



Proposal for providing Travel desk (Implant) for Corporate Office, Natraj, Andheri (East), Mumbai.

SBI Life is one of the leading Life Insurance companies in India. We are a joint venture between India's largest bank State Bank of India and the leading global insurance company BNP Paribas Cardif.

SBI Life Insurance Company Limited is a joint venture between the State Bank of India and BNP Paribas Cardif. It started its operations in 2001, and has a network of 16 regional offices and 804 branches and a work force of over 12000 employees located across the country. SBI Life's registered and corporate office is at Mumbai.

SBI Life solicits proposal from reputed travel agencies having their registered and corporate office in Mumbai.

The travel desk (Implant) setup will be provided to the empanelled travel agency at SBI Life Insurance Co Ltd Ground Floor, Natraj, Andheri (East), Mumbai 400069. The empanelled travel agency will be provided dedicated furnished place along with Desktop equipped with internet facility, Printer, Telephone & Intercom facility.

The empanelled travel agency has to provide a dedicated staff during the office hours to take care of various travel related requirements of SBI Life. The agency has to further provide a 24/7 support beyond office hours, Saturdays, Sundays & Holidays. The broad activities to be carried out are:

- All travel related services.
- Air and Rail ticket booking
- Visa and Passport related activities.
- Airport assistance services at airport (PAN India) to MD & CEO & other important guests of the company (In case of emergency).
- Endorsing Company's booking code for respective airlines on every ticket issued from respective airlines.

The Technical and Commercial bid is attached for short listing of travel agencies providing travel desk (Implant) for the corporate office at Natraj, Mumbai.

This RFP is not an offer by SBI LIFE but an invitation for Bidder response. No contractual obligation of whatsoever nature shall ever arise from the RFP Process unless and until a formal contract is signed and executed by the duly authorised signatories of SBI Life and the Bidder. Responses submitted after the stipulated date and time will not be entertained. All the Bids and supporting documentation should be submitted in English.

SBI Life reserves the rights to amend, modify, add, delete, in part or in full any conditions or specifications without assigning any reason during the entire process. The Bidders shall be entirely responsible for their own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation process.

The Bidder will not be permitted to submit the bid in a consortium with any other service provider/bidder. Bids submitted by consortium will be summarily rejected.

MISCELLANEOUS

- 1) The Bids should be in the prescribed format only.
- 2) Interested and eligible bidders may submit their application, in confidence, in the prescribed format in a sealed cover. The Technical Bid (Annexure1) is to be filled duly filled, stamped and signed by authorized signatory of the agency. The bidder is required to enclose with all documents as specified in the technical bid.
- 3) The Commercial bid (Annexure 2) should be submitted duly filled, stamped and signed by authorized signatory of the agency.
- 4) The Technical and commercial bid need to be submitted in separate sealed covers by 15.00 hrs on 25th September 2017 at the office of The **Sr Vice-President (Management Services), Corporate Office, SBI Life Insurance Co Ltd 'NATRAJ' Gr Floor, M V Road & Western Express Highway Junction, Andheri (E) Mumbai-400069.**
- 5) SBI Life reserves the right to select /reject any/all applications without assigning any reason thereof.
- 6) The Company may, at its sole discretion, cancel the entire process at any stage of the bidding process.
- 7) In case of any dispute regarding any of the terms of this document, the decision of the Sr Vice President [Management Services] of SBI LIFE shall be final and binding on all the parties.

For SBI LIFE Insurance Co Ltd.

Sr Vice President [Management Services]

ANNEXURE -1

TECHNICAL BID

Sr	Particulars		✓ The appropriate cell	Remarks
1	Company Constitution	Public Ltd		
		Private Ltd		
		Partnership		
		Proprietor		
2	Nos of Years in services	More than 15 yrs		
		10 to 15 yrs		
		Less than 10 yrs		
3	PAN India Presence	More than 20 offices		
		10 to 20 offices		
		Less than 10 offices		
4	Annual turnover (Rs) FY 2014-15	Above 1000 crores		Enclose Balance Sheet of FY 2016-17 Certified by CA
		999 to 500 crores		
		499 to 300 crore		
		Less than 300 crores		
5	Activities	Ticketing - Air (Domestic)		
		Ticketing - Air (International)		
		24/7 assistance /support		
		Travel Insurance		
		Visa assistance		
		Passport assistance		
		Travel Insurance		
		Ticketing - Railway		
6	TAT for ticketing	Air ticket		Specify hours taken by travel desk to book the respective ticket/Hotel room
		Rail ticket		
		Hotel room booking		
7	Implant Presence Current clients	Total Nos of Implants in Mumbai:		Specify numbers. Enclose reference letters.
		Total Nos of Implants in other metro cities		Specify numbers. Enclose reference letters
8	Airport Presence** (24X7 presence)	Nos of Locations / Airports		Enclose list of cities / locations

9	Airport Assistance** (On Demand)	Nos of Locations	(Maximum location :5)	Enclose list of cities / locations
		Airport assistance to MD & CEO (Complimentary or Chargeable)		
10	In case of Emergency	Option of Counter Ticketing. Assistance & Other support		
11	Travel desk	Dedicated support staff beyond office hours		
		Adequate back-up in absence of regular staff deployed		
12	Tour Assistant/ Manager (On Demand)	Dedicated tour Manager/ Assistant for Senior Executives		For International travel, itinerary, hotels & other guidance

Please enclose a copy of the following documents along with the Technical bid

- a) Shop & Establishment
- b) IATA License
- c) Audited Balance Sheet for 2016-17
- d) Reference letters from your current client
- e) Other documents as requested above

Note: Technical bid to be submitted in separate sealed cover.

Company Seal:
Authorized Signatory:
Date:

COMMERCIAL BID

Sr	Particulars	Amount in (Rs)
1	Ticketing - International	
	· Management Fees	
	· Transaction Fees	
	· Cancellation fees	
	· Re-issue Fees	
	· Revalidation Fees	
2	Ticketing – Domestic (Full service)	
	· Management Fees	
	· Transaction Fees	
	· Cancellation fees	
	· Re-issue Fees	
	· Revalidation Fees	
3	Ticketing – Domestic (Low Cost)	
	· Management Fees	
	· Transaction Fees	
	· Cancellation fees	
	· Re-issue Fees	
	· Revalidation Fees	
4	Passport Assistance (Excluding actual charges)	
	(Mumbai)	
	(Outstation)	
5	Visa (Excluding actual charges)	
	(Mumbai)	
	(Outstation)	
6	Airport Assistance (Meet & Assist)	
7	Rail Ticketing	
	· Management Fees	
	· Transaction Fees	
	· Cancellation fees	
8	Hotel Booking (PAN India)	
	· Management Fees	
	· Cancellation fees	

Note: Commercial bid to be submitted in separate sealed cover.

Company Seal:
 Authorized Signatory:
 Date: