

**HIGH COMMISSION OF INDIA
SINGAPORE**

No. SIN/HCI/ADMN/551/02/2024

Date: 18 June 2024

**NOTICE INVITING EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT
OF TRAVEL AGENCIES AT THE HIGH COMMISSION OF INDIA, SINGAPORE**

The High Commission of India, Singapore (**hereinafter referred to as the High Commission**) intends to empanel travel and tour agencies in Singapore for arrangement of Air Tickets for both domestic (within India) and international sectors.

2. The 'Expression of Interest' (**EOI**), complete in all respects, should be sent to Head of Chancery, High Commission of India, 31 Grange Road, Singapore – 239702, in a sealed cover superscribing "**EOI for Empanelment of Travel Agencies**" before 1500 hrs on 15th July 2024. A soft copy of the **EOI** (word format) should also be sent in a CD/DVD.

3. The **EOI** document shall be opened on 17th July 2024 at 1600 hrs at the above mentioned office in the presence of **EOI-Participants'** representatives who choose to attend.

4. INTRODUCTION

The High Commission procures international and domestic (within India) air tickets for travel of its officers/officials and their dependent family members and visiting dignitaries to/from India and other countries. Empanelled travel agencies will be required to assist in the procurement / booking of air passages on behalf of the High Commission. Further details may be seen in the Scope of Work in the subsequent paras.

5. QUALIFYING CRITERIA

5.1 The agency should be approved/authorized/registered travel agency in travel/tour business in Singapore. Preference would be given to those agencies having IATA (International Air Transport Association) membership for air ticketing. The agency needs to submit documentary evidence.

5.2 The agency should have experience of providing domestic & international ticket booking services to reputed customers such as Embassies, High Commissions, International

Organizations and other Multinational Companies based in Singapore. The agency would need to submit documentary evidence.

5.3 The agency must be connected by Fax, e-mail, telephone facilities and instant messaging services such as Whatsapp for 365*24*7 and system of delivering tickets other than mail transfer.

5.4 The agency would be required to extend credit facilities for minimum 4 weeks from the date of submission of bills/invoices.

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

6. **SCOPE OF WORK**

6.1 Booking of tickets in the required class of travel (Excursion / Economy / Business / First Class) with complimentary services including baggage allowance and meal service available.

6.2 Facility of rescheduling of tickets without any extra processing charges.

6.3 Timely delivery of air tickets, even in case of any notified holiday without any conveyance charge.

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

6.5 The empanelled agency will need to provide 24*7 hours help line service number which may be used in case of any emergency situation.

6.6 The empanelled agency will inform the High Commission and the Traveler in a timely manner regarding the cancellation or rescheduling of Flight by the Airlines, if any.

6.7 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.

6.8 The empanelled travel agency shall nominate an experienced English speaking staff/official(s) to liaison with the High Commission on day-to-day basis. The name of the concerned persons and their contact number shall be provided to the High Commission. The person concerned need to be available on both call and messaging services.

6.9 All empanelled travel agencies should provide rate/quotation to High Commission by e-mail and ticket will be procured from the agency who quotes the lowest price in a timely manner. Ticket must be issued after receiving authorization from competent authority of the High Commission. Head of Chancery in the High Commission will keep the empanelled agency informed about the authorized person.

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

6.11 Empanelled travel agencies are required to ensure that all reimbursement of flight cancellations are processed through the respective Airlines.

7. INSTRUCTIONS TO APPLICANTS

7.1 Prospective travel agencies are required to fill in all the details asked in Annexure-I.

7.2 All information must be typed or handwritten legibly in English only.

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

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

7.5 The agencies are required to submit their self attested ACRA (Accounting and Corporate Regulatory Authority) profile as part of their EOI.

7.6 The agencies are required to submit copies of relevant records pertaining to tax return submitted by them to IRAS (Inland Revenue Authority of Singapore) for past three years.

7.5 The applications are liable to be rejected due to incorporation of any false information or furnishing fake / truncated documents.

8. GENERAL

8.1 The High Commission 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 High Commission. The High Commission shall procure the tickets from the agency on the basis of lowest rates.

8.2 The empanelment will be for a period of two (2) years from the date of communication confirming empanelment. The period of empanelment may be extended at the discretion of the High Commission for a further period of One (1) year subject to satisfactory performance by the empanelled agency.

8.3 The High Commission reserves the right to evaluate the credentials of the applicants and empanel the agencies found qualified and capable of meeting the requirement of EOI.

8.4 Invitation of EOI does not bind the High Commission to empanel the applicants or place order or send tender documents to the agencies responding against this notice.

8.5 The High Commission 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.

9. DELIVERY OF TICKETS

Tickets shall be delivered to the High Commission and the traveller(s) via email / fax, as and when instructed at no extra cost. The service shall have to be provided even on Saturdays/Sundays/Holidays.

10. FALL CLAUSE

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

11. PAYMENT TERMS & MODE OF PAYMENT

Payment shall be made within 4 weeks of the submission of invoice, preferably by bank transfer mode.

12. DISPUTE SETTLEMENT MECHANISM

If a dispute arises out of or in connection with the obligations contained in the Agreement, or in respect of any defined legal relationship associated therewith or derived therefrom, the Parties shall resolve the same amicably between them. In the event the Parties are unable to resolve their dispute amicably, the following dispute resolution procedures shall apply:

12.1 Any dispute or grievance not resolved amicably, shall be forwarded by the travel agency to the Monitoring Committee which shall be headed by Head of Mission (HOM) or Deputy High Commissioner (DHC) of the High Commission as Chairman. The Monitoring Committee shall also include two more officers from the High Commission as considered necessary by the Chairman. A representative of the empanelled travel agency may also be a member of the Monitoring Committee. The formation of the Monitoring Committee shall be at the discretion of the HOM/DHC. After giving an opportunity of being heard to the travel agency, the Monitoring Committee shall consider the matter and give its decision thereon in writing.

12.2 If the dispute is not resolved at the level of the Monitoring Committee or within three months from the date of bringing the dispute to the Monitoring Committee, whichever is earlier, the dispute may be referred to the Appellate Authority in the Ministry of External Affairs, New Delhi.

12.3 Ministry of External Affairs, New Delhi and the High Commission shall not, in any manner, be responsible in the event of any dispute between the empanelled travel agency, its local partner, if any and any of the Airline Companies.

13. TERMINATION OF AGREEMENT

13.1 The Agreement with the empanelled agency may be terminated if it fails to perform its obligations specified in the contract agreement or if, the service provided is found to be unsatisfactory.

13.2 High Commission reserves the right to terminate the Agreement at any time by giving one month advance notice to the empanelled travel agency. However, High Commission shall also have the right to terminate the Agreement by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws, non-compliance of taxation laws in Singapore. Termination will have effect from the

date of notification unless there is a specific statement to the contrary in the notice of termination.

13.3 The empanelled travel agency will have the option to terminate the Agreement by giving 02 (two) months' advance notice to the High Commission, with reasons for termination of Agreement.

13.4 In the unlikely event of a break-down of diplomatic relations between the Government of India and the Government of Singapore, or in the event of a serious security threat perception which may necessitate the winding up of consular operations in the country, the High Commission shall terminate the Agreement at one week's notice without any liability to the High Commission or to the Government of India .

14. **CONFIDENTIALITY AND PRIVACY LAWS**

14.1 The empanelled travel agency shall ensure complete confidentiality of the information provided to it by the High Commission and will further ensure that the information provided is used for no other purpose than booking of air passages.

14.2 The empanelled agency will be required to comply with all national laws of Singapore related to privacy and data security. The empanelled agency would be solely responsible for any breach/violation of the local laws in this regard and would in no way seek the involvement of the Government of India or the High Commission.



(Ashwani Kumar)
Head of Chancery

Enclosure : Annexure-I

ANNEXURE-I**TECHNICAL BID FOR EMPANELMENT OF TRAVEL AGENCY FOR BOOKING OF DOMESTIC (INDIA) AND INTERNATIONAL AIR TICKETS**

Sl No.	Particulars	Details to be filled by the Agency
1	Name of the Company / 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	ACRA (Accounting and Corporate Regulatory Authority) profile of the Company / Agency	
6	Registration No. and GST No. (Attach copy of proof)	
7	Whether the agency is providing domestic/ international ticket booking services to reputed customers like Embassies, High Commissions, UN Offices, International Organizations, Multinational Companies etc. Give names of institutions where the agency is empanelled / providing such services. (Attach copy of Orders / proof)	
8	Whether for all travel request, whether the travel agency agrees to make the provisional bookings, prepare appropriate itineraries for shortest routes and most cost effective as well and send the quotations to designated e-mail of the High Commission of India, Singapore	
9	Whether the agency agrees to provide tickets with facility of change of date without any extra cost.	
10	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.	
11	Whether the agency is prepared to provide the services on Saturdays/Sundays/ Holidays	
12	Please indicate whether the agency is prepared to offer 04 (four) weeks credit	

13	Whether the firm is ready to accept payment through Bank Transfer. (Attach copy of Bank Details)	
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UNDERTAKING

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 hereby understand that the submission of application does not guarantee for empanelment as service provider of High Commission of India, Singapore.

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, High Commission of India, Singapore 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:

Designation:

Seal: