

Consulate General of India
Guangzhou

No. GUAN/Admn/665/01/2022

18th July, 2024

Expression of Interest (EOI) for empanelment of Travel Agencies

The Consulate General of India, Guangzhou invites applications from reputed authorized Travel Agencies dealing in domestic and international air tickets for the purpose of empanelment by the Consulate for two years, renewable at the Consulate's discretion up to three spells of one year each based on Agency's performance and subject to terms and conditions given below. Tenders should be properly sealed with the superscription "Application for empanelment of travel agencies for booking of air tickets for the Consulate" and addressed to the Head of Chancery, Consulate General of India, 14th Floor, HNA Tower, No. 8 Linhe Zhong Road, Tianhe District, Guangzhou-510610.

2. The tender documents can be downloaded from website of Consulate General of India, Guangzhou (<https://www.cgiguangzhou.gov.in/tenders.php>). The duly filled in tender is required to be submitted on or before 1730 Hrs on 08th Aug, 2024. The tender will be opened on 09th Aug, 2024 at 1100 Hrs.

3. Incomplete Tenders are liable to be rejected. No further correspondence will be entertained for rejected tenders.

(Muskan Jindal)
Head of Chancery
Consulate General of India
Guangzhou

Email: hoc.guangzhou@mea.gov.in

TERMS AND CONDITIONS

1. ELIGIBILITY CRITERIA

1.1 The bidder should be a registered company to engage in the business of booking and purchasing of air tickets for domestic and international sector.

1.2 The bidder should have an experience of at least three (3) years in similar works of booking/purchasing for domestic and international tickets, including for Diplomatic Missions and UN and other international organizations and big corporate / business houses. (Documents to be attached)

1.3 The Service Provider Company /Firm / Agency shall submit affidavit stating that the agency is/ has not been blacklisted by any Government or other institution. (Documents to be attached)

1.4 The bidding company should be IATA approved. A copy of certificate issued by IATA should be attached.

1.5 The bidding company should have a registered office in mainland China.

2. SCOPE OF WORK:

2.1 Booking of international and domestic air tickets on 'Best Available Fare'.

2.2 Agency should be capable of making itinerary of travel of the user which is the most cost effective as well as the best suitable to the user. The Agency should be able to provide service on holidays/beyond working hours in cases of urgency.

2.3 The agent should be able to send quotation by quickest means like email to the Consulate with information like Flight number and date of travel, cost of ticket, discounts (if any), tax (if any) etc., withing a short period even within one or two hours in case of urgency.

2.4 Mere submission of quotation for ticket, would not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.

2.5 The booking will be done on credit basis. The amount will be settled within 10 working days weeks from the date of receipt of billing invoice subject to verification.

2.6 Issuance of tickets where at least one time cancellation/change is allowed without charge as far as possible.

3. COST OF TENDER FORM : The tender is available free of cost and attached to this Notice.

4. TENURE OF CONTRACT : Once constituted, the panel of travel agencies would be valid for two years, unless revised or extended by the Consulate. Extensions, if any, would be granted in spells of one year each.

5. PROHIBITION OF SUB CONTRACT: The travel agency shall not assign the contract or any part thereof to any other agency/party. The travel agency shall also not sublet the work or part thereof under any circumstances.

6. PAYMENT : Bills for booking shall have to be submitted after the journey date. Payment of bills will be made within 10 working days of receipt of the same after verification.

7. SUBMISSION OF TENDER: The Tender must be submitted in the prescribed proforma provided in **Annexure-I**. Tenders not in the prescribed proforma are liable to be rejected.

8. LAST DATE OF SUBMISSION: Last date of receipt of sealed applications is 08th Aug, 2024. No application shall be entertained after the expiry of the due date and time.

9. VALIDITY OF THE BIDS: The bids submitted shall be valid for a period of 60 days subject to increase in the period by mutual consent.

10. AUTHORIZED SIGNATORY: The bid application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.

11. REJECTION OF BIDS: The bid application is liable to be rejected if it is:

- i) Not in prescribed forms and not containing all required details.
- ii) Not properly sealed and signed as per requirements.
- iii) Received after the expiry of due date and time.
- iv) Missing of any supporting document(s).
- v) Any other reason ascertained by the Embassy

12. TERMS & CONDITIONS:

- i) The Consulate reserves the right to empanel any travel agency or to cancel the empanelment at any time, without assigning any reason.
- ii) The empanelment does not guarantee getting work order in future. The Consulate reserves the right to award work order to any empaneled firm.
- iii) The arrangements with the travel agency shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/ compensation with their creditors.
- iv) The Consulate reserves the right to reject/cancel any or all the bids without assigning any reason.

Company Credentials

SI No.	Particulars	Details to be filled by the Agency
1.	Name of the Agency	
2.	Registered office/ business address of the company / Firm / Agency	
3.	Details of key personnel of the agency (Name/ Designation / Contact number)	
4.	Address with telephone, fax numbers, Email and name (s) of the contact person (s)	
5.	Year of Incorporation/ Constitution of the Company / Firm / Agency (Attach company registration documents)	
6.	Experience in booking domestic / international tickets : for Consulates/ Embassies, UN organization, big corporate houses, etc. (Attach supporting documents)	
7.	Additional facilities offered other than booking tickets/ transaction charges/ service fees / other charges if any	
8.	Whether the travel Agency is IATA approved (Attach certificate)	
9.	Whether the agency is prepared to provide services on weekends / Holidays besides normal working day also.	
10.	Please indicate whether agency is prepared to offer 10 working days credit.	
11.	Is it possible for the Agency to provide at least one time cancellation/ change without charge?	
12.	Is it possible for the Agency to block the tickets for limited period (without cost), if requested?	
13.	Refund policy, if tickets are cancelled.	

14.	Service charges on the basis of per person / ticket.	
15.	Whether the company has Branch / Head office in Guangzhou (may furnish proof)	
16.	Details of Key personnel of the agency (Name/ Designation / Contact number)	
17.	Affidavit stating that the agency is/has not been blacklisted by any government or other institution to be attached	
18.	Any other relevant information	

UNDERTAKING

I hereby certify that all the information furnished above are true to the best of my knowledge and belief. I have no objection to the Consulate verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

I understand that my empanelment may be cancelled by the Consulate General of India, Guangzhou, at any stage, if any information furnished by our agency is found to be incorrect.

Signature of Authorized Signatory.....

Full Name:.....

Designation:.....

(Office seal of the Bidder)

Date:

Place: