

Representative Office of India
Ramallah

NOTICE INVITING BIDS

Sealed tenders are invited from established/reputed Travel Agencies, dealing in domestic and international air tickets booking, for the purpose of forming a panel of travel agencies. Further details are available on <https://www.indembassyisrael.gov.in/> and <https://eprocure.gov.in/cppp/>. Last date of receipt of sealed bids is 29 September 2022 (by 1700 hrs).

Sd/-
(Head of Chancery)
Representative Office of India
Ramallah

**Representative Office of India
Ramallah**

**Subject: Invitation of Expression of Interest for EMPANELMENT OF TRAVEL
AGENCIES**

Representative Office of India, Ramallah invites applications from well reputed authorized Travel Agencies dealing in domestic and international air tickets for the purpose of forming a panel of travel agencies. Tenders should be properly sealed with the superscription “ **Application for empanelment of travel agents for booking of air tickets for the Embassy**” and addressed to:

“Head of Chancery
Representative Office of India,
Mahatma Gandhi Street, Ain Areek Crossing, Beitunia Ramallah.
Email: hoc.ramallah@mea.gov.in
rep.ramallah@mea.gov.in

TERMS & CONDITIONS:

1. Eligibility Criteria:-

1.1. The bidding Agency should be *registered in Palestine under companies act* or relevant act for operating in booking and purchasing of Air tickets for the Domestic and International sector. (*Copy of supporting documents to be enclosed*).

1.2. The bidder should have an *experience of at least 05 years* in similar works of booking/purchasing for domestic and international tickets including at least 05 years experience in *working with Diplomatic Missions and UN and other international organizations.*(*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 agency should have at least 05 employees on its payroll.

1.5 The service provide company should be *IATA approved.* A copy of *certificate issued by IATA* should be attached.

2. Scope of Work:

- 2.1 Booking of International and domestic Air tickets on “Best available Fare” basis.
- 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 Fax/email to Representative Office of India, Ramallah (ROI) with information like Flight number and date of travel, cost of ticket, discounts (if any), tax (if any) etc. within a short period even within one or two hours in case of urgency.
- 2.4 The company should provide a dedicated English speaking contact person who will deal the requests of the ROI.
- 2.5 Mere submission of quotation for ticket, would not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.
- 2.6 The agency should make all possible efforts for upgradation/ revalidation of tickets on free of charge basis.
- 2.7 Cancellation charges shall be paid as per actual as charged by airlines.
- 2.8 Maximum possible discount will be offered by the agency to the ROI in making bookings.
- 2.9 Issuance of tickets where *at least one time cancellation/multiple change is allowed without charge as far as possible.*
- 2.10 The booking will be done on credit basis.
- 2.11 Bills for bookings shall have to be submitted on a regular basis and subject to the correctness of the bill(s) the payment will be generally made within a months’ time of the receipt of the bills in the Embassy.
- 2.12 The travel agency should be in a position to provide credit limit for a period of minimum one month.

3. Tenure Of Contract: - Once constituted, the validity of the panel of travel agencies would **03 years**, unless otherwise revised/ extended by the ROI.

4. 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.

5. Payment:- Bills for booking shall have to be submitted on a fortnightly basis for payment subject to the correctness of the bill.

6. 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.**

7. The Representative Office of India reserves the right to empanel any travel agency or to cancel the empanelment at any time, without assigning any reason.

8. The empanelment does not guarantee getting work order in future. The Representative Office of India reserves the right to award work order to any empaneled firm.

9. The arrangements with the Travel Agency shall stand terminated in the case of insolvency of the travel agency or them entering into any arrangement/compensation with their creditors.

10. The *Representative Office of India* reserves the right to reject/cancel any or all the bids without assigning any reason.

11. Last date of submission: last date of receipt of sealed applications is **29 September 2022 (by 1700 hrs)**.

12. No application shall be entertained after the expiry of the due date and time.

13. **Validity of the Bids:** The applications submitted shall be valid for a period of **60 days** subject to increase in the period by mutual consent.

14. **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.

15. The applicant is required to visit the Tenders Section of *Representative Office of India's* website for any changes or amendments in the Tender.

16. **Rejection of Application:** The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s) with the Proposal.
- e) Any other reason ascertained by the Embassy

17. Submission Details: Interested parties may send their applications along with the profile and other details inside a sealed envelope super-scribing '**Application for Empanelment of Travel Agency**' to:

**“Head of Chancery
Representative Office of India,
Mahatma Gandhi Street, Ain Areek Crossing, Beitunia Ramallah.
Email: hoc.ramallah@mea.gov.in
rep.ramallah@mea.gov.in**

18. For any further queries, you may write to: hoc.ramallah@mea.gov.in

Annexure-I

Sl. No.	Particulars	Details to be filled by the Agency
1	Name of the Agency/ Firm / Company	
2	Registered office/business address of the Agency/ Firm / Company	
3	Name of Contact Person(s)	
4	Address with telephone, fax numbers, email and name (s) of the contact person (s)	
5	Year of Incorporation/ Constitution of the Agency/ Firm / Company (attach company registration documents)	
6	Experience in booking domestic / international tickets including experience in working with Diplomatic Missions and UN and other international organizations (provide relevant documents)	
7	Number of Employees on payroll (documents to be attached)	
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 days	
10	Is it possible for the Agency to block the tickets for limited period (without cost), if requested?	
11	Is it possible for company to provide at least one time cancellation/change without charge.	
12	Refund policy, if tickets are canceled.	
13	Service Charges on the basis of per person/ticket, If any.	
14	Affidavit stating that the agency is/has not been blacklisted by any government or other institution to be attached	
15	Any other relevant information	

UNDERTAKING

I hereby certify that all the information furnished above are true to the best of my knowledge. I have no objection to the Embassy verifying any or all the information furnished in the 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.

(Signature of authorized signatory)

Full name:

Designation:

(office seal of the bidder)

Date:

Place: