

**EMBASSY OF INDIA**

545-547, Merchant Street

Post Box No. 751, Yangon, Myanmar

Tel: (951) 391219, 243972, 388412

Fax: (951)254086, 250164, 388414

Email: [www.embassyofindiayangon.in](http://www.embassyofindiayangon.in)**No.YAN/ADM/551/02/2022****13 September 2023****Expression of Interest (EoI) for empanelment as Ticketing Agents**

Embassy of India, 545-547, Merchant Street, Yangon invites sealed tenders from reputed and registered Travel/Ticketing Agents in Myanmar having Head/Branch Office at Yangon for empanelment for booking/purchase of domestic and international air tickets for the Embassy. The EoI should be submitted in prescribed format as per **Annexure I**. The tender documents duly filled in and complete in all respect should be addressed to the Head of Chancery, Embassy of India, Yangon.

The documents can be downloaded from website of Embassy of India (<https://embassyofindiayangon.gov.in/>) and can also be obtained from the Administration Wing of the Embassy.

<b>Date of issue of documents</b>	<b>:</b>	<b>13 September 2023</b>
<b>Last date &amp; time for depositing offers</b>	<b>:</b>	<b>03 October 2023 (1700 hours)</b>
<b>Date of opening of offers</b>	<b>:</b>	<b>04 October 2023 (1200 hours)</b>

The Embassy reserves the right to reject any or all tenders without assigning any reason therefore.

(Reeta Meena)  
Head of Chancery  
Embassy of India, Yangon  
Email: [hoc.yangon@mea.gov.in](mailto:hoc.yangon@mea.gov.in)

## **1. Conditions of Empanelment of Ticketing/Travel agent:**

1.1 The empanelment will be initially valid for 2 years from the date of award of work and extendable for further one year at a time subject to continuous satisfactory performance (maximum tenure of 05 years).

1.2 The Embassy of India, Yangon reserves the right to accept/reject any EoI or scrap the tender in whole or in part, without assigning any reason.

1.3 In case of failure of the contractor/firm/company to comply with the provision of the terms and conditions mentioned in the Tender Document or the Agreement to be signed between Embassy of India, Yangon and the successful bidders, the competent Authority of this Mission reserves the right to terminate the contract.

1.4 The Embassy of India, Yangon also reserves the right to terminate the empanelment contract, without giving any notice or reason.

1.5 Bids may be hand delivered or sent by post at the below mentioned address so as to reach on or before the prescribed date and time. Embassy of India, Yangon, will not be responsible for any postal delay.

Address Details:  
Head of Chancery,  
545-547, Merchant Street,  
Post Box No. 751,  
Embassy of India, Yangon, Myanmar.

1.6 The bids will be valid for 180 days from the date of opening of bids.

## **2. Eligibility Criteria:**

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

2.2 The bidder should have an experience of at least three (3) years in similar works of booking/purchasing for domestic and international tickets preferably for other Embassy or other UN organizations or reputed corporate/business houses.

## **3. Scope of work:**

3.1 The agent should be able to send quotations by quickest means like Fax/Email to Embassy with information like Flight number and date of travel, Cost of Tickets (USD) within a short period even within one or two hours in cases of emergency. The requests for such information will be conveyed either by phone or email or fax. The agent should be able to provide service on holidays/beyond working hours in cases of urgency.

3.2 While sending the quotations, the agent should indicate cost of one ticket (in USD), agent fee (for individual ticket as well as group tickets), discounts, commercial tax, cost of excess baggage, if any, etc.

- 3.3 Mere submitting quotation for tickets, does not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.
- 3.4 The agents should quote the best available fair when asked for. Failure to submit quotation within stipulated time or to provide the tickets as per quoted rate and purchase order will be treated deficiency in service and result in removal from panel.
- 3.5. The agent will be responsible for any wrong booking/purchase made by them.
- 3.6 The agent should send the invoice once in every 15 days for the tickets purchased and the payment will generally be made within next fifteen days through bank transfer/cash. Though payment through bank transfer is preferable, payment is cash (USD) can also be made for which the agent should arrange collection of payment from the Embassy.
- 3.7 It may be noted that this call for EoI is only for Empanelment of agents. It may further be noted that mere empanelment does not guarantee getting work order in future. Embassy reserves right to award work order to any firm.
- 3.8 Continuation on the panel and purchase order will take into account quality of service provided, additional facilities like excess baggage, cancellation, re-scheduling and name change options, etc.
- 3.9 The agent should share mobile numbers of at least two persons for contact including email address for seeking quotation/placing purchase orders.
- 3.10 In case of delivery of physical ticket, any other document, if required, the agent should arrange to send it to Embassy.
- 3.11 The average number of tickets purchased for international and domestic sectors during last three months is around 270. This number is only indicative and in no way guarantees future requirements.

**A. COMPANY CREDENTIALS**

1. Name of the Travel Agency :
2. Contact Details
  - (i) Registered Postal Address :
  - (ii) Mobile Phone No. :
  - (iii) Telephone No. :
  - (iv) Fax No. :
  - (v) Email Address :
3. Name of the person who should be contacted regarding tender matters :
4. Mobile number and email of the contact person :
5. Registration details (attach company registration documents) :
6. Experience in booking tickets international tickets for Embassies, UN organisations, big corporate house, etc. :
7. Any other information (to be supported by necessary documents) :
8. Whether the company has Branch / Head Office in Yangon (May furnish proof) :

**B. Agent Fees ( In USD):**

**UNDERTAKING**

I, the undersigned, state that I have gone through the terms and conditions mentioned in the EoI document and undertake to comply with it.

Date:

Place:

Signature of the Bidder  
/Authorized Signatory

Full Name:

Designation:

(Office seal of the Bidder

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