

**Embassy Of India  
Ljubljana**

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

Embassy of India, Ljubljana 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  
Embassy of India,  
Ljubljana,  
Zelezna Cesta 16,  
1000 Ljubljana  
Email: [hoc.ljubljana@mea.gov.in](mailto:hoc.ljubljana@mea.gov.in)  
[adm.ljubljana@mea.gov.in](mailto:adm.ljubljana@mea.gov.in)

**1. Eligibility Criteria:-**

- i. The bidder should be a registered company to engage in the business of booking and purchasing of air tickets for the domestic and international sector. **(Documents to be attached)**
- ii. The bidder should have an experience of at least 3 years in similar works of booking/purchasing for domestic and international tickets **(Documents to be attached)**
- iii. 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)
- iv. The service provider company should be IATA approved. A copy of certificate issued by IATA should be attached.
- v. The bidding company should have a registered office in Ljubljana.
- vi. The Agency should have at least 05 employees on its payroll.

**2. Scope of Work:-**

- i. Booking of international and domestic air tickets on 'Best Available Fare'.
- ii. 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.
- iii. The agent should be able to send quotation by quickest means like email to Embassy 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.
- iv. Mere submission of quotation for ticket, would not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.

v. The booking will be done on credit basis.

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

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

**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 after the journey date. Payment for the same will be made within 02 weeks of receipt of the same after verifying the bills.

**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. Last date of submission:** last date of receipt of sealed applications is **21<sup>st</sup> March 2023**. No application shall be entertained after the expiry of the due date and time.

**8. 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.

**9. 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.

**10. Rejection of Application:** The 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) with the Proposal.
- v. Any other reason ascertained by the Embassy

## **11. TERMS AND CONDITIONS**

i. The Embassy 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 Embassy 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 agency or them entering into any arrangement/compensation with their creditors.

iv. The Embassy of India reserves the right to reject/cancel any or all the bids without assigning any reason.

**Annexure-I**

<b>SI No.</b>	<b>Particulars</b>	<b>Details to be filled by the Agency</b>
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	Turnover of last three years (documents to be attached)	
8	Number of Employees on payroll	
9	Whether the travel Agency is IATA approved (attach certificate)	
10	Whether the Agency is prepared to provide services on weekends / Holidays besides normal working days	
11	Is it possible for the Agency to block the tickets for limited period (without cost), if requested?	
12	Is it possible for company to provide at least one time cancellation/change without charge.	
13	Refund policy, if tickets are cancelled.	
14	Service Charges on the basis of per person/ticket	
15	Affidavit stating that the agency is/has not been blacklisted by any government or other institution to be attached	
16	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: