3.                        | Last date and time for receipt of Bid Documents     | 29/01 /2014<br>17.00 hrs  |
| 4.                        | Date and Time of opening of Technical Bid           | 30/01 /2014<br>12.00 hrs  |
| 5.                        | Cost of RFP   | Rs. 1000 /-(Non refundable)   |
| 6.                        | Earnest Money Deposit Amount                        | Rs. 25,000/- (refundable) (Rs. Twenty Five Thousand Only)   |
| 7.                        | Place of opening of Bids                            | National Housing Bank,<br>Head Office<br>Administration Department<br>Core 5-A, 4th Floor, India Habitat Centre,<br>Lodhi Road,<br>New Delhi - 110003 |

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## **1. ABOUT NATIONAL HOUSING BANK**

National Housing Bank (NHB) is an Apex Financial Institution formed under the Act of the Parliament with a mandate for Promotion, Development and Regulation of the Housing Finance Sector. NHB is a wholly owned subsidiary of the RBI.

Apart from regulating the housing finance companies (HFC), NHB also extends financial support by way of equity participation in HFCs and refinance facility to financial institutions such as Banks, HFCs, Co-operative Sector Institutions, Housing Agencies, etc. benefiting the masses both in urban and rural areas.

The head office of NHB is located in New Delhi and it has a regional office located at Mumbai and representative offices at Ahmedabad, Bangalore, Bhubaneswar, Chennai, Hyderabad, Kolkata, Lucknow, Patna, Bhopal and Nagpur.

## **2. REQUIREMENT DETAILS**

National Housing Bank. intends to avail of the services of a reputed Agency/firm having IATA membership and serving atleast 2 Govt. offices PSUs etc. (proof be attached) from the last 3 years. The agency should have an annual turnover of a minimum of Rs. 3 crores for supply of air ticket / railway ticket during the last 3 financial years i.e. 2010-11, 2011-12 and 2012-13. The Contract period will be for a period of one year, from the date of award of the contract.

## **3. TERMS AND CONDITIONS**

- i. The financial bids of technically qualified tender will be opened on the day intimated over phone or through web site or through letter. The qualified tenders can attend the opening of financial bids either on their own or through an authorized representative on the notified date and time.
- ii. EMD of unsuccessful tenderers will be returned without interest. EMD of successful tenderers will be retained and will be converted into security deposit and shall remain with NHB during the tenure of contract.

- iii. The EMD of successful tenderer will be forfeited in case he fails to accept the order.
- iv. **The Agency/Firm should have the IATA membership and should be serving atleast 2 Govt./ PSUs offices (proof should be attached) from the last 3 years. Agency should have annual turnover of minimum Rs. 2 crores for supply of air ticket / railway ticket during the last 3 financial years i.e. 2010-11. 2011-12 and 2012-13.**
- v. The selected tenderes (herein after referred as Agency) will have to ensure fast and timely by hand delivery of tickets by hand in NHB Delhi office. At times the ticket and other related service will be required on very short notice (1-3) hour.
- vi. The Agency invariably explore the possibility of Economy / Promotional apex fare(s) at the first instance for making the Air-booking.
- vii. No advance payment will be made for any kind of booking. However, NHB will arrange for expeditious payment on submission of monthly bills along with proof of receipt of ticket.
- viii. The Agency will inform the Traveller about cancellation/ rescheduling of flights by the Airlines
- ix. The Agency will ensure that Visa, Transit Visa or any other formalities required for international visits are fulfilled
- x. In case the tickets are not with in time delivered the Agency will be solely responsible for the same and no payment may be made. In that case the Agency may be liable to Penalty Clause mentioned hereinafter.
- xi. No revision of rates will be permitted during the period of the contract. The contract will be valid for one year from the date of award of contract The contract can be extended further on year to year basis for a maximum period of 03 years on mutually agreed terms and conditions.
- xii. In case of unsatisfactory services i.e. non-booking of the Air / Railway tickets timely as per requirement of NHB etc. the contract shall be terminated by giving notice of 10 days.
- xiii. In addition to discounts mentioned in rates quoted, the Agency shall intimate and transfer all additional discounts that are given by authorities / airline to NHB.

- xiv. In case of cancellation, the proof of actual cancellation charge, charged by Airline shall have to be provided and NHB will pay the actual cancellation charges only.
- xv. The legal jurisdiction will be the Courts of Delhi only.
- xvi. In case of any dispute the decision of NHB will be final.
- xvii. NHB has the right to accept or reject any tender without assigning any reason thereof.
- xviii. Until an agreement is signed and executed, this Bid together with the written acceptance thereof for notification of award shall constitute a binding contract between the successful Agency and the Bank.
- xix. It may be noted that Agencies who do not fulfill the Pre-qualification requirement will not be considered. Tenders of only those Agencies who fulfill the terms and conditions (Annexure-I) of pre-qualification requirement **will be opened**.
- xx. The Bank reserves the right to cross check the rate mentioned on the ticket with the rate quoted by the Airline pertaining to the concerned ticket at any point of time.

#### **4. PAYMENT TERMS:**

- i. Monthly Bills to be raised by the vendor on National Housing Bank and the payment would be made on monthly basis after deduction of applicable taxes in accordance with the provision of income tax act / rules on the subject.
- ii. The monthly bill raised by the Company on NHB should also contain documents evidencing payment of PF, ESI and other statutory dues payable to the concerned authorities by the Agency.

#### **5. INSTRUCTION TO BIDDERS**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

- No binding legal relationship will exist between any of the Respondents and Bank until execution of a contractual agreement.
- Each Bidder acknowledges and accepts that Bank may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by the bidder.
- The bidder will, by responding to Bank for RFP, be deemed to have accepted the terms and conditions defined in the RFP.
- Bidders are required to direct all communications related to this RFP, through the Nominated Contact person:

**Contact : Sourav Seal**  
**Position : Asst. General Manager**  
**Email : [souravs@nhb.org.in](mailto:souravs@nhb.org.in)**  
**Telephone : +91 - 11- 24611070**  
**Fax : +91 - 11 - 24646988**

- Bank may, in its absolute discretion, seek additional information or material from any bidder after the RFP closes and all such information and material provided must be taken to form part of that bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.
- If Bank, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.
- Queries / Clarification if any, may be sought from the contact persons detailed above before the deadline for submission of bids, between 10.00 am to 5.00 pm on any working days (Monday to Friday except holidays).
- Bank may, at its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes, to improve or clarify any response.

- Bank will notify all short-listed Bidders in writing or by mail or by publishing in its website as soon as decision is taken on the outcome of their RFP. Bank is not obliged to provide any reasons for any such acceptance or rejection.
- The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids which qualify both Minimum Eligibility Criteria and Technical Evaluation Criteria will be eligible for Commercial Evaluation.

## 6. RFP Cost and Earnest Money Deposit

The bidder has to submit earnest money deposit of Rs. 25,000 (Rs. Twenty Five Thousand only) (The EMD of unsuccessful bidder shall be refunded after completion of tendering process and the EMD of the selected vendor shall remain with NHB as security deposit till end of contract for which no interest will be paid on the EMD. The security deposit shall be released only after successful completion/satisfactory execution of the contract), by way of an e-payment in favour of National Housing Bank. Besides EMD, the bidders have to deposit Rs. 1000/- (non refundable) towards RFP cost. The Accounts details for e-payment are given below:

1. *Beneficiary Name:* National Housing Bank
2. *Beneficiary Address:* Core 5A, 4th Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003
3. *Beneficiary Bank Name:* State Bank of Hyderabad
4. *Beneficiary Bank Branch Address:* Pragativihar Delhi Branch, Ground Floor, Core-6, Scope Complex, Lodhi Road, New Delhi – 110 003
5. *Type of Bank Account:* Current account
6. *Beneficiary Bank A/C No:* 52142903844
7. *IFCS code of Bank branch:* SBHY0020511
8. *MICR No.:* 110004005

The proof of the payment should be enclosed and put in the envelope containing the Technical Bid; in the absence of which the bid may not be considered for further evaluation. The bidders are also required to submit ECS Mandate Form as enclosed in Annexure-E.

- The EMD security may be forfeited:

- If a Bidder withdraws its bids during the period of bid validity
- If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of the contract
- In case of successful Bidder, if the Bidder fails to Sign the contract.

### **6.1 Language of Bid**

The bid prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

### **6.2 Masked Commercial Bid**

The bidder should submit a copy of the actual price bid (as per the format specified by Bank ) being submitted to NHB by masking the actual prices. This is mandatory. The bid may be disqualified if it is not submitted by masking it properly. Bank reserves the right to cancel the bid at the time of commercial evaluation, if the format/detail (except price) of 'Masked Commercial Bid' does not match with the format/detail of actual Commercial Bid submitted.

### **6.3 Cost of Bidding**

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

### **6.4 Bidding Document**

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

### **6.5 Amendment to Bidding Documents**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the Bank. All amendments shall be uploaded on Bank's website.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

### **6.6 Period of Validity**

Bids shall remain valid for **six months** from the date of its opening, as prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

### **6.7 Bid Currency**

Prices shall be expressed in Indian Rupees only.

### **6.8 Submission of Bids**

The tender bid (technical and Financial bid) is to be sent in separate sealed cover envelopes. These two sealed envelopes are to be put in a third envelope superscribing "**Quotation for Booking of Air/Railway Tickets**" and should be sent to **The Asst. General Manager (Administration) NHB Core 5A, 3<sup>rd</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi - 110003** by ..... P.M on or before .....

The Technical bids will be opened at ..... PM on ..... and for opening the financial bids of those vendors who technically qualify, date & time will be intimated to the vendors. The representatives of bidders can participate in Tender opening process.

The bid should be addressed to the Bank at the following address up to the time and date mentioned on para 2 of this document.

Asst. General Manager  
Administration Department

National Housing Bank,  
Head Office  
Core 5-A, 3<sup>rd</sup> Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

## **6.9 Late Bids**

Any bid received by the Bank after the due date of submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

## **6.10 Modifications and/or Withdrawal of Bids**

- Bids once submitted will be treated, as final and no further correspondence will be entertained on this.
- No bid will be modified after the due date of submission of bids.
- No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

## **6.11 Content of Documents to be Submitted**

### **6.11.1 Documents required in Technical Bid Envelope (Sealed Cover):**

- i. Undertaking Letter as per part "I" of Annexure - 'A'.
- ii. Bidder's information as per part "II" of Annexure-'A'.
- iii. Compliance Statement Declaration - Annexure-'B'
- iv. Pre-Qualification Criteria - Annexure - 'C'
- v. Format for Commercial Bid Annexure - 'D'
- vi. ECS Mandate Format - Annexure - 'E'

### **6.11.2 Documents required in Commercial Bid Envelope (Sealed Cover):**

- i. Commercial offer: The offer should be as per commercial bid format in Annexure 'D' Part - II and should be **all-inclusive, including taxes and other Govt. levies etc.** In case of any variation (upward or down ward) in Government

levies/taxes/duties etc. up-to the date of invoice, the benefit or burden of the same shall be passed on or adjusted to the Bank.

## 7. Penalty Clause:-

In case the agency is not able to supply tickets on time, the penalty will be as under:

- a) 5% in case of individual air ticket booking.
- b) In case of railway tickets, reservation charges will not be payable.

# These conditions will come into force only where the Agency is at fault and not under unforeseen circumstances.

In case they fail to comply with the requirement given above a penalty of one percent of annual service charge per day delay may be charged by the Bank, up to a maximum of 10%. In case the delay is more than ten days the Bank reserves the right to terminate the contract by giving one month notice and also the EMD amount of Rs.25, 000/- deposited by the firm would be forfeited.

## 8. BIDDING PROCESS (TWO STAGES)

For the purpose of the present job, a two-stage bidding process will be followed. The response to the RFP will be submitted in two parts:

- Technical bid                      Part I
- Commercial bid                    Part II

The bidder will have to submit the Technical bid and Commercial portion of the bid separately in two separate red lac-sealed envelopes (wax seal), duly superscribing "**Quotation for Booking of Air/Railway Tickets**", "**TECHNICAL BID**" or "**COMMERCIAL BID**" as the case may be.

TECHNICAL BID shall not contain any pricing or commercial information.

The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. All pages of the Bid shall be initialed by the person(s) signing the Bid.

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

## **9. BID OPENING AND EVALUATION**

The Bank will open the technical bids, in the presence of Bidders representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned on page 2 at **point no. 7** in "Bid Details".

The bidders or their representatives who are present shall sign register as an evidence of their presence. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

In the first stage, only TECHNICAL BID will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed. In the second stage, the COMMERCIAL BID of short-listed bidders will be opened. Bank reserve right to accept or reject any technical bid without assigning any reason thereof. Decision of the Bank in this regard shall be final and binding on the bidders.

Commercial bids of those bidders whose technical bids are found suitable by the Bank shall only be opened.

## **10. CLARIFICATIONS ON BIDS**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

#### **11. PRELIMINARY EXAMINATION**

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

The bid determined as not in order as per the specifications will be rejected by the Bank.

#### **12. CONTACTING THE BANK**

Any effort by bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Bank's decision will be final and without prejudice and will be binding on all parties.

#### **13. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

Bank reserves the right to select more than one bidder keeping in view its large requirements.

#### **14. SIGNING OF CONTRACT.**

The successful bidder(s) to be called as vendor, shall be required to enter into a Service level Agreement (SLA) with the Bank, within 7 days of the award of the tender or within such extended period as may be specified by the Bank.

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**ANNEXURE - A**

**Part - I:**

**Letter to be submitted by bidder along with bid documents**

To  
The Asst. General Manager  
Administration Department  
National Housing Bank,  
Head Office  
Core 5-A, 3<sup>rd</sup> Floor, India Habitat Centre, Lodhi Road,  
New Delhi - 110003

Sir

**Reg: Our bid for "Booking of Air/Railway Tickets"**

We submit our Bid Document herewith.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We understand that you are not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without

assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), shall be communicated to the bidders either over phone/e-mail/letter.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 200\_.

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
(Authorised Signatory)

**Part - II**

**Bidder's Information**

(a) Name & Address of the Agency:

(b) Year of establishment:

(c) (i) Name of the proprietor:

(ii) Contact Person :-

(d) Telephone No./Mobile No:- (office and residence)

(e) Fax: E-mail:

(f) Whether Govt. Undertaking / Private Limited / MNC / Cooperative agency

**2. Previous experience in travel related services, if any (attach documentary proof):-**

**3. Current List of clients**

|    |                           | Period |    | Nature & Volume of booking |         |
|----|---------------------------|--------|----|----------------------------|---------|
|    |                           | From   | To | Air                        | Railway |
| a) | Govt. Deptt. / Ministries |        |    |                            |         |
| b) | M.N.C.                    |        |    |                            |         |
| c) | Public Sector Undertaking |        |    |                            |         |
| d) | Private Sector            |        |    |                            |         |
| e) | Any other                 |        |    |                            |         |

ANNEXURE - A

**Part - II**

**1. Details of turn over of the Agency for the last three years (enclose proof like Audited Accounts etc.) (Submit copies of Service Tax, Registration etc.)**

| Year    | Total amount (in Rs.) |
|---------|-----------------------|
| 2010-11 |                       |
| 2011-12 |                       |
| 2012-13 |                       |

**2. Registration Number of the Firm with IATA (enclose a copy of registration)**

**3. Infrastructure details:**

|    |                   |  |
|----|-------------------|--|
| a) | No. of Computers: |  |
| b) | Whether online:   |  |
| c) | No. of employees: |  |

**4. Whether the Agency can provide round the clock service for booking Air / Rail tickets:**

Yes / No

**5. Other Service :**

(a) Hotel Booking facility at the place of tour Yes / No

(b) Hiring of vehicle at the place of tour Yes / No

(c) Whether cargo handling service can be provided. Yes / No

**6. Whether the Agency will be providing a 24 hours help line service number so that NHB can contact in case of emergency.**

Yes / No

**Annexure - II (Contd.)**

**07. Any other information:**

**Authorized Signatory  
(With full name and designation) Seal**

COMPLIANCE STATEMENT  
DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

**Signature:**  
**Seal of company**

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

(If left blank it will be construed that there is no deviation from the specifications given above)

**Signature:**  
**Seal of company**

**Pre-Qualification Criteria (P.Q.C)**

- I.** The organization bidding must be IATA approved (**Registration Number of the Firm with IATA (enclose a copy of registration)**).
- II.** Minimum turn over for the last 3 years should be 3 cr.
- III.** The organization must have its own web-site containing the information about the company.
- IV.** The organization must possess requisite Government clearance/certificates/registered with respective Government department towards carrying business on booking of Air/Railway Tickets
- V.** The organization should have at least three years experience in supplying manpower in at least 2 Government/PSU/Banks/FIs in India.

**N.B** - The bidder has to provide the documentary proof against each P.Q.C. points.

## FINANCIAL BID

## Air Ticket

## A] Domestic Tickets

i. Discount offered on Basic Air Fare Fare in Domestic tickets on different airlines (In percentage)

| SL. | Name of the Airline | Economy Class |                       | Business Class/Executive Class |                       |
|-----|---------------------|---------------|-----------------------|--------------------------------|-----------------------|
|     |                     | Normal Fare   | Promotional/APEX Fare | Normal Fare                    | Promotional/APEX Fare |
| 1   | Air India           |               |                       |                                |                       |
| 2   | Jet Airways         |               |                       |                                |                       |
| 3   | Go Air              |               |                       |                                |                       |
| 4   | Spice Jet           |               |                       |                                |                       |
| 5   | Indigo              |               |                       |                                |                       |
| 6   | Other Airlines      |               |                       |                                |                       |

## Air Ticket

## B] International Tickets

i. Discount offered on Basic Air Fare Fare in International Air tickets.

| SL. | Name of the Airline | Economy Class | Business Class/Executive Class |
|-----|---------------------|---------------|--------------------------------|
| 1   | All Airlines        |               |                                |

**ANNEXURE - D**

**(iv) Other services**

Visa Service Charges: \_\_\_\_\_

Passport Service  
Charges \_\_\_\_\_

Any Other related  
services (Pl Specify) \_\_\_\_\_

**Railway Ticket**

**For Railway Booking and cancellation**

|                  | <b>Charge per person per sector</b> |  |
|------------------|-------------------------------------|--|
| For Booking      |                                     |  |
| For Cancellation |                                     |  |

**Authorized Signatory  
(With full name and designation) SEAL**