

**Embassy of India  
Muscat**

**No. MUS/551/04/2022**

**Dated: 19.05.2022**

**Expression of Interest (EOI) for empanelment of Travel Agents**

Embassy of India, Muscat invites applications from well reputed authorized Travel Agencies dealing in domestic and international air tickets for the purpose of empanelment by the Embassy for two years, renewable at the Embassy's discretion up to three spells of one year each based on Agency's performance and subject to terms and conditions given below. 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, Muscat  
Jami'at Al - Dowal Al - Arabiya Street,  
Diplomatic Area, Al Khuwair,  
P.O. Box 1727, PC: 112**

The tender documents can be downloaded from website of Embassy of India ( <https://www.indemb-oman.gov.in/> ). The duly filled in tender is required to be submitted on or before 15.00 HRS on June 09 , 2022. The tender will be opened at 15:30 HRS on the same day.

Incomplete Tenders are liable to be rejected. No further correspondence will be entertained for rejected tenders.



(Praveen Kumar)  
Head of Chancery  
Embassy of India, Muscat  
Email : hoc.muscat@mea.gov.in

## **TERMS AND CONDITIONS**

### **1. ELIGIBILITY CRITERIA**

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

1.2 The bidder should have an experience of at least three (3) years in similar works of booking/purchasing for domestic and international tickets, including for Diplomatic Missions and UN and other international organizations and big corporate / business houses.

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.

### **2. SCOPE OF WORK:**

2.1 Booking of international and domestic air tickets on 'Best Available Fare'.

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 Embassy with information like Flight number and date of travel, cost of one ticket (OMR), discounts (if any), tax, if any etc., withing a short period even within one or two hours in case of emergency.

2.4 Mere submission of quotation for ticket, does not construe as purchase order. Separate purchase order will be issued if the quotation is acceptable.

2.5 The booking will be done on credit basis.

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

**3. COST OF TENDER FORM :** The tender is available free of cost and attached to this Notice.

**4. TENURE OF CONTRACT :** The tenure of contract shall ordinarily be two years. However, the competent authority, may at his discretion, allow extension of tenure of contract, up to three spells of one year each subject to agency's performance.

- 5. 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.
- 6. PAYMENT :** Bills for bookings shall have to be submitted on a fortnightly basis and subject to the correctness of the bill the payment will be generally made within next fifteen days through bank transfer.
- 7. 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.
- 8.** The Embassy reserves the right to empanel any travel agents or to cancel the empanelment at any time, without assigning any reason.
- 9.** The empanelment does not guarantee getting work order in future. The Embassy reserves the right to award work order to any empaneled firm.
- 10.** The arrangements with the Travel Agent shall stand terminated in the case of insolvency of the travel agents or them entering into any arrangement/compensation with their creditors.

**Company Credentials**

<b>Sl No.</b>	<b>Particulars</b>	<b>Details to be filled by the Agency</b>
1.	Name of the Contractor / Firm / Company	
2.	Registered office/ business address of the company / Firm / 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 Company / Firm / Agency (attache company registration documents)	
6.	Experience in booking domestic / international tickets : for Embassies, UN organization, big corporate houses, etc. (provide relevant documents)	
7.	Additional facilities offered other than booking tickets/ transaction charges/ service fees / other charges if any	
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 services on weekends / Holidays besides normal working day also.	
10.	Please indicate whether agency is prepared to offer 15 days credit.	
11.	Is it possible for company 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 canceled.	
14.	Service charges on the basis of per person / ticket.	
15.	Whether the company has Branch / Head office in Muscat (may furnish proof)	
16.	Details of Key personnel of the agency (Name/ Designation / Contact number)	
17.	Bank Details Name of the Bank : Bank Account Name: Type of Account : Account Number :	
18.	Any other relevant information	

**UNDERTAKING**

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