



EMBASSY OF INDIA

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No. YAN/ADM/551/3/2017

03.05.2017

EXPRESSION OF INTEREST (EOI)
FOR
EMPANELMENT OF TRAVEL AGENCIES AT EMBASSY OF INDIA, YANGON

Embassy of India intends to empanel experienced travel and tour agencies in Yangon for arrangement of Air Tickets for both domestic and international sectors.

The EOI, complete in all respects, should be sent to Head of Chancery, Embassy of India, 545-547, Merchant Street, Yangon in a sealed cover superscribing "EOI for Empanelment of Travel Agencies" before 1200 hrs. on 16.05.2017.

The EOI document shall be opened on the same date at 1500 hrs at the above mentioned office in the presence of EOI-Participant's representatives who choose to attend.

1.0 INTRODUCTION

1.1 Embassy of India, Yangon procures more than 400 international air tickets for Myanmar candidates for training in various institutes in India under Indian Technical and Economic Technical Cooperation Scheme (ITEC) per year. Embassy also procures more than 300 domestic air tickets for its officers and visiting dignitaries from India to visit various cities in Myanmar.

2.0 QUALIFYING CRITERIA

- 2.1 The agency should be approved/authorized/registered travel agencies in Travel/tour Business. Preference should be given to those agencies having IATA (International Air Transport Association) membership for air ticketing. The agency should submit documentary evidence.
- 2.2 The agency should have been providing domestic & international ticket booking services to reputed customers like Embassies, UN Officers, INGOs and other multinational companies in Myanmar. The agency should submit documentary evidence.
- 2.3 The agency should be connected by Fax, e-mail and telephone facilities for 24x7 and system of delivering tickets other than mail transfer..
- 2.4 The agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems(CRS), electronic mail and other modern communication systems.

2.5 The agency should extend credit facilities for minimum 6 weeks from the date of submission of bills.

2.6 Preference will be given to those agencies who accept payment by Bank transfer rather than cash.

3.0 SCOPE OF WORK

3.1 Timely delivery of air tickets including holiday without any conveyance charge.

3.2 Making of itinerary of travel of the user which is the most cost effective as well as the best suitable to the user.

3.3 The agency should provide 24x7 hours help line service number so that in case of any emergency Embassy may contact the Agency.

3.4 The agency will inform the Traveler about the cancellation/rescheduling of Flight by the Airlines.

3.5 In case the tickets are delivered after the scheduled date and time, the agency will be solely responsible for the same and no payment will be made for it.

3.6 The travel agency shall nominate an experienced staff / official(s) for liaison with Embassy on day- to-day basis. The name of the concerned persons and their contact number shall be provided to Embassy.

3.7 All empanelled agencies should provide rate/quotation to Embassy by e-mail and ticket will be procured from the agency who quotes lowest price.

3.8 For all travel requests, the travel agency shall make the provisional bookings; prepare appropriate itineraries of possible quotes and formal quotations based on the lowest fare and the most direct and shortest routing.

3.9 Travel agencies are to make sure that all re-imbusement of flight cancellations are processed through the respective Airlines.

4.0 INSTRUCTIONS TO APPLICANTS

4.1 Applicants are required to fill in all the details asked for Technical Bid document at Annexue-I and submit it along with EOI document.

4.2 All information should be typed or handwritten legibly in English only.

4.3 All pages of the EOI document should bear the signature and seal of the authorized representative of the applicant.

4.4 Copies of credentials / documents are to be annexed with the EOI with self-attestation by the Applicant with official seal.

4.5 The EOI is liable to rejection in the event of non-adherence to the instructions given herein.

- 4.6 Applications will be rejected in the event of failure to meet the qualifying criteria. The applications are also liable for rejection due to incorporation of any false information and furnishing fake or truncated documents.

5. GENERAL

- 5.1 The Embassy shall empanel more than one agency and shall ask for quotations from all empanelled agencies. All the empanelled agencies must send their quotations to the designated e-mail id of the Embassy. The Embassy shall procure the tickets from the agency on the basis of lowest rates.
- 5.2 The empanelment will be for a period of **three (03) years** from the date of communication confirming empanelment. The period of empanelment may be extended at the discretion of Embassy of India, Yangon for a further period of maximum two years subject to satisfactory performance by the empanelled agency.
- 5.3 Embassy of India, Yangon reserve the right to evaluate the credentials of the applicants and empanel the agencies found qualified and capable of meeting the requirement of Embassy of India, Yangon.
- 5.4 Invitation of EOI does not bind Embassy of India, Yangon to empanel the applicants or place order or send tender documents to the agencies responding against this notice.
- 5.5 Embassy of India, Yangon also reserves the right to accept or reject any or all the applications and/or withdraw or cancel or suspend this notification without showing any reason.
- 5.6 In case of dispute the decisions of the Deputy Chief of Mission, Embassy of India, Yangon shall be final.

6. EARNEST MONEY DEPOSIT (EMD) & PERFORMANCE GUARANTEE

- 6.1 An Earnest Money Deposit (EMD) of **USD\$200.00 (US Dollars Two Hundred Only)** in cash is required to be deposited with the Tender Document. EMD of all empanelled agencies shall be retained by the Embassy as **Performance Guarantee** which shall be refunded after expiry of or termination of contract. In case, during the contract period, the services of the agency are not found satisfactory, Performance Guarantee shall be forfeited. Security Money will not fetch any interest.

7.0 DELIVERY OF TICKETS

- 7.1 Tickets shall be delivered at Embassy of India, Yangon or at the residence of officers or at any other place in the city, as and when instructed at no extra cost. The service shall have to be provided even on Sunday/Holidays in case of emergency

8.0 FALL CLAUSE

8.1 The Agency undertakes that it will provide tickets at the lowest price to Embassy and if it is found at any stage that similar product was supplied by the Agency to any other organization at a lower price, then the difference in the cost would be refunded by the Agency to the Embassy, if the contract has already been concluded.

9.0 PAYMENT TERMS & MODE OF PAYMENT

- 9.1 Payment shall be made **within 6 weeks** of the submission of invoice.
- 9.2 The payment will be made preferably through Bank Transfer for which bidders are requested to submit their Bank Details.

10.0 TERMINATION OF CONTRACT

10.1 The contract with the successful bidder may be terminated if bidder fails to perform its obligations specified in the contract agreement or if incase the service provided is found to be unsatisfactory.

(Shweta Singh)

First Secretary (E&C) & Head of Chancery

ANNEXURE-I

**Technical Bid for Empanelment of Travel Agency for booking of Domestic,
International Air**

SI No.	Particulars	Details to be filled by the Agency
1	Name of the Firm / Agency	
2	Registered office/business address of the agency	
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 Firm/Agency (Attach copy of proof)	
6	Whether the agency is providing domestic / international ticket booking services to reputed customers like Embassies, UN Offices, INGOs, Multinational Companies etc. Give names of institutions where the agency is empanelled/providing such services. (Attach copy of Orders / proof)	
7	Whether for all travel request, whether the travel agency agrees to make the provisional bookings, prepare appropriate itineraries for shortest routes and send the quotations to designated e-mail of the Embassy	
8	Whether the travel agent is equipped with the requisite infrastructure in the form of Airline Computerized Reservation System (CRS), electronic mail and other modern communication systems.	
9	Whether the agency is prepared to provide the services on Sundays/Holidays	

	besides normal working days also.	
10	Please indicate whether the agency is prepared to offer six (06) weeks credit	
11	Whether the firm is ready to accept payment through Bank Transfer. (Attach copy of Bank Details)	
12	Whether the agency has deposited EMD of US\$200/- along with tender	

I/We _____ do hereby declare that the entries made in the above form are true to the best of my/our knowledge and also we shall be found by the acts of my/our duly constituted attorney. I/We herby understand that the submission of application does not guarantee for empanelment as service provider of Embassy of India, Yangon. I/We further understand that in case of any information submitted by me/us , found to be incorrect either before or even after the empanelment, Embassy of India, Yangon will have the right to summarily reject the application/cancel the empanelment at anytime without assigning any reason whatsoever.

Date :

Place :

Signature of authorized signatory

Name

Seal

1.0 INTRODUCTION

2.0 QUALIFYING CRITERIA

2.1 The agency should be approved/authorized/registered bank agency in Thailand. Business Practices should be given to those agencies having IATA (International Air Transport Association) membership or an agency. The agency should have satisfactory records.

2.2 The agency should have been providing domestic & international air ticketing services to various customers like Embassies, UN Offices, NGOs and other multinational companies in Myanmar. The agency should submit documentary evidence.

2.3 The agency should be equipped with Fax, e-mail and telephone facilities for 24x7 and system of handling tickets other than mail transfer.

2.4 The agency should be equipped with the requisite infrastructure in the form of Active Computerized Reservation Systems(CRS), electronic mail and other modern communication systems.