

**Embassy of India
Madrid**

No. MAD/551/3/2022

29 April 2022

SUBJECT: NOTICE INVITING TENDER FOR EMPANELMENT OF TRAVEL AGENTS FOR BOOKING OF AIR TICKETS FOR DOMESTIC & INTERNATIONAL TRAVEL, RAIL TICKETS FOR DOMESTIC SECTOR, AND HOTEL ACCOMMODATION IN SPAIN (OUTSIDE MADRID)

Embassy of India, Madrid invites 'Expression of Interest' for engaging services of local travel agents for booking of air tickets for domestic & international travel, rail tickets for domestic sector, and hotel accommodation in Spain (outside Madrid).

2. Bidders may kindly refer Embassy of India, Madrid website: <https://www.eoimadrid.gov.in/e-citizen-tenders.php> and Central Procurement Portal at <https://eprocure.gov.in/eprocure/app> for tender document.

3. The complete proposal for 'Expression of Interest' in sealed envelopes should be **hand delivered or sent by post** to the following address:

Head of Chancery
Embassy of India
Ave Pio XII, 30-32
Madrid 28016

4. Last date for submission of proposal for 'Expression of Interest' is **20.05.2022 by 1700 hrs.**

Sd/-

(Pabitra Kr. Majumder)

Head of Chancery

**Embassy of India
Madrid**

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Sealed quotations are invited for empanelment of local travel agencies for booking of air tickets for domestic & international travel, rail tickets for domestic sector, and hotel accommodation in Spain (outside Madrid) for the officers and their family members of the Embassy of India in Madrid. The scope of work and other terms and conditions are mentioned here under:-

TERMS AND CONDITIONS

- 1. SCOPE OF WORK:-** The following would be the scope of work:-
 - (a) Booking of best available fare air tickets in the communicated category on domestic sector, i.e. within Spain.
 - (b) Booking of best available fare air tickets in the communicated category on international sector. The Embassy may request for booking of air tickets in Economy/Business/Club/First Class.
 - (c) Booking of hotel accommodation at best available fare in the communicated category in Spain (outside Madrid)

- 2. ELIGIBILITY CRITERIA:-** The tendering service provider company/firm/agency should fulfil following technical specifications:-
 - 2.1 Brief history of the travel agency to be attached.
 - 2.2 The travel agency should be registered with concerned mandatory Spanish Authorities and approved by IATA (The International Air Transport Association). The travel agency should be registered with all requisite and mandatory Spanish and other authorities, concerned. Photocopies of registration of the agency, taxation and other authorities concerned including approval of IATA to be attached.
 - 2.3 The travel agency should be equipped with the requisite infrastructure in the form of Airline Computerized Reservation Systems (CRS), electronic mail and other modern communication systems.
 - 2.4 The bidder should have an experience of at least two (2) years in similar works of booking/purchasing of domestic and international tickets, hotel booking for International Organizations and Corporates etc including for any Diplomatic Mission etc. Client list and proof of documents in support of possession of requisite experience by the agency to be attached.
 - 2.5 The agency shall submit an undertaking on its letter head stating that the agency has not been blacklisted by any Governmental or other institution.
 - 2.6 Agency must have at least one physical office in Madrid, Spain.

3. TERMS AND CONDITIONS:

- i. The agents provides the best available fare in the requested category for air / rail tickets at all times. The agent should be able to send quotations by quickest means like email to Embassy with information like flight number and date of travel, cost of one ticket (€), discounts, if any, commercial tax, if any etc. within a short period of time even within one or two hours in cases of emergency. The requests for such information will be conveyed by email only. The agent should be able to provide service on holidays/beyond working hours in cases of urgency.
- ii. The agents provides the best available fare in the requested category for hotel room booking at all times. The agent should be able to send quotations by quickest means like email to Embassy with information like hotel classification, name and address, check-in/check-out time and dates, cost of the requested room (€), discounts, if any, commercial tax, if any etc. within a short period of time even within one or two hours in cases of emergency. The requests for such information will be conveyed by email only. The agent should be able to provide service on holidays/beyond working hours in cases of urgency. Any discount offered by the hotel shall invariably be passed on to the Embassy.
- iii. During office hours, the agency must remain reachable by phone and email.
- iii. The agency must ensure availability of one contact person for urgent bookings beyond office hours (0900-1730 hrs), on weekends and holidays. The contact person must be available over phone, email and any other form of mobile communication app that is intimated by the Embassy.
- iv. Embassy's request for booking of air tickets / rail tickets / hotel room may be addressed promptly, preferably within 2 or 3 hours. In case of any urgency, the request may be addressed at the earliest possible.
- v. Mere submission of quotation for ticket/room does not construe as purchase order. Separate purchase order by email will be issued if the quotation is acceptable. On every occasion, the final award of work (i.e. booking of ticket/room) shall be given to the agent with the best available fare.
- vi. The tenure of the contract shall ordinarily be three years. However, the competent authority may at his discretion allow extension of the tenure of contract, up to two spells of two years each subject to satisfactory services of the firm.
- vii. The decisions of the Embassy of India in Madrid or any other officer authorised by the Embassy of India, Madrid shall be final and binding on the firm for the purpose of determining satisfactory services.

- viii. Embassy of India, Madrid reserves right to reject any or all of the proposals without assigning any reason what so ever.
- ix. Embassy of India, Madrid reserves the right to empanel any travel agency and to cancel the empanelment at any time, without assigning any reason what so ever. Submission of the application does not confer any right on any applicant for empanelment with Embassy of India, Madrid.
- x. The payment shall be released on submission of invoices by bank transfer. A credit period of **minimum 2 weeks** shall be allowed by the travel agency.
- xi. The invoice shall clearly mention the cost of ticket/room and the agency charges, if any being levied for the services rendered.
- xii. The agent will be responsible for any wrong booking/purchase made by them.

4. **SUBMISSION OF BIDS:** The bidding agencies are required to submit documents in prescribed format (Annexure-I) and as detailed in paragraph 2 of the Eligibility Criteria. The bids complete in all respect in sealed envelopes may be **hand delivered or sent by post** to the following address:

Head of Chancery
Embassy of India
Ave Pio XII, 30-32
Madrid 28016

5. **RESOLUTION OF DISPUTES:** In case of any disputes, the decision of the Embassy of India, Madrid shall be final.

(To be submitted on Company letterhead)

SUBJECT: SUBMISSION OF BIDS FOR EMPANELMENT OF TRAVEL AGENTS FOR BOOKING OF AIR TICKETS FOR DOMESTIC & INTERNATIONAL TRAVEL, RAIL TICKETS FOR DOMESTIC SECTOR, AND HOTEL ACCOMMODATION IN SPAIN (OUTSIDE MADRID)

1	Name, address, telephone number, e-mail of the Company	
2	Brief history of the travel agency (to be attached)	
3	Name, mobile No., e-mail id of person who will be responsible for Embassy booking	
4	IATA Registration No. (copy to be attached)	
5	Company Registration No. with Spanish authorities (copy to be attached)	
6	Work experience of last 2 years (copy to be attached)	

I hereby confirm having read and understood the tender documents and requirement of work under this tender. have read and understood the tender. I agree to abide by all the terms & conditions of the tender documents.

It is further declared that our company has not been blacklisted by any governmental or corporate organisations.

Name & signature of the bidder: _____

Date: _____

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